

The Brief

June 2023

“I’m grateful for how the team looked after me...”

Our barn theatres welcome their first patients

See more on page 12



Page 6

Celebrating our estates and facilities teams



Page 28



Out of Africa!

Page 18



Thanking our midwives and nurses

Your University Hospitals Dorset

An update from chief executive, Siobhan Harrington



Welcome to June's edition of *The Brief*. The Strawberry Moon at the weekend heralded the start of summer. A huge thank you to everyone across UHD for all that you are doing to care for our patients and each other.

Last week saw the tragic incident at Bournemouth beach; on behalf of all of us I would like to send our condolences to the families and friends of the two young people who sadly died, and also to thank colleagues for their response within the hospitals. This was a huge effort from so many teams from across our hospitals, and I was very proud of everyone involved.

I have been reflecting on being chief executive here at UHD for 12 months now. What a year! There have definitely been times when the words of Vivian Greene come to mind:

'Life isn't about waiting for the storm to pass, it's about learning to dance in the rain.'

The kindness and professionalism of you all stands out for me. We have dealt with the aftermath of the pandemic and industrial action. Over the year, we have continued to meet the demand on emergency and planned care; and plan for the future service models in our hospitals as we forge ahead with our building works. Poole Hospital's new theatres saw their first patient at the end of May and our recruitment programme continues with more people joining than leaving the organisation. Our vacancy rate

and sickness rate has also improved.

Thank you to all of you who have helped reimplement the four hours safety standard across the organisation. In May we achieved 65.9% of people being seen within four hours - above our trajectory but still not yet where we want it to be. We are also doing well on the care of patients with cancer and improving our waiting times for planned operations. The progress in patients flowing through the hospital has improved, though we have more to do at weekends and to support people to be cared for in the community.

Most colleagues on Agenda for Change pay rates will receive the national pay award this month which we are hoping is a positive development. We are aware of a number of individual issues though that we will be working through.

I am pleased to say we have appointed local GP Dr David Broadley to be part of the leadership team here at UHD. He has been clinical director of Poole Primary Care Network and is a GP partner at Rosemary Medical Centre in Parkstone. This is an exciting opportunity for us to link with our primary care partners.

Karen Allman, our chief people officer, will be stepping back from full time working to spend more time with family and friends at the end of November. Karen has worked here over 16 years and been amazing

through the merger and pandemic. We will get lots of opportunities to say thank you and in the meantime will start the recruitment process for a new chief people officer.

June is of course Pride Month. If you haven't seen it already, please do have a look at the latest edition of our Pride Network magazine that includes an introduction to your new Pride Network, information on Non-binary Visibility Week and a feature on Pride Month 2023. [Read it here.](#)



Last week was Volunteers' Week and we joined thousands of charities and organisations across the country in recognising the invaluable contribution of our volunteers. We have over 300 volunteers working across our hospitals and at Hospital Radio Bedside, Forest Holme and the Macmillan Unit. Some of their work often goes unseen, so taking the time to publicly celebrate their support across



our social media and with awareness stands was important. We should of course celebrate their work all year round, so if you see one, please do take the time to thank them.

Volunteers are also very much included in our UHD Awards. This our first awards as UHD and from the number (over 800!) and quality of nominations that I have been lucky enough to see, we have so much to be proud of. Thanks to all those who have nominated colleagues.

Throughout this year the contribution from our frontline staff has been immense. As we take a relentless approach to improving quality across UHD I do believe we will support and amplify the work of TeamUHD. Enjoy the sunshine and let's use this time to move forward on the improvements we are wanting to make.

Thank you - let's continue to dance in the rain! Or maybe the Dorset sunshine...

Siobhan

Vital statistics

May 2023

- We saw **40,582** patients in our outpatient departments
- ...and an additional **9,161** virtually
- Carried out **1,332** day case procedures
- Supported the birth of more than **297** babies
- Attended to **13,676** patients in our EDs
- Started **228** patients on their radiotherapy journey
- We cared for **228** people at the end of their lives
- We have reduced the number of patients waiting 78 weeks for treatment to **97**
- ...down from **550** patients in May 2022

Thank you

#TeamUHD

UHD Awards - just one week to go!

650 nominations from you, 200 from the public, 33 finalists, 12 categories and one important evening - the UHD Awards 2023 are just over one week away.

The awards are our first as University Hospitals Dorset, and the evening, on 15 June at The Pavilion, Bournemouth, is set to be a brilliant celebration of some of the great people behind our services.

The shortlist spans porters and doctors, nurses and technicians, volunteers and managers, and many more. Individuals and teams were put forward by hospital colleagues as well as patients and relatives.

Judges met in mid-May to whittle down the hundreds of nominations to just a few, with the final placings revealed for the first time at the event.

We will be livestreaming the event on the night - details of



how to follow it will be publicised soon.

We're delighted to welcome Steve Harris, BBC Radio Solent's Breakfast in Dorset host, as our compere for the evening. Steve's personal connections with our hospitals go back many years.

Do you enjoy listening to podcasts?

Have you ever wanted to host one?

We're looking for people who are passionate about giving their colleagues a platform to share their unique stories and talk about topics that affect us all.

Could you be the host of a UHD podcast? Email jess.channon@uhd.nhs.uk and tell us why you want to get involved!



Junior doctors' industrial action

The British Medical Association (BMA) union and HCSA union is planning industrial action involving junior doctors for 72 hours from 7am on Wednesday 14 June until 7am on Saturday 17 June. We are currently planning our staffing for this time, with a focus as always on the safety of patients across our wards and our emergency services. As with previous industrial action, any leave that has currently been booked by junior doctors will stand, but no subsequent leave can be booked for these dates. Thanks to all colleagues involved with the planning for the industrial action.

Successful launch of children's hospital at home



Our new virtual ward, 'Child Health@Home', has officially launched, giving families access to healthcare services outside the hospital.

The ward, part of a nationally-funded project, is led by clinical children's community services lead Josie Roberts, paediatric consultant Dr Kate Goyder, and their team of nurses and physiotherapists. The team aim to provide assessment, treatment, and support to children at home to enable early discharges from hospital and to reduce unnecessary visits and/or admission to hospital.



"I am really proud of how hard the team has worked, and in doing so, this has paved the way for other parts of the virtual ward initiative to progress. From the hospital trust perspective, this allows us to free up beds and resources for our very poorly children who need to be in hospital, and for families it makes the world of difference for their children to be able to receive the care they need in the comfort of their own home."

Karen Bowers, virtual ward matron

Living Libraries is back, and we need you!

Our knowledge and library service is creating a permanent Living Library with the aim of bringing people together to share experiences, challenge stereotypes and raise awareness of the lived experience of others.

The Living Library asks volunteers to become 'human books' and tell their personal stories, sharing their lived experiences with a reader that chooses to 'borrow' a human book.

The first event will be on 6 October as part of Libraries Week in libraries at RBH and Poole. This will be followed by a permanent Living Library, on display in the library. You can then arrange to meet the 'book' at a time suitable for you and your book.

What sort of stories and experiences can I share?

We need books telling your story across a range of life and work experiences. This could be your PRIDE journey, your nurse apprenticeship, or facing challenges such as menopause symptoms or mental health difficulties. Anything you are happy to share.



How much time do I need to commit?

Join us for the launch event on 6 October, then going forward it will be at times that are suitable for you. When someone requests to borrow you, we will contact you to see your availability. The loan period is for 20 minutes. You may withdraw yourself as a book at any time.

How do I find out more?

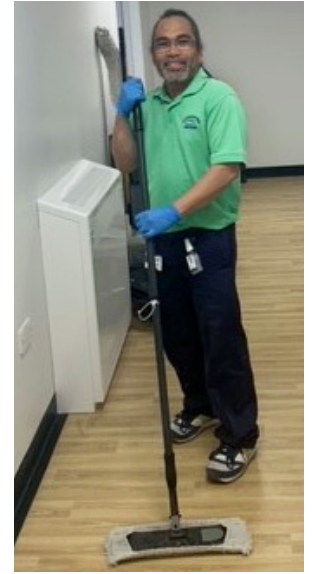
Contact library@uhd.nhs.uk to be sent the Living Libraries user guide which has all the information, [visit the intranet](#), or pop in and see us.

"I would absolutely recommend being a book if you have a story to share. Your story can help give insight or help to others who may be going through a similar experience."

National Healthcare Estates and Facilities Day

Join the celebrations for National Healthcare Estates and Facilities Day (21 June) to recognise the essential work our estates and facilities teams do in our hospitals.

We will be marking the day with reps from estates, portering, housekeeping and Mitie at stands in RBH's atrium and Poole's dome. They will be demonstrating various tasks from their areas, and there may even be a chance to win a prize or two in a fun quiz!



Some facts and figures from our amazing porters

In April 2023 our porters carried out a total of 17,864 jobs comprising of:

12,332
patient
moves

554
blood
product
collections

264
security
calls

593
medical gas
deliveries

2,093
equipment/
furniture
moves

1,512
blood
product
collections

47
medical
emergencies

445
specimen
collections

At Poole, our team cleared:

27
tonnes of
clinical
waste

31
tonnes of
general
waste

21
tonnes of
recycling

30
tonnes
of tiger
waste

194
tonnes
of linen

It's the season... for appraisals!

Now's the time to start thinking about your personal development, reflecting on the past year, and looking forward to the next.

To prepare for your appraisal, why not explore our [current leadership and management development](#) offers and the [BEAT](#) prospectus?

We encourage you to have a personal objective on supporting an inclusive culture, where diversity is valued throughout UHD. Our [guidance document](#) provides some examples.

If you're an appraiser, there are lots of resources available to support you in having valuable development conversations with your colleagues. Read the appraisal pages on the [intranet](#) for more.

Courageous Conversations Workshop

We are working with an external provider to support leaders to improve their skills around having 'courageous conversations' with colleagues.

It is an interactive, three hour workshop with a mixture of theory and practical exercises. This workshop is a follow-on from our Feedback Skills Workshop, so you should have the basic knowledge needed to take part in Courageous Conversations.

“This workshop has helped me to appreciate the importance of both verbal and non-verbal communication.”

The next workshop is on 3 July, 9.30am-12.30pm. For further dates and to book your space, [click here](#).

Leading your team through integration workshops

Does your team need to work more effectively together?
Are you managing a team that you need to bring together in support of the wider integration work?

Book yourself on to one of our workshops for team leaders. They will give you the tools and techniques you need to get your team started on their team development journey.

[Fill out this form to book your place.](#)

“ I now have a clearer structure in mind for organising how I am going to get my team together to start our team development journey ”

Agyle Symphony replacement rolls out this month

Agyle - the replacement to the Symphony patient administration and management system for many areas in UHD - is coming to our hospitals from next week.

- **13 June:** launches at Poole Hospital
- **20 June:** Royal Bournemouth launch.

It's essential that all staff who currently use Symphony and will be using Agyle are trained. It's not too late - search 'Agyle' on the intranet to find out more about online and face-to-face training, as well as why Agyle is more intuitive and user friendly for staff to use, and improve patient safety, flow and experience.



Thrive wellbeing

June's UHD Health Hub has arrived

This month features free park yoga, our updated [confidential financial wellbeing poster](#), Men's Health Week and more. Find it on the [intranet](#), or scan the QR code. Don't forget to share it with your colleagues!



Mental health awareness: more than just a week

Following on from Mental Health Awareness Week (15-21 May), look at these [useful resources](#) to help you protect and improve your mental wellbeing including our 'Five steps to wellbeing' guide:

5 steps to wellbeing



Following these steps could help you feel more positive and improve your mental health and wellbeing. If you can't do all five, just one can make a difference!

Connect - Good relationships help you build a sense of belonging and self-worth, give you an opportunity to share positive experiences and provide emotional support.

Look at our [Team UHD community noticeboard](#), our new digital space for connecting with your colleagues. Invite others to join your group, share upcoming events or just write a bit about what you do to improve or maintain your wellbeing and inspire someone to try something new.

Be active - Get up and get moving. Physical activity has lots of benefits which can positively impact your mood, such as improving sleep and helping to manage stress. Visit our [BeActive](#) pages for tips, inspiration and information on local activities.

Learn - Learning new skills boosts self-confidence by helping you to build a sense of purpose and connect with others. Remember, there is no pressure to be perfect; it's the learning that matters. We have fantastic libraries on site at Poole and RBH, visit nhslibraryuhd.co.uk to find out how to make the most of the services they offer or pop down and say hello to the lovely team. Our libraries are open from 9am-4.30pm.

Give - Acts of kindness can create positive feelings, give you a sense of purpose and help you connect with others. Use our 'Thank You' postcards to show a colleague your appreciation with a personal message. The postcards are available to order for your ward/department from organisational.development@uhd.nhs.uk

Take notice - Paying more attention to your present thoughts and feelings, your body and the world around you, can positively change the way you feel about life and how you approach challenges. We are so lucky at UHD to be surrounded by incredible natural beauty. Why not ['Give Nature a Go'](#) and sign up to one of the fantastic offers from WellNet including Wellbeing Walks and Yoga in the Park.



Keep on movin' with #TeamUHD

Sustained physical activity can decrease your risk of physical and mental health conditions. Each month let your colleagues inspire you to try something new and encourage you to get outside and enjoy nature...

“My name is Claire, and I’m a senior physiotherapist and a keen cyclist.

“I’m not someone who enjoys going to the gym and much prefer doing activities to keep fit, I’ve discovered cycling is the perfect activity for me. My husband James, also senior physiotherapist, is a very keen cyclist and commutes to work by bike, and cycles at the weekends with friends. When I started at RBH, we cycled in together both to keep fit and healthy but also to try to reduce car usage. It is also a good way to decompress at the end of the day.

“Cycling is a sport which you can do on your own or with others and at any level of fitness. I would suggest finding a friend or colleague who already cycles and getting some support. My top tip is to remind you that a decent reflective jacket is super important if you’re cycling on roads.”

Have you been inspired by Claire?



Why not join our **UHD cycling community area** on Teams and meet colleagues, share ideas and even join in for socials.

Don't forget to log any outdoor activities on Ecoearn to collect your green points to be in with a chance of winning a prize.

Does your staff rest area need improving?

We have secured charity funding to make small improvements to existing staff rest areas, turning them into spaces in which you can unwind and de-stress before, during and after your shifts. To express your interest in improving your area, fill out this [bid application](#) by **9 June**. To avoid duplication, please communicate within your teams and ensure only one application is submitted per area.



NHS Staff Survey - what to do with your teams' results **a case study**

We met our speech and language therapy team to see how they actioned their staff survey results...

Helen Parker, speech and language therapy lead, said: **“We decided to review our results as a team and held an education morning to celebrate the areas in which we did well and make a plan to address our areas for improvement.”**

“Together, we celebrated scoring highly on the “I enjoy working with my colleagues in my team”, “I am trusted to do my job” and “I feel my role makes a difference to service users/ patients” questions.”

“Our areas for improvement were “My appraisal helped me to improve my job”, “There are enough staff at this organisation for me to do my job properly” and “There is appropriate equipment, materials, supplies for me to do my job”.

“As a team, we are actively engaged in the appraisal process and new e-job planning tool. We are reviewing how we approach appraisals, making sure everyone feels appropriately trained, using the [useful resources on the intranet](#) and considering how our learning needs are reflected within our appraisals. Alongside this, we are taking steps to ensure our yearly objectives reflect the action



points from the survey. We are engaging our whole team to ensure everyone’s voices are heard, so that we can collate a set of service objectives that reflect the diversity of the work we do.

“We have started to compile a list of what we have within the department, to allow for increased sharing across teams and identify gaps.”

Colleagues **Rhiannon** and **Ellen** said: **“We feel proud of the difference our role is making to patients and it’s great to be a part of speech and language therapy led research.”**

Penny said: **“We are a small team that works across two sites, but we already feel like we are working as one team. We are positive and enthusiastic and support each other through change.”**

Chloe said: **“I love the diversity and variety of working in acute speech and language therapy, it’s the ultimate puzzle solver!”**



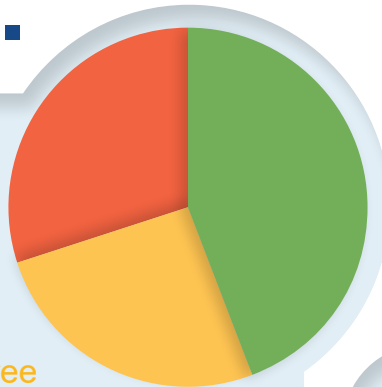
You said...

In April 2023

776
of you responded

“ My organisation is proactively supporting my health and wellbeing ”

44.2% Strongly agree / agree
25.9% Neither agree nor disagree
29.9% Strongly disagree / disagree

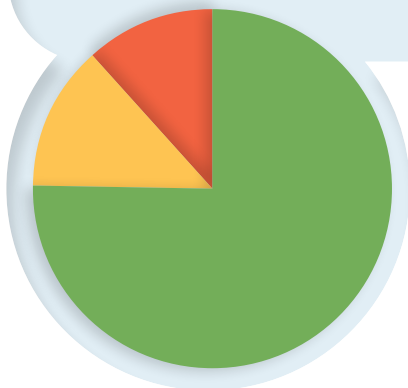


“ I feel well informed about important changes taking place in my organisation ”

39.8% Strongly agree / agree
23.1% Neither agree nor disagree
37.1% Strongly disagree / disagree

“ In my team we support each other ”

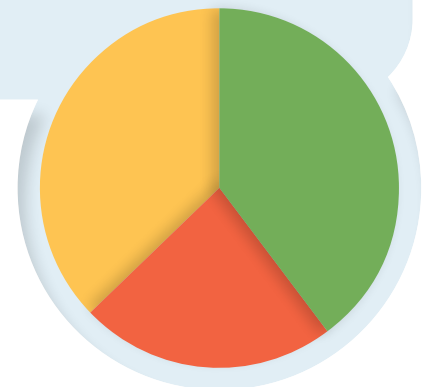
75.4% Strongly agree / agree
13.1% Neither agree nor disagree
11.5% Strongly disagree / disagree



How are you feeling?

Just under a quarter of colleagues said they were **coping**.

Other colleagues said they were: **demotivated, stressed, happy, calm and motivated**.



What are we doing?

We will continue to promote and develop our health and wellbeing initiatives, including the UHD Health Hub and staff Psychological Support and Counselling Service.

We will look at new ways to improve communication so you are better informed about the important changes happening at UHD.

We have secured charity funding to enhance your staff rest areas. Visit page 9 to find out how to apply to make small improvements to your area.

For more information about the People Pulse in our organisation, please email organisational.development@uhd.nhs.uk

Transformation update

Reaching new heights at the BEACH

We marked a major milestone on Friday 19 May with a traditional 'topping out' ceremony for our new BEACH Building at RBH, which will improve birth, emergency, critical care and children's health services for thousands of people.

Lord Markham CBE, Minister for Health, said the facility "will make a significant difference in helping cut waiting times for patients in Dorset by serving nearly 145,000 patients a year".

Siobhan Harrington, chief executive, added:

"The 'topping out' is a momentous occasion but there is still a long way to go.

"As we plan for future services, we remain focused on the present, and the responsibility to continue to deliver high-class care for all our patients."

You can watch the BBC South Today report [here](#) and read more about the day [here](#).



Poole's barn theatre opens doors to patients

The new four-table 'barn' theatre suite at Poole is now operational and seeing its first trauma patients. Amber recently dislocated her shoulder, and thanked the team from recovery, saying: ***"I'm grateful for how the team looked after me; it was a really great experience."***

The barn theatres are an open-plan design with four tables and privacy screened. The benefits of this space include enhanced safety and collaborative team

working, as well as reduced infection rates.

Thank you to everyone involved in the extensive planning and coordination of these moves. The longer-term plan for the barn from 2025 will be for use by our elective orthopaedic patients, once our trauma service relocates to RBH.

Andrew Ward, theatres directorate manager, and James Meachin, practice educator, have recorded a short video giving further information on the new facility [here](#).



AI project nominated for major award

The use of Buildots groundbreaking AI technology in the construction of the BEACH Building has been nominated in the 'Best Use of Data on A Project' at the Digital Construction Awards taking place on 4 July.

Buildots automatically analyses data captured at the site via helmet-mounted 360-degree cameras, reassuring us that the healthcare standards on the BEACH Building project are being met.





Peter's ponderings...

with Dr Peter Wilson, chief medical officer

I can't believe I've been at UHD for two months already and have been fortunate to meet so many people doing incredible things to improve our trust and help the people of Dorset.

I've heard from you about workforce concerns, workload issues, and the ability to all keep our spirits up. I've also been hearing about how we're struggling to move patients effectively through our hospitals. This impacts our ambulance services, ED, wards, local authorities and community/mental health organisations.

This isn't a problem unique to us and has increased over the last few years. However, I've been **pondering**:

- Why is it important to all of us in UHD?
- With all the constraints, what can we collectively do to help the situation?

In my opinion, flow is important because:

- **Patients should stay as short a time as possible in hospital. We know that patients, especially elderly patients, decondition the longer they are with us, especially over 10-14 days. Therefore, they not only have to overcome the reason they are in hospital, but also can be in a position where they need more support than before they arrived. They may end up waiting for care homes, support packages**

etc. So, supporting patients leave as soon as they are ready is vital.

- **The more patients we have waiting for support, the less beds are available for those waiting for elective care. Sadly, we may end up cancelling elective surgery or investigations for patients who need it. It also means that we do not deliver the activity we have agreed which may mean we get paid less money. This has a knock-on effect meaning we cannot invest in our services, which is bad for all of us.**
- **The more patients in our beds, the fewer beds available for us to admit from our ED. Patients may wait longer in our ED for a bed, may not get seen by the teams that need to see them and make bringing patients into ED harder. This means our ambulances wait outside, stopping them delivering the care they need to in our communities.**

We have all done a large amount of work to improve this - thank you. We are starting to see the green shoots of improvement with quicker ambulance handovers, less patients waiting to be seen (and admitted) by ED, and patient flow through the organisation is moving again.

If patients are discharged quicker, we have extra capacity to admit, which completes a virtuous circle. It also means

we are working more efficiently, which is good for morale.

So, what can all of us do to support this important piece of work?

We all have a part to play, no matter your role. Let's all ask ourselves the following questions:

- What needs to happen today to ensure that this patient gets home as quickly and safely as possible?
- If there is something preventing things moving forward, how can I change this, or who do I escalate it to?

Recently, we've managed to speed up the process of over 70 patients who had been with us for months. We are getting patients into hospital quicker; ensuring beds are ready sooner or getting patients to and from investigations/theatre faster.

It can be easy to think someone else is managing the situation, but I encourage you to ask, "what can I do?"

Really important pieces of work, such as the estimated date of readiness roll-out, are there to help focus us on doing exactly that. Start thinking about discharge the moment the patient is admitted, not to "get rid of the patient", but to ensure we don't keep them unnecessarily. Think 'patient first'.

Let's work together to support patient flow through our hospitals as quickly and safely as possible.

Peter

Leadership in action

Sunshine, thunder, drizzle - if you're working on Ward 4, you'll probably be asked what weather you are each day...

And it's likely it will be ward sister Claire Conlan asking the question. This 'weather check in' with her team is her starting point for knowing **“who needs more of me that day”**.

Claire is a firm believer in nurturing her team, and letting all individuals find their 'fit'. She **“loves UHD”** and knows that having a positive attitude really makes a difference to both patients and colleagues.

That's not to say she hasn't had her share of challenges.

Claire has worked in the NHS since 2005, starting as a newly qualified nurse on AMU, then working with the clinical site team before moving to Ward 26 to help tackle the issues highlighted in the 2013 CQC report. Ward 26 became Ward 22 and was one of RBH's key Covid wards.

“This was really hard,” says Claire. **“For the first time, we were often nursing people we knew. But we were still hugging and holding the hands of our patients dying of Covid. That was right.”**

Throw industrial action and Brexit into the mix - a particularly testing time for Claire when she noticed some close members of her team moving on - and it's been an eventful decade.

She now heads up Ward 4, an older person's medicine ward, and is working through a robust action plan, building on the legacy left by her predecessor

and working with a **“really well established, strong team”**.

“I love nursing. I love leading a team,” she explains. **“I do a lot of work with internationally educated nurses, and many people come through my ward for education and development.”**

Claire is a qualified professional nurse advocate and has recently completed a leadership in action course, led by our organisational development team.

“This was pivotal in taking me to the next step for my team,” she says, adding: **“It gives you the tools to recognise who you are as a leader.”**

“You have to give yourself the time to do things like this, the benefits will always outweigh the time you missed at work.”

For Claire, it is simple... Patients must be treated with dignity, respect, kindness and compassion.

And colleagues? “They should feel valued, respected, understood. Treat them professionally and give them recognition, get to know them - they will see all of me and I will give all of myself to them.”

Claire is looking to the future, and recognises that with nursing **“we have to work differently”**.

She is taking new trainee nurse associates on the ward, as well as students, and is currently leading a big drive on patient nutrition.



“I don't nurse the disease, I nurse the individual...”

She wants all those coming through her ward to feel included in every way - **“no-one should feel excluded for any reason whatsoever”** - and works closely with the therapy teams who are pivotal to her patients' wellbeing.

So what does success look like to Claire? **“Right now, it's having a fully templated ward with lots of opportunities for the team - we must let them fly.”**

And for patients, job satisfaction comes from **“making someone better, supporting their families, or being with them at the end of their life. That's what being a nurse is essentially all about.”**

Ask me... transformation special

Join us at 12.30pm on Thursday 22 June for 'Ask Me', hosted this month by Dr Isabel Smith, our medical director for strategy and transformation. It's a great opportunity to ask questions about anything, raise concerns or share your views.

Isabel will also be joined by some of her transformation colleagues, so if you want to know more about what's happening at our hospitals and how it might impact you, now is a great time to ask.

You can join the meeting [here](#) and if you'd like to send any questions in advance, pop them through to communications@uhd.nhs.uk and we can ask on your behalf.



Maternity talk: Save the date

The next Understanding Health Talk in our maternity series will be back on 11 July. 'Understanding your postnatal journey' will be hosted by our head of midwifery, Kerry Taylor, who will be joined by her maternity colleagues to talk about life after pregnancy.

This free virtual talk will run via [Teams](#) from 9.30am and is open for everyone. A recording of the talk will also be available after the event on the health talk library.



Join us for our Annual Members, Meeting

Our next Annual Members' Meeting (AMM) will be held in the Education Centre at Poole at 10am on Saturday 9 September.

The event, which will also be live streamed on Teams, will include presentations from chief executive, Siobhan Harrington, and chief finance officer, Pete Papworth, on our 2022/23 Annual Report and Accounts, and forward planning for 2023/24. Sharon Collett, lead governor, will also give a presentation on the Council of Governors.

Proposed amendments to the trust's Constitution may be presented.

Booking is encouraged due to limited capacity. Any information regarding food allergies should be given when booking. Please email FTMembers@uhd.nhs.uk with names and contact details of who would like to attend or call 0300 019 8723.

If you would like to submit a question at the AMM, please also send this to FTMembers@uhd.nhs.uk by Saturday 2 September. Questions submitted in advance will be prioritised at the meeting.

Free parking is available.

SCHWARTZ ROUND

Wednesday 28 June
1-2pm

lunch available
from 12.30pm

POOLE HOSPITAL in the lecture theatre

**The world
feels in turmoil**

Open to all UHD staff

You said... Travel survey

A big thank you to the 1,200 of you that took part in our staff travel survey and contributed your ideas on how to improve car parking and sustainable travel.

Did you know?

Half our staff don't have a parking permit

Bus and bike are the two most popular alternatives after driving

Over 1,000 staff regularly work from home

What are we going to do next?

Better benefit promotion

You may not know all the travel benefits available to you. We're working on clearer web pages to improve this and creating targeted travel plans.

New cycle hub



Construction of a large new cycle hub at RBH is underway including shower and changing facilities, alongside a new cycle lane. Plans for more facilities at Poole will follow soon.

Spur Road

BCP Council has agreed the link road from the A338 Wessex Way to the back of RBH. The road will take staff traffic volumes away from Deansleigh Road junction with Castle Lane East.

Work on the access road is planned to start in June, to be completed by the end of 2023.

Car parking issues

RBH: We have worked hard to reduce staff being ticketed at Littledown. Parking is now easier with more spaces available, and you can park in any bay. We will continue to revise our car parking policy to allocate spaces to those with the highest need.

Poole: We know we need to free up spaces in the multistorey car park for patients and visitors. Long waits for spaces can make you late for work and our patients late for appointments.

We have up to 200 spaces in the stadium a short walk away. We will be reviewing parking over the coming weeks to get the balance right for patients and staff.

Liftshare

Have you signed up for [Liftshare](#) yet to share journeys with your colleagues and park in designated spaces on site? Save money by signing up as a driver, or a passenger. This reduces congestion and improves air quality - something we all benefit from.

Improving bus travel

We are working with Morebus to improve routes and have provided them postcode



data to identify high demand areas. We already get a 10% discount, but your survey feedback asked us to increase this.

Survey results and other research suggest a shuttle bus before the major service changes in 2025 wouldn't have enough passengers to be viable, but we are looking at ways of making cross site travel easier as well as encouraging people to avoid having to move sites during the day. We are assessing the demand for this service from 2025, when the demand will be there.

If you'd like to help make travel to and from work as good as it can be, contact elliot.prescott@uhd.nhs.uk

Let's go green for sustainability

6 June was NHS Sustainability Day and this week (5-11 June) is Bike Week, and we want to reward our active commuters!

Submit a photo from your cycling commute to be in with the chance of winning Muc-Off cycling products on [Ecoearn](#). Remember not all cyclists wear Lycra! Everyone from seasoned cyclists to complete beginners can get involved. By submitting your photo you'll be encouraging others to get active on their way to work.

Share a moment from your commute whether it's the beautiful scenery or your cycling selfies. Visit the gallery page for inspiration.



Measuring greenhouse gas emissions

Every year, [air pollution causes up to 36,000 deaths in the UK](#). The World Health Organisation and the UK government recognise that air pollution is the largest environmental health risk we face today. We need your help to gain a better overview of air pollution and carbon emissions in relation to staff travel. Your feedback is crucial to helping us on our journey to becoming a 'Clean Air Hospital'.



[Click here](#) or scan the QR code to take part and be in with a chance of winning a Beryl Bike/Scooter bundle!



Can you do one wild thing every day for an entire month?

30 Days Wild is The Wildlife Trust's annual challenge, asking everyone to do one wild thing a day throughout

the month of June. Go to [Ecoearn](#) to find out more and log your activity. Also, [click here](#) to receive a free

pack full of fun, easy activities to get you outside, going wild in your local community.



We're supporting 30 Days Wild!



Celebrating our midwives and nurses



The start of May provided us with two opportunities to shine the spotlight on our midwifery and nursing colleagues.

For International Day of the Midwife (5 May), some of our maternity team spent the day at Merley House for their '**Reignite conference**', which was funded by our UHD Charity with the aim of promoting wellbeing and reducing burnout.



For **International Nurses Day**, held on the 12 May each year to commemorate Florence Nightingale's birthday, we planted blossom trees at Christchurch, Poole and RBH to provide a lasting, focal point for future celebrations. Lamps were carried around our hospitals by nurses at all stages of their careers, signifying the transfer of knowledge to future generations of nurses.







Team UHD says goodbye...



Thank you to Sarah Watts, who retired last month after 44 years' service to the NHS in Dorset. Sarah has provided invaluable pension information and support to thousands of staff across our hospitals over the years.

Sarah joined the NHS in the county in 1979 at 16, moving to RBH in 1987 then Poole in 2006.

"I've had the most amazing times over the years, but I'm really looking forward to my retirement," she said.

Sarah plans to see more of Dorset on foot and add to her menagerie of animals - which currently includes 20 beehives and three horses!

What is Patient First?



Patient First will help us all by improving the way we work. It will give each of us the time, freedom and skills to make positive and long-lasting changes that will benefit ourselves, our colleagues and our patients. As Patient First is such a fundamental change it will take time to roll out across our trust, but we want you to have an introduction now to learn more and ask any questions you may have about what a difference it will make to your work. We are running a series of virtual and face-to-face sessions with executive colleagues - please do attend if you can and encourage your colleagues to as well.

Date	Time	Venue	Session lead
14 June	3-4pm	Yeomans House	Karen Allman
15 June	1-2pm	Poole board room 1	Siobhan Harrington
16 June	10-11am	Click here	Peter Gill
20 June	11am-12noon	RBH committee room	Paula Shobbrook
21 June	12.30-1.30pm	Click here	Karen Allman
21 June	12.30-1.30pm	RBH committee room	Peter Wilson
23 June	9-10am	Click here	Siobhan Harrington
29 June	11.30am-12.30pm	Click here	Mark Mould

Full details on these virtual and face-to-face introductory sessions [here](#). You can also watch our briefing on Patient First [here](#) and read the introductory slides [here](#).

You glow girl: Sign up for the Twilight Walk

There are only a couple of weeks to go until our Twilight Walk, taking place at Bournemouth Pier Approach on **23 June** at 7.30pm.

We want as many people as possible to shine bright when the dusk falls and walk together for every woman across Dorset. When you [sign up](#), you will be raising funds to help fight breast cancer, gynaecological conditions and ovarian cancer.



Looking to the future: Revolutionising eye surgery

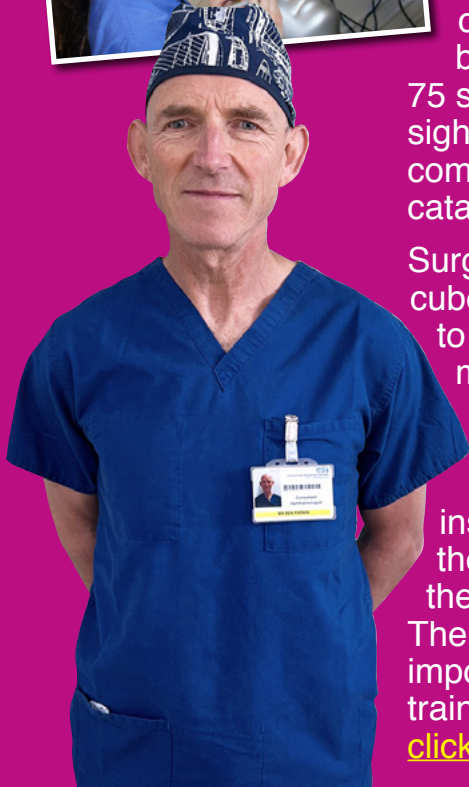
We've launched an appeal to fund a new surgical eye simulator to transform training for the next generation of eye surgeons across Wessex and Dorset.

This technology, costing £201,000, will be used by more than 75 surgeons for 30,000 sight saving operations for common eye conditions like cataracts and glaucoma.

Surgeons operate in a small cube of 5x5x5mm, having to account for the natural movement of the eye.

To do this, the surgeon must first learn to work through a microscope instead of directly viewing the eye and manoeuvre the surgical instruments.

The simulator forms an important part of this training. To donate [click here](#).



Going for gold: March for Men



Thank you to everyone who joined us for March for Men. Together, we marched our way to almost £20,000! The money will go towards men's health projects across Dorset. We can't wait to see you all next year.

Garden centre brings the outside in for our patients

We have received a £11,881 grant from the Haskins Charitable Fund, to plant a new mounted wall of LED landscape panels in our oncology department to help our patients relax during treatments and improve the patient experience. Thank you, Haskins!



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

Follow @UHDCharity on  Facebook  Instagram and  Twitter Visit UHDcharity.org, or contact the office on 0300 019 4060/8449

National Staff Networks Day

To celebrate National Staff Networks Day, our network leads and OD team visited wards and departments across our hospitals to spread the word about our fabulous staff networks. It's amazing to see so many of #TeamUHD showing your support! Thank you.



Join us on Friday 7 July for our

UHD CULTURAL CELEBRATION

A day to admire and affirm our cultural uniqueness

Learn, connect and build a UHD community that spans the globe

Share stories, food and entertainment from across the world

RBH marquee
PH lecture theatre
XCH Macmillan Suite
11am - 4pm

Email organisational.development@uhd.nhs.uk if you would like to have a stand or bring food to our cultural celebration

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

Armed Forces Week

Armed Forces Week, starting on 19 June and ending with [Armed Forces Day](#) on 24 June is a chance to show your support for the people who make up the Armed Forces community including serving troops, service families, veterans and cadets.

Our UHD armed forces community advocate, Rob Hornby has secured funding from the Royal British Legion to provide welfare packs for patients who are veterans. It is not uncommon for veterans to be admitted to our hospitals without basic items such as a toothbrush, towel, and shower gel. If your patient needs a welfare pack, contact rob.hornby@uhd.nhs.uk.

Find out more about our Armed Forces Support Group [here](#) including our new [reservist policy](#), [10 things to know about veterans](#) and their families, and information on [improving care for veterans in musculoskeletal \(MSK\) physiotherapy](#).



Save the date for Pride celebrations

The UHD Pride network will be attending the Bourne Free parade on Saturday 8 July.

Email pride.network@uhd.nhs.uk if you want to be part of the parade. Parade timings and route are still to be confirmed.



Get rewarded for buying lunch

Sign up for a catering pre-payment card to top up your credit balance and earn points.

Points mean prizes and can be used to pay for future purchases. Products which are deemed to be healthy and promote a balanced diet will have a higher point's value.

You can purchase a card for £2 from our catering department as a refundable deposit or download an application form online [here](#). The card reduces the need to worry about carrying cash, and is a great way to budget and earn money from your purchases.



Let's get social



Team porters to take over Twitter

To celebrate National Healthcare Estates and Facilities Day on 21 June, our UHD portering team [@UHD_Porters](#) will be taking over UHD's Twitter account, providing our followers with a

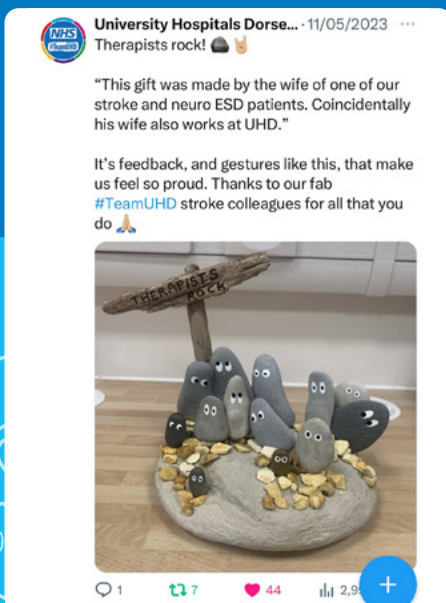
look behind the scenes of a typical day for a porter and a dip into other facilities departments, quiz questions, fun facts and much more!

Be sure to show your support for the team on the day by giving their posts a like, comment and retweet!

Positive posts

This gift from a grateful wife of one of our stroke and neuro ESD patients went down well across our socials and was our top-performing tweet of the month with over 3,000 impressions.

Michelle Heath, team lead for the service, said: "It's a lovely recognition of what the team do and how they give support and clinical expertise directly on discharge home which can be such a vulnerable time for patients."



A grateful mum

"After eight babies, all delivered without a hitch, we didn't expect my 9th delivery to go any differently, but unfortunately my induction failed and the decision was made by myself to go for a c section delivery.

"I cannot thank the team at St Mary's enough. I've now delivered nine healthy babies in Poole, and every single experience has been perfect, even the ones that throw you off and don't go as to plan as you expected them to!

"It was the perfect opportunity to shine a spotlight on our maternity colleagues at St Marys and celebrate the vital work they do when bringing beautiful new lives into the world."

This wonderful photo was our top post on Instagram for the month, receiving almost 150 likes and seen by over 6,000 people on Facebook.



Have some good news you would like to share or thinking about joining social media?
Email communications@uhd.nhs.uk

Is NHS care free for everyone?



“ Hello, my name is **Nicola Lee**. I am an overseas patients coordinator.

“It is my job to investigate all overseas patients that come into our hospitals and any UK patients that live abroad.

“I work to review patient documents and visa status and liaise with external agencies such as embassies, the home office and immigration.”

“This can be a challenging role, especially explaining to patients that they are chargeable.

“Did you know that not all patients are entitled to free NHS care, even if they have an NHS number and UK passport? Only necessary and lifesaving treatment should be given, anything elective should be discussed with the overseas department.

“The work we do is important as it brings money into the trust. I love meeting and talking to patients from around the world and no day is the same! ”

If you have any questions about overseas patients email overseas@uhd.nhs.uk

Do you see waste and inefficiencies around UHD? Share your savings idea and help our NHS.

#NHSpound
Use wisely
#NHSpound
Invest
#NHSpound
Protect

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



Click on the QR code to submit your idea

#NHSpound
Save



Working together on our financial health

IG top tips

The Data Security and Protection Toolkit (DSPT) deadline is fast approaching at the end of June.

If you are an information asset owner, please ensure you update, review and send your entries to IG for approval as soon as possible.

Advice and guidance can be found [here](#).

Recruitment **ROUND UP**

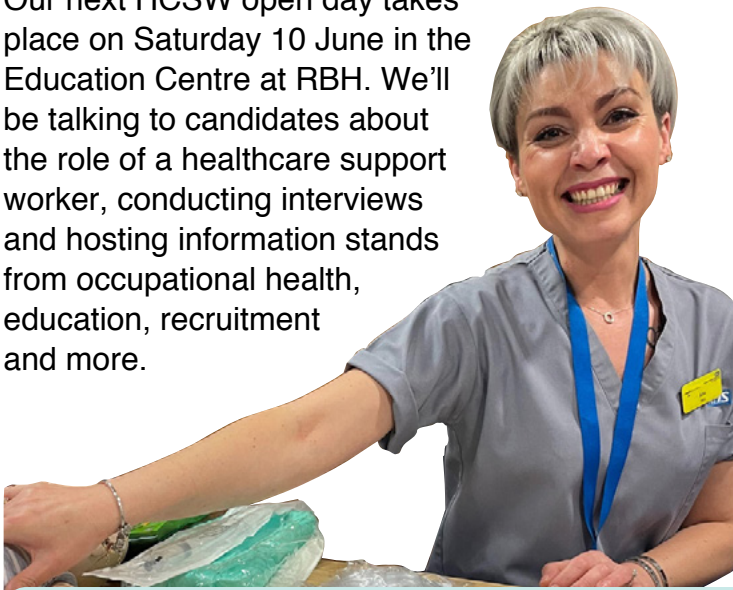
Newly qualified nurse open day a roaring success!

On 20 May we hosted our twice-yearly newly qualified nurse recruitment day, which resulted in over 80 conditional offers being made to nurses. We are so excited to welcome our new cohort of newly qualified nurses after they qualify this September. A huge thank you to everyone involved in the planning of the event helping it become a huge success.



Healthcare support worker open day

Our next HCSW open day takes place on Saturday 10 June in the Education Centre at RBH. We'll be talking to candidates about the role of a healthcare support worker, conducting interviews and hosting information stands from occupational health, education, recruitment and more.



A warm welcome to our new recruitment manager



We're thrilled to announce the appointment of our new recruitment manager, Lianne Paddison-Casbier.

"The resourcing team is fabulous and I'm looking forward to continuing to develop the service by providing candidates with the best recruitment experience possible, ensuring we follow fair and equitable recruitment processes. We want to improve the time taken to hire and I can't wait to participate in my first healthcare support worker recruitment day on 10 June."

Booking external candidates start dates

We're making a change to how external candidates book their start date. External candidates will be advised to contact the resourcing team, who will book the next available induction. Line managers will receive an email from Trac with the subject 'new starter on Trac to E-roster' which will advise you of their start date.

Good news

We've recruited **25** registered nurse degree apprentices who will start in September, including **13** current healthcare support workers who will be progressing their careers to undertake the qualification.





Let's talk about IT

Is your device due to be replaced?



We have invested in a five year programme to replace all aging IT equipment for improved performance and greater versatility. We will also be migrating devices to our new UHD domain. You may have received a notification on your trust device giving you an advanced warning of an upcoming device replacement.

If your device is scheduled for replacement, our IT team will be in touch. Remember to

prepare your device and protect your data by backing up.

You can also visit the intranet and use the [IT training knowledge centre](#). Should you have any issues then please raise this by contacting the IT Service Desk on ext. **4222**, raising a job via the IT portal or by emailing rolling.replacement@uhd.nhs.uk

Becoming a clinical digital directorate lead

We caught up with Louise Downey, our clinical digital directorate lead (CCDL) for medical specialities, to find out why you should apply for a similar role.

“As a nurse, we can often feel frustrated by the volume of data required when caring for patients. This can be reviewing results, assessment in clinic, requesting investigations or reviewing previous care. When these systems don’t work effectively or do not hold all the information required this can lead to delays and errors. I recently applied for the clinical digital directorate lead role (CCDL) role as I have an avid interest

in IT systems, particularly those that we utilise clinically.

“The future of our NHS is digital and we need our systems to be reliable and robust. We need the tools to do our jobs well and IT digital services underpin many of the services we provide.

“Being involved in the development and roll out of our new EPR system is exciting. Being a part of the change in IT systems will be challenging at times but working with a team that is committed in delivering



quality IT systems within this ICS is a real honour and a privilege. I would encourage you to get in touch if this sounds like something you would be interested in - we can all make a difference.”

We have CCDL roles available within trauma and orthopaedics, pathology and clinical support. If you would like more information contact peter.gill@uhd.nhs.uk

OUT OF AFRICA!



Poole Africa Link's team recently returned from a fortnight in Lira, Uganda. The team included surgeons Sarah Clark and Judy Mella, neonatologist Peter McEwan, nurses Camelia Gecse and Jane Reader, dietitian Laura Flynn, and Katherine Richards, a paediatric physiotherapist.

The majority of the team's time was spent teaching the nursing and midwifery students at the university, teaching in NICU, in the

operating theatres and at the feeding centre at the Referral hospital.

Sessions focused on clinical skills including resuscitation techniques, safer operating theatre practice and basic nursing skills. The students have excellent theoretical knowledge but sometimes lack confidence in putting theory into practice which is where the team was able to really help.

"I very much enjoyed the trip and the chance to meet the team, who were mostly new faces to me. We had an eventful trip and the most exciting thing for me was to see all the positive changes at Lira Referral Hospital. The staff there were all very busy and there were more junior doctors than previously."

Peter McEwan

"How can I sum up my PAL trip to Lira, Uganda? Hard work - yes, some very long working days preparing for the next day's teaching, mosquitoes (lots of them), and frustration at the lack of resources there that we at home take for granted but. With the support of a great team, we can, and did, help make a positive change. In the 40 years I've been a nurse it ranks as one of my most rewarding and memorable experiences."

Jane Reader

"The reality is that the surgical conditions in Africa are dominated by similar problems to here in Poole - trauma, hernia, and yes, to my surprise, lots of breast cancer. I was quite shocked by the late presentation in such young mothers there and I was curious as to the real reasons for this."

"My research identified that rural women don't have anyone to go to with their breast lumps, so my successful bid for funding was used to train up rural midwives as breast nurses to enable them to offer triple assessment (examination, ultrasound, and cytology) for breast lumps in the community clinics. We gave them portable ultrasound machines with digital image transfer capability, and these have also strengthened the clinics enormously for other needs such as antenatal ultrasound."

"The one remaining issue has been patient transport. There is a separate funding platform for this and plans are underway to set up an internationally supported fund for oncology patients in Uganda, at least partially driven through this network. We have now sent 17 breast cancers for treatment in Kampala."

"I have learnt so much from this initiative and am convinced that activities allied with Poole Africa Link nurture our professional strengths, which have a significant positive impact on the way we handle the NHS work we come back home to."

Judy Mella





Good news feed



Leading the way

Well done to our director of midwifery, Lorraine Tonge, who received a silver CMidO award in recognition of her work in the NHS at NHS South West's Maternity and Perinatal Conference. NHS SW's tweet has been well received, seen by almost 3,000 people!

NHS South West @NHSSW · May 22

As part of our event today, we are pleased to announce that Katie Aston MSW at @TorbaySDevonNHS and Lorraine Tonge, Director of Midwifery at @UHD_NHS have received a silver CMidO award in recognition of their work in the NHS. #SWRMPT_Awards23

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VOLUNTEERS' WEEK

June 1-7 is Volunteers' Week, and a great opportunity for us to shine the spotlight on all the incredible people working across our hospitals who take the time to help our colleagues, patients and visitors.

Our voluntary services team had stands in RBH's atrium and Poole's dome to engage with the public, and snaps and stories were shared on our socials throughout the week.

Thank you as always to all our awesome #TeamUHD volunteers for all that you do!



The Brief



Wednesday 7 June - 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>Appraisal season is here: Appraisals should improve all our experiences at work. See page 7 for details on how to prepare for yours as well as top tips for appraisers.</p> <p>Industrial action: The British Medical Association (BMA) union and HCSA union is planning industrial action involving junior doctors for 72 hours from 14 June. Page 4.</p> <p>Patient First: Our execs are hosting a series of sessions from 14 June so you can find out more about what Patient First means to you. See page 20 for details.</p> <p>UHD Awards 2023: There is just one week to go until our first awards as UHD! The awards will be live streamed so more people can join in the celebrations. See page 4.</p> <p>Transformation: Our barn theatres at Poole are now open! See page 12 for more info.</p> <p>National Estates and Facilities Day - 21 June: Help us celebrate the incredibly valuable work these teams do every day and see Twitter for a special porters takeover.</p> <p>People Pulse and travel survey: Thanks to the hundreds of you who completed these surveys. Find out what we have done with your feedback on pages 11 and 16.</p> <p>Thrive: ...your new home for all things wellbeing at UHD. Read more on page 8.</p> <p>Network news: Armed Forces Week is fast approaching, starting on 19 June. Find out more about this and our other staff networks on page 22.</p> <p>And finally: See <i>The Brief</i> for upcoming events, Bike Week, Living Libraries, Green UHD, Charity and recruitment round ups, and more!</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date: