

# The Brief

June 2024



**Welcoming new colleagues, building international bonds  
and celebrating improved patient areas...**



# The Brief



## Spread the word – action for managers

**All managers should use this sheet at your huddles, team meetings and handovers to communicate the key messages from *The Brief*.**

Update	Shared?
<p><b>Visitors guidance:</b> We have adopted a 'least restrictive visitation' approach. For general wards, most visiting will be between 10am-8pm and we are encouraging visitors to support with nutrition and hydration. Head to page <b>5</b> to find out more.</p> <p><b>Networks:</b> We have lots of awareness days in June including Armed Forces Week. You can also support our upcoming Pride and Cultural Day celebrations. You can also find links to catch up on our previous network meetings on page <b>6</b>.</p> <p><b>Create a positive team culture:</b> We are all navigating change, and this can be challenging for any team. Find tips on our team development intranet page on page <b>8</b>.</p> <p><b>Appraisal season:</b> If you are an appraiser, or appraisee, on page <b>8</b> we have top tips to help you ensure you get the most out of appraisals and join our support sessions.</p> <p><b>IT support for our wards:</b> Does your team need training, or IT improvements? We have a new digital clinical nurses and professions team to help support our IT teams and our clinical environments. Find out how the team can help you on page <b>11</b>.</p> <p><b>Lunch and Learn:</b> Join our next session, 'what happens at clinical governance group' on page <b>13</b>.</p> <p><b>Health Hub:</b> Head to page <b>14</b> to view our latest edition of Health Hub and learn about Vivup, our new employee assistance programme including a telephone helpline, counselling, and debt advice. Please print for your department.</p> <p><b>Answering your questions on transformation:</b> Find out answers to your questions on subjects such as wayfinding, major department moves, travel survey, Wessex Fields and much more on page <b>15</b>.</p> <p><b>Sustainability:</b> We are investing time and money into driving down our carbon emissions and meeting our net zero targets. Head to page <b>17</b> to view the latest updates on solar energy, geothermal heat, and improvements across the trust.</p> <p><b>Communications:</b> Did you know that the communications team is here to share your news inside and outside our hospitals? On page <b>18</b> find out how the team can help you with design, promotion, event planning and much more.</p> <p><b>Schwartz Round:</b> Join our next session in the conference room at RBH from 1-2pm on Tuesday 18 June. Our topic will be 'the power of a thank you' and free drinks and cake are available.</p>	



# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington



Welcome to your June edition of *The Brief* and to summer in Dorset. There is a very positive feeling at this time of year and everyone seems to be outside enjoying the beautiful environment in which we live.

Welcome to your June edition of *The Brief* and to summer in Dorset. There is a very positive feeling at this time of year and everyone seems to be outside enjoying the beautiful environment in which we live.

Across the trust we remain very busy. There's lots of change over the coming months, and a further round of industrial action by our junior doctors, but we also want to continue to celebrate the great people within Team UHD and what you are all doing each and every day.



Later this month we have our second UHD Awards and from

the number (over 870!) and quality of nominations that I have been lucky enough to see, we have so much to be proud of. Good luck to all those shortlisted and attending the ceremony on 20 June.

Early in July, the spotlight then turns to our junior doctors and their annual awards ceremony. Both of these ceremonies are an opportunity to pause and reflect on the many things that are good. We know there are numerous challenges across our organisation, but each and every day, you change lives it's a simple mantra we must never forget.

I have been reflecting on being chief executive here at UHD for two years now, and for me it is all about the people why they are here, what drives them and how we as a trust can support them to make their working life a positive one, which in turn has a positive impact on our patients and their care.

I'm really pleased that the third cohort of teams are about to embark on their Patient First training, and the next wave of leaders training is underway. We simply need to do things differently for them to feel different. Our new chief nurse Sarah Herbert will be attending the training and will be sharing her reflections. She is out and about seeing as much of what we do as

possible please do say hello and welcome her to the team.

One huge difference ahead is the countdown to our new maternity unit opening in the BEACH Building. This is only nine months away, which in pregnancy terms, means parents to be will see their little ones welcomed into the world in a brand-new facility! It is important we all support our maternity colleagues and that they are all engaged, after all, you will be key in talking to all our prospective parents and families. We must also keep focused on delivering safe services through this time of transition.

Before the start of this pre-election period, we had our final business case approved for the transformation programme. This is a really significant milestone in what has been a lengthy journey for us all. It is always wonderful to attend opening ceremonies for example at our One Dorset Pathology Hub last month and when we were handed over the new stroke unit at RBH last week. But we know there are months and often years of work, stresses, decision making and flexibility that pave the way for these milestones and that will never be underestimated. You can find out more about all the transformation activity in our 'You said, we did' special on page 15.

We are now a few months into our new financial year and as ever, money is tight. You have the power to make changes, so please do have these important discussions in your teams and feed them back to [nhspound@uhd.nhs.uk](mailto:nhspound@uhd.nhs.uk). Many of these changes could also have a positive impact on the environment, which feels especially poignant in June, the month we mark Sustainability Day. Take a look on page 17 for all that is happening with our Green UHD work.

We love an awareness day in the NHS, and June is a hot bed of activity. Last week was Volunteers' Week and

we have over 300 volunteers working across our hospitals. We should of course celebrate their work all year round, so if you see a volunteer, please do take the time to thank them.



June is Pride Month, and in a few weeks our UHD Pride Network will be hosting their first ever Pride Day on 5 July. We also have Armed Forces Week and Clinical Audit Awareness Week coming up, as well as National Healthcare Estates and Facilities Day.

So as we look ahead to a summer of celebration, let's reflect on each and every vital role that enables us to run our hospitals and serve our community. The NHS represents a rich tapestry of life and it is there for us to nurture.

*Thank you for everything.*

*Siobhan*

# Vital statistics

May 2024

- We saw **44,949** patients in our outpatient departments
- ...and an additional **9,819** virtually
- Carried out **1,640** day case procedures
- Supported the birth of more than **320** babies
- Attended to **13,855** patients in our emergency departments

Thank you **#TeamUHD**



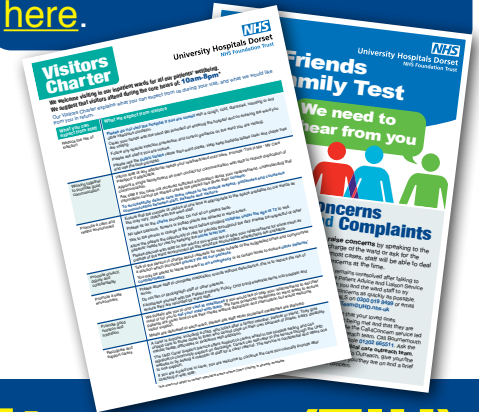
# Visiting guidance - an update

We have adopted a 'least restrictive visitation' approach following recent guidelines from CQC.

This means:

- For general wards, most visiting will be between 10am-8pm. Outside of these times, visiting will be supported, but the privacy and wellbeing of other patients needs to be considered. Visiting will be facilitated at the discretion of the ward's person in charge.
- The [Visitors Charter](#) sets out what visitors can expect from staff and what we request from visitors, including consideration to the numbers of visitors, noise, maintaining privacy.
- Meal times remain protected, however if visitors wish to support their family/friends with nutrition and hydration this would be welcomed. Visitors eating meals with patients will also be encouraged to promote social interaction.
- Overnight beds for visitors of those toward the end of their life and carers of our patients are already available in UHD.

For more information head [here](#).



## Treatment investigation unit move (TIU)

TIU Bournemouth has merged with TIU Poole, moving to Lilliput ward. In line with this transition, we are streamlining our patient referral process. We ask that all patient referrals be submitted exclusively via the designated eForm.

This electronic form will become the sole method for patient referrals. We appreciate your cooperation in adopting this new procedure, which will ensure a seamless and efficient referral process. Thank you for your support.

## Walk around our Poole neonatal unit

A virtual tour of the Poole Hospital neonatal unit has gone live, enabling families to 'visit' the ward and get a better understanding of what to expect if their child needs neonatal care. Information tags have been added to explain the different areas of the neonatal unit and the equipment to help people familiarise themselves with the clinical area. You can watch the tour [here](#).



# Network news



## Armed Forces Week

Armed Forces Week 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 armed forces community advocate, **Rob Hornby**, and the team from the local armed forces community health and wellbeing team will be in the atrium at RBH on **Tuesday 25 June** and the Dome at Poole Hospital on **Friday 28 June**. Please come down, say hi and show your support to the Armed Forces Community.



**Armed Forces Support Group**

# Staff networks day

*"In May we celebrated and recognised the work of our brilliant UHD staff network leads who go above and beyond to support their colleagues, influence positive change and make sure everyone's voice is heard."*

*"Our networks play a crucial role in nurturing diversity and creating an inclusive workplace that is safe for our patients and staff."*

**Deepa Pappu**, equality, diversity and inclusion lead.

In line with this year's Staff Networks Day theme of 'Raising the bar', we highlighted the work our networks have done in the past year. [Visit the intranet](#) to read about what they have achieved.



NATIONAL DAY FOR  
**STAFF NETWORKS**



# Pride at UHD

Help us celebrate Pride this summer across UHD to support and commemorate the LGBTQIA+ community.

Throughout June our UHD Pride Network will be visiting departments across sites on trolley walks and for the first time ever will be running a Pride event on Friday 5 July in the marquee at RBH. We are also hoping to live broadcast via Teams for the day so look out for more information coming soon.

On Saturday 6 July we will once again be taking part in the Bourne Free parade to celebrate Pride locally. If you would like to join the parade or ask any questions, please contact the network at [pride.network@uhd.nhs.uk](mailto:pride.network@uhd.nhs.uk)



**UHD Pride Network**



## Catch up on Deaf Awareness Week

As part of Deaf Awareness Week, our Pro Ability Network were joined by Simon Houghton, who spoke about why he started the [#WeSupportDeafAwareness](#) campaign, and sister Toni Bailey, who has bilateral high frequency sensory hearing loss and discussed deafness and what you can do to

support deaf/hard of hearing people. [Watch it here.](#)

We were also joined by Emma Mendes da Costa from Sussex Partnership Foundation Trust who shared her lived experience of hearing loss and what staff members and the trust can do to support staff and patients. [Watch it here.](#)

Head to the [Pro Ability Network intranet page](#) to see the full list of network meetings available to watch on YouTube as well as information on neurodiversity in the workplace, reasonable adjustments, and the UHD Health Passport.



## Catch up on our Women's Network talks

Our Women's Network has held a series of talks from UHD colleagues and external speakers on a range of important topics. You can catch up on the full library of talks on the [Women's Network intranet pages](#), including:

[Civility](#) - Freedom to Speak Up guardian, Tara Vachell joined the network to talk about the importance of civility at work and speaking up.

[Sexual safety](#) - Consultant anaesthetist, Dr Michelle Scott presented a talk on sexual

safety and the new UHD Sexual Harassment Policy.

[Breast awareness and screening](#) - Breast care nurse, Alison Gent from the Dorset Breast Screening Unit, presented a talk on breast screening and awareness.



Women's Network

## UHD Cultural Celebration - save the date!

As part of our 'summer of celebration' we are so pleased to announce that our 2024 UHD Cultural Celebration will take place on **Wednesday 24 July**, 11am-4pm, on each of our hospital sites.

As well as celebrating all the wonderful 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 with an exciting line up of story sharing, dancing, music, and entertainment.

Please [fill out our short survey](#) and tell us what you loved about our 2023 Cultural Celebration and what we can do to improve in 2024.

**Keep an eye on our communications channels for more information on this year's event coming soon.**



# Being part of an effective team at UHD - Creating a positive team culture

Navigating times of change can be challenging for any team, but maintaining a positive team culture can help ease the transition and foster resilience. A positive culture contributes to higher levels of motivation, engagement and productivity in a team, as well as better outcomes for the organisation.



Within our teams across UHD, we are all working towards the same goal, of providing the best care we can for our patients. Doing this through times of change and transformation can be challenging, so it is important that we take the time as a team to reflect on how we are working together.

As a team, you could use some exploratory questions to open a meaningful and safe conversation about how you can work towards creating the best positive team culture that you can. You never know what you might learn from one another, and it could be the key to unlocking your team's potential!



Take a look at our [team development intranet page](#) for more tips on how to create a positive team culture and more.

## Make the most of appraisal season

We want everyone at UHD to have a meaningful values-based appraisal. An important part of this is ensuring our appraisers feel confident in facilitating and supporting these conversations.

Over the summer, we will be running 'Appraiser Essentials' sessions. These are a one hour, virtual session which will cover the basics of the appraisal process, how appraisals fit within the wider organisation, and support

you in developing your understanding and confidence in the skills required for an effective and valuable conversation. There will also be a Q&A session so that you can receive help with any queries.

Our next sessions are **Tuesday 18 June, 12-1pm** and **Thursday 2 July 12.30-1.30pm**.

If you are an appraiser who is interested in coming along, please email **organisational.development@uhd.nhs.uk** with your preferred date.



If you are unable to make these next sessions, we will shortly be advertising further dates.

Please note that these sessions do not replace our [Appraisal Skills eLearning](#) and we encourage all new appraisers to complete this training.





## Mental health

### VivUp: Support when you need it

If you are struggling with mental health and wellbeing issues at work or at home, our new employee assistance programme can provide the support you need, when you need it...

**In-the-moment support:** A telephone helpline open 24/7, 365 days a year, helps you access support at the right time. **Call 03303 800 658.**

**Telephone counselling:** Speak in confidence to a qualified counsellor who can help you navigate challenges.

**CBT workbooks:** VivUp's self-help workbooks can provide you with insight, advice, and support using cognitive behavioural therapy (CBT) techniques.

**Debt advice:** Become empowered to take control of your finances with expert debt advice.



HEALTH  
WELLBEING  
HAPPINESS

**Register for free at [vivup.co.uk](https://vivup.co.uk):** You just need your personal email address and your assignment number.

If you have any questions, please email [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk).

### Bereavement support

Navigating bereavement can be difficult but by talking about it and learning from the experience of others, we can find our way. Dorset Open Door and the Dorset HealthCare invite you to join us at a monthly virtual Bereavement Forum. A guest speaker will join each session to talk about a topic relating to bereavement, followed by time for discussion and questions. **Search 'bereavement support' on the intranet to find out more.**

## Financial health

### Start cycling to work this Bike Week (10-16 June)

Cycling to work is a great way to stay fit. Take part in our Cycle to Work scheme to make significant tax, National Insurance and pension savings on the cost of your brand new bike. **Search 'cycle to work' on the intranet to find out more.**



## Physical health

### Pilates at Poole Hospital



From July, UHD physiotherapist and certified Pilates teacher Rachel will be holding **staff Pilates classes** in the **outpatient therapy gym**. Suitable for beginners and those with experience. £32 for four sessions starting **Monday 29 July, 5.15-6.15pm**. Email [rachel.rigotti@uhd.nhs.uk](mailto:rachel.rigotti@uhd.nhs.uk) to sign up.

## Spotlight

### Pride Month: Support for our LGBTQIA+ community



Search '**UHD Pride Network**' on the intranet to find useful links to **support services**, information on **how to be an ally** and to make a '**Safe to be me at UHD**' pledge. Turn to the network update page to read about the network's Pride events.

# BU-UHD data - lets get digital

Are you keen to use data to improve your services and people's experiences? Do you want to build your confidence communicating with data to make changes? BU's Data and Digital Leadership training offers clinical and non clinical staff opportunities to improve their knowledge and skills using a human-centred approach to using data for service improvements.

This course is designed to be accessible for all staff, so whether you fear spreadsheets or are excited about AI health applications - this course might be of interest to you. Codesigned with local NHS partners and delivered through in-person workshops and via

teams the course allows you to work on data relevant to your role.

Patient engagement clinical liaison officer, James Rowden, was part of the pilot programme. He said:

*"The CPD programme has shown me I have the capacity to learn quite complex topics, it has shown me a different way to view my job role and broadened my horizons and expanded my thinking."*

You can find the UHD application form and details of costs [here](#).

As part of the application form, you will need to get a statement

of support from your manager and answer a few questions about your interest in the CPDs and how they will benefit your role and contributions to UHD. There is a [CPD quick guide](#) to help you answer any questions your manager may have.

The course can be taken with assessment as 20 credit CPDs at either Level 6 or Level 7, and may be transferred to relevant BU diplomas and degrees.

Please note: If you need further details/support in the application process, contact [susan.varley@uhd.nhs.uk](mailto:susan.varley@uhd.nhs.uk). For questions relating to the content of the modules [afeigenbaum@bournemouth.ac.uk](mailto:afeigenbaum@bournemouth.ac.uk).

## Reflections of a two-year secondment as a clinical academic

Mark Allen-Pick, senior occupational therapist at UHD, has recently completed a secondment with the BU [DigiAL cOaching for fRailty](#) research project (DIALOR).

The project, led by Professor Jane Murphy, is developing an intervention to support older adults using personalised health coaching and digital technology to manage symptoms of frailty and long-term health conditions. Mark's background as a health coach and the focus of this project, meant that this research secondment was perfect for him.



Mark said:

*"The prospect of being part of the research team without prior experience was daunting at first, but I was grateful to have the opportunity to grow into the role and eager to learn the essential skills to perform at my best."*

The DIALOR project will be completed by the end September 2024. For more details [click here](#).



# Dorset Apprenticeship Award 2024



Congratulations to health nurse specialist and BU student, Abigail Turner, a finalist at the prestigious Dorset Apprenticeship Awards 2024.

Abigail is part of the MSc Advanced Clinical Practice Apprenticeship programme and was nominated in recognition of how her journey through her apprenticeship has significantly enhanced her clinical skills and advanced her career.

Abigail said: **“In terms of clinical skills, the apprenticeship has opened up so many doors. I can now take comprehensive health histories, conduct physical examinations, and prescribe treatments independently, which I couldn’t do before. This has been incredibly empowering and has significantly boosted my confidence.”**

## Making IT work for you

### Meet our new UHD digital clinical nursing and professions team.

This team are responsible for providing the link between IT and the clinical environment. This involves providing quality training on the various ward level IT clinical systems, and being able to offer advice, as needed, to ensure the safe and effective use of these systems. They are also responsible for supporting the development, testing and roll out of new IT clinical systems and upgrades to existing systems.

*“We are a new team and not many people know we are here to support you. We support all nursing and professional teams across UHD.”*

*“We love having a direct impact on patient care but also helping staff workload by making the digital elements of their role easier.”*

*“Our experience is varied, from IT backgrounds, project support and various wards. We have experienced ourselves how IT works with the wards and now it is our job to ensure that any frustrations with technology can be resolved promptly.”*



Reach out and let us know how we can help you by emailing **[ITSpecialistNurse@Poole.nhs.uk](mailto:ITSpecialistNurse@Poole.nhs.uk)**

## Reporting incidents with Datix

At UHD, we take the security of our patients and staff seriously, and we will not tolerate any acts of violence or vandalism on our premises. If you are a witness, it is important that you report all acts of violence, aggression or damage onto our reporting system, Datix. This means that appropriate action can be taken, such as prosecution or fines.

# The power of a thank you

Join us at our next Schwartz Round on **Tuesday 18 June**. Our panel of storytellers will be sharing their experiences of 'the power of a thank you'. This topic is about focusing on the things we can all do to show others that they are valued and appreciated.

Saying '**thank you**' boosts confidence and self worth, improves mental wellbeing, strengthens relationships, and creates a positive environment.

From 12.30pm there will be free tea, coffee, and cake available and a chance to meet and chat with colleagues. The round will take place from 1-2pm in the conference room, RBH education centre.



Tuesday 18 June  
1-2pm



RBH conference room  
Education centre

'The power of a  
thank you'



## SCHWARTZ ROUND Storytellers

“Hello, my name's Emma and I'm a comms officer here at UHD.

“Working in public sector comms is certainly not without its challenges, but I love my job for the opportunities and people it brings me to, and for being able to shine the spotlight on all the amazing work that happens within our NHS.

“Last year I attended a Schwartz Round on sudden loss. My parents died suddenly and unexpectedly within 18 months of one another a few years ago, so this theme really spoke to me.

“When I was asked whether I'd be comfortable to share a few thoughts as a panellist, the introvert in me froze like a deer to headlights. But I did it, and I'm so grateful for the opportunity.

“I often find it ironic that as a comms officer I'm awful at communicating in many ways, especially public speaking! Yet it was such a cathartic experience, and a privilege to listen to other similar experiences in a safe and caring space amongst colleagues. I'd like to say a big thank you to Helen, Ian, and all of the Schwartz team for their kindness and support in the lead up to the event and since then.

“If anyone's considering speaking at Schwartz but not sure whether they want to/ought to, my advice is this; you won't regret having a go at least, and at the end of it you never know, it might just help one thing or another in your mind along the way.”



To find out more about our Schwartz Rounds, visit [our intranet pages](#) or drop an email to [schwartz.round@uhd.nhs.uk](mailto:schwartz.round@uhd.nhs.uk)





# Save lives, improve safety

## "You said, we did..."

This month we look at the Health and Safety Audit Tool (HASAT).

Last year, our health and safety team received 161 completed forms from across UHD. As a result of this, wards and areas completed their action plans which paved the way for improvements.

A great example of this was our Ward 1 team at RBH who made some significant changes to COSHH management and developed a process for call bells which involved creating new folders and 'Safety Sundays'. Well done team!

The new HASAT is out now via the [Health and Safety intranet page](#). Please complete this by the end of July 2024 as this helps to ensure we are complying with trust policies, provides

assurance that we are meeting Health and Safety legislation, and crucially helps us to manage the health, safety and wellbeing of our staff.

HASAT Improvement Plan template

Ward/department lead:	Annie Bush- Ward 1 Sister
Ward/department:	Ward 1 Gastroenterology
Speciality:	Medical care group
Date commenced:	4/3/24
Key question:	

BRAG	
Red	Cause for concern. No progress towards completion. Needs evidence of action being taken
Amber	Progressing to time, evidence in progress
Green	Action complete
Blue	Action embedded

Ref	Sub Section	Area for improvement	Action	Lead	Evidence	Target date	BRAG status	Latest progress to review
General Management of Health and Safety	4	Are Staff aware how to raise a risk for the Risk Register?	Yes	Clinical lead	Currently Ward Sister aware of how to raise a risk on the risk register and issues would be escalated. However, if absence of ward sister other members of the management team need to be able to complete. Ward PA has booked 2x Band 6's onto the course.	June 2024	Amber	Band 6's x2 booked for risk register training- <u>april</u> 2024.
	5	Is Health and Safety a standard agenda item at Department Directorate Governance Risk meetings?	Yes	Governance lead	Emailed governance lead for gastro.	April 24	Amber	Awaiting reply from governance lead to get this added.
Chemicals and hazardous substances	7	Are all substances being stored correctly with restricted access to patients?	Yes	Clinical lead	Asked Ward PA to order a lock code keypad for the COSHH cupboard. This has been declined as estates want for it to be kept open.	April 24	Amber 24	Discussion with Tony to investigate.
Manual Handling	15	Have all staff completed the appropriate manual	Yes	Ward Sister and Ward	Due to better training availability Staff are now	-	Green	

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## Learn at Lunch

### What happens at clinical governance group

With the UHD Safety Crew

**Dr Kamy Thavanesan,**  
Consultant physician in  
stroke and acute medicine

**26 June - 12.15pm**

**See the intranet for the Teams link**

Our next session with the UHD Safety Crew takes place on **Wednesday 26 June at 12.15pm.**

'What happens at clinical governance group' will be presented by Dr Kamy Thavanesan, consultant physician in stroke and acute medicine - we hope to see you there.

If you missed May's session on Human Factors with Dr Pete Isherwood, you can catch up online. For all links, go to the Learn at Lunch intranet pages [here](#).



Save lives,  
improve  
patient safety

## Transformation update

# New era' for patient care as Dorset Pathology Hub officially opens

Colleagues, NHS staff and partners gathered in May to open our new Dorset Pathology Hub. Guests included our first patient Steve Hiorns and Dr. Katie Adie CBE DL, broadcaster and Chancellor of Bournemouth University.

The new £24m facility is equipped with the latest specialist technology, ensuring high-quality, cost-effective diagnostics and care for patients across the region.

The Hub is already making a significant impact, particularly through the benefits of personalised medicine and the implementation of AI and deep learning in cancer diagnostics.

Chief operating officer and the project's senior responsible officer, Mark Mould, said:

*"Delivering a project of this scale is a true team effort. This project has not just been about buildings but building futures - the Hub improves diagnostics for patients, helping to meet the growing demand for specialist treatment, as well as providing development opportunities for staff."*



The Hub opened in November 2023, with the molecular pathology the first team to move in. It currently works to process over nine million tests per year, diagnose conditions in around 80% of all patients seen by the NHS and employs 200 staff - offering 24/7 support. A photo montage video of the build is [here](#).



## Changes to Dorset rheumatology service

Rheumatology is now being provided by a single pan-Dorset 'Dorset Rheumatology Service', with UHD the sole provider. UHD will be taking on the clinics currently provided by Dorset County Hospital, which means the locations in the west will continue to run as normal.

UHD will operate a single referral point and will manage a single waiting list with all patients being entered on to the relevant systems. There are no changes to the way the service currently operates across BCP, so please continue to use current referral methods. More information [here](#).



# You said... a transformation special

Our strategy and transformation team answers some of your questions...



**Dr Isabel Smith**  
Medical director for strategy  
and transformation



**Richard Renaut**  
Chief strategy and  
transformation officer

**Steve Killen**  
Director of  
transformation



**Work as one  
team, fit for  
future changes**

## What is happening in the world of transformation?

► We recently opened our new Pathology Hub serving the Dorset region, enhancing pathology investigations. In June, the Treatment Investigations Unit (TIU) will move from Bournemouth to Poole, impacting many patients. We're assisting them through the transition and planning future moves to ensure safety.



## How are teams who are facing major moves, like the TIU move, being supported and how are we supporting our patients through these processes?

► **For staff**, chief people officer, Tina Ricketts is implementing a refreshed approach to addressing concerns like childcare and commuting. **For patients**, we are actively developing communication strategies and templates to ensure ongoing interaction.

## Will there be visual signs to help patients distinguish between departments as part of the wayfinding strategy?

► Yes. Our goal is to have simple and clear messaging that will make navigation simple for patients. We've completed the case for change and are now refining specific examples for our future strategy.



## My department is either boiling hot or freezing, who should I reach out to?

► If something is broken or needs repair, use the **docket line** instead of email or informal chats to ensure your message is tracked and addressed promptly. For new or additional needs, **submit a [project request form](#)**.

## Is it true that the endoscopy project at Poole is currently on hold due to the presence of bats?

► We had concerns about the presence of bats in the area. To comply with regulations protecting this species, two bat surveys are required. Both surveys found no evidence of bats.



## Is the stroke unit at RBH almost ready to open?

▶ Yes, the builders handed over the keys on 24 May 2024 and is now open to our patients.

## Are non-clinical spaces considered in the developments?

▶ Ensuring on-site staff can effectively perform their duties is a priority. Additional temporary office space near the birth centre and accommodation area is being added to accommodate staff needs for the next few years. Initiatives like installing breakout rooms aim to provide comfortable working environments. As we reclaim space in areas like the main entrance and atrium, more staff space will become available.

## Following the recent travel survey, what is happening?

▶ The travel survey received responses from around 2,000 staff, providing rich data to refine parking and travel strategies. There's interest in car sharing, so incentives and measures to make it more appealing are being considered. Over the summer, more options based on the survey findings will be shared.

## What are the plans for Wessex Fields the land at the back of RBH?

▶ We are working on finalising all the contractual negotiations with the Council. Our vision includes developing key worker housing, education and training spaces, research and development facilities, and a multistorey car park. Over the next 6-9 months, we will develop a masterplan for the site. Learn more about our vision by watching [this video](#).



## Is business insurance required for car sharing arrangements?

▶ No, this is not required. The Liftshare website provides a wealth of [frequently asked questions \(FAQs\)](#) that address common concerns, including insurance requirements.



## When can we expect the main entrance in RBH to open, and do we have details about what facilities will be available?

▶ The main entrance is set to open in March 2025. Staff will start training and preparation in January. The areas like the café and shops will be kitted out in spring. The goal is to ensure a good mix of choices for these facilities.

## What are the upcoming milestones and plans for the near future?

▶ The next major moves are maternity and neonates in April 2025, and critical care moving into the BEACH Building in March 2025. All teams need to develop workforce plans aligned with activity and finance, coordinated by the HR teams. Each team has critical path actions necessary for safe moves, and some of these actions are currently off track. Teams should focus on contributing to delivering these actions.



To catch up on the transformation special and read more, [click here](#).



# Going for green

Across UHD, we are investing time and money into driving down carbon emissions and meeting our net zero targets. This is legal requirement and aligns with our health sectors core principles, **to first do no harm**.

Our UHD footprint is currently 18,000 tCO<sub>2</sub>e per annum, and just over 15,000 tCO<sub>2</sub>e relates to building energy. If you compare UHD's energy consumption with the average UK home, UHD consumes the equivalent of **6,000 homes worth of electricity and 3,500 homes worth of gas**.

## How can we decarbonise such an energy hungry organisation?



UHD is investing millions of pounds into onsite solar energy generation across our sites, seeking to generate 2.6 million kWh or roughly 10% of current onsite electrical demand. The first wave solar panels have been installed across five roof tops in Poole and is **now generating about 5% of the hospital's energy**. This investment will reduce the site demand during the peak usage times and will offset the summer chilling load.

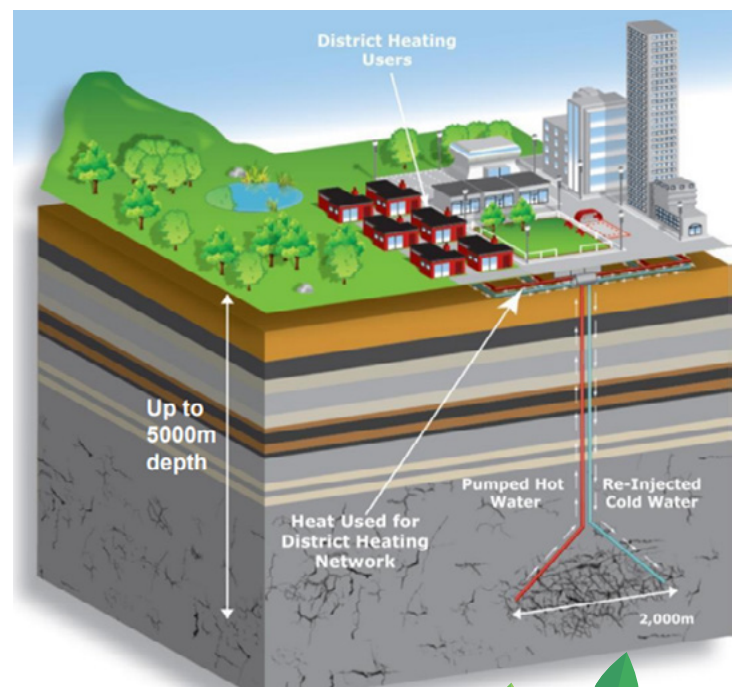
**We are investing a further £13m** to bring in a further 10MVA electricity connection to ensure we can meet additional future electrical demand at RBH. This will also prepare for the decarbonisation of the main heating system on the existing site and any future developments including Wessex Fields and additional electric vehicle charging stations.

**Investigations are happening into geothermal heat.** Early indications are that RBH site could meet 80-90% of it's heat demand with this zero-carbon solution and could also help other local organisations.

This option would seek approval to extract the hot water from a depth of about 2km below the site.

We must also work together to reduce our energy usage. **We have been replacing lighting across sites in phases with smart LED lighting.** This lighting not only consumes less power when on and turn offs when no movement is detected.

**Building thermal efficiency is also vital.** UHD has about half billion pounds worth of new building works in play. Each of these new buildings will meet high energy performance standards. Our estates is also working to source funding to improve the insulation of our older building stock like other older hospitals across the country using the latest type of safe and efficient building insulation cladding, new windows and roof insulation.





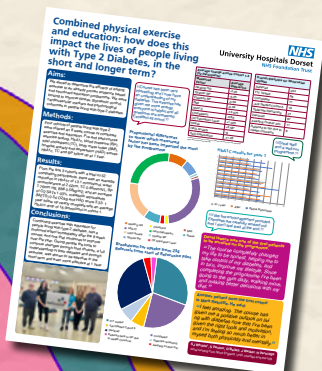
# Comms together



Our communications team deals with all aspects of communication, inside and outside the hospital. We can help you develop communications strategies, plans and materials and aim to keep staff, patients, the public and health partners up to date. [Click here](#) to find out what else we do.

## Design

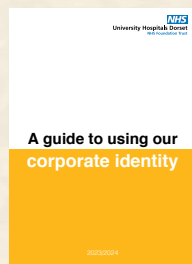
We design a range of products in our team, from posters and charts to publications, reports, banners, logos, and social media graphics. If you'd like our graphic designer to create something for you, please complete [the creative brief form](#) and send it to the team. **Do not** put posters on the walls around our hospitals, please use the poster boards provided.



## Branding

The NHS logo is one of the most well-known and cherished brands in the world. It is associated with trust and credibility.

[Click here](#) to view our corporate identity guide including how to use our UHD logo, NHS colours, accessibility and more.



## Event planning

Are you celebrating a national day in your ward or department? We can book the dome at Poole or the atrium at RBH to spread the celebrations further. We can also help you promote your events using our channels such as the Staff Bulletin and screensavers.

## Newsletter template

Sharing a regular newsletter with your team is a great way to make sure everyone is up to date with what's happening in your department.

We've created a publisher template for you to use, full of tips to help you make the most of your newsletter. [Click here](#) to download.



## Sharing news outside our hospitals



Do you have a good news story you would like to share with the public from your department? We can use our multiple social media channels or invite local media in to meet your team and celebrate the good news. Remember, you are representing UHD when you share on social media, [click here](#) to read our social media policy to use safely.

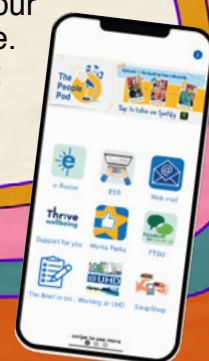
## Screensavers



Screensavers are a great way to get a quick message out to all staff. Running for a week, send us your design or let us create one for you. Remember - screensavers change every 10 seconds, a good way to restrict the amount of content on your slide is to signpost a further resource, like the intranet or a telephone number.

## UHD App

Need to book your shifts? Get involved with our upcoming events? Or read The Brief in the comfort of your own home? [Download our UHD App here](#) to access your information offsite. You may also get sent an NHS discount or two!







# Becky's blog

with Dr Becky Jupp, deputy chief medical officer

As I write this, it is my son's last official day of school after his French GCSE exam. Where does time go?

It doesn't seem long ago that I was pushing him in his buggy and now he is mostly independent with a life of his own. Of course, when you are young, time moves slowly, and it seems to speed up as you get older.

I am at a stage of life where I look after my children and my parents. My poor mum is having cancer treatment here in UHD. I can quite honestly say her care has been exceptional.

She was seen and assessed rapidly, her biopsy results were processed quickly, her surgery

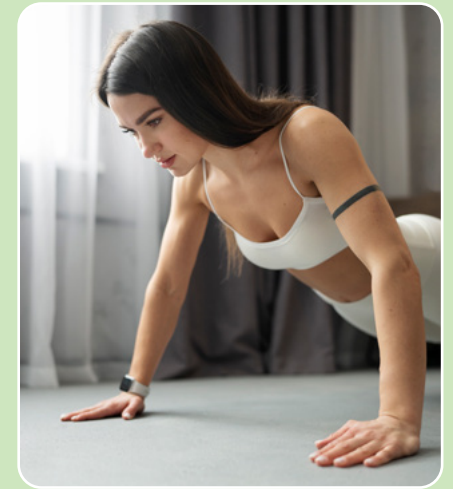
was expertly undertaken (thank you, **Belinda Pearce**), and her follow-up is booked soon. Everyone has been phenomenal. The **breast team specialist nurses** phoned my mum to check in with her (thank you Emma) and have had so much patience answering all our questions. The **day surgery team** were also so caring, kind and professional. There is still a long treatment path ahead for my mum, but I could not have asked for better care for her. **Thank you so much Team UHD.**

We have just had a bank holiday weekend. I saw friends and family, ate lots of good food and went for some long walks, mostly in the sunshine. Do you have time for yet another quick workout? 'Yippee', I hear you cry! Well here it is:

## Becky's 20 minute no equipment workout:

Three rounds of:

- 5 burpees
- 10 squats
- 20 star jumps
- 20 high knees
- 20 reverse lunges
- 10 press ups
- 5 butterfly sit ups.



Hope you enjoy it. Look after yourselves and until next time.

*Becky*

## Stroke unit handover - done!

Colleagues came together to celebrate the handover of the new enhanced stroke unit earlier this month. The unit has welcomed its first patients and brings all the team together for the first time, in a facility that has more beds, improved facilities and office space. Congratulations to all involved, having the service on one site is already making improvements on patient care, especially in reducing the average length of stay for patients. To find out more [click here](#).



## An update on NERVE

Approximately 4.7 million people in the UK live with diabetes. These people are at higher risk of foot care problems, if not treated properly this can lead to ulceration. Some of these may progress to amputation. Diabetes-related ulceration and amputation cost the NHS up to £1bn a year.

The NERVE project is a collaboration between UHD and BU that was awarded a large NIHR i4i Innovation grant.

The project team developed the NERVE app (NEuRopathy evaluation using the Vibration function of a mobile phone) and a probe to allow for regular testing either within a clinical setting or at home by either the patients or their carers.

The next stage of the project was to conduct the clinical trial to find out if the app and probe is as accurate and reliable as the current standard of care test for detecting loss of sensation in the feet.

Within the trial participants attended a single visit where a healthcare professional tested the NERVE device and the current standard of care device. Participants were also provided with the chance to test the NERVE device for themselves.

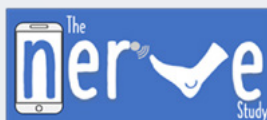
The recruitment target was 300 participants with diabetes,

and the research team recruited 314 participants with diabetes across RBH and Poole.

Charlotte Humphrey is one of the research nurses who worked on the study. She said: ***“NERVE was a great way to get out on the wards and meet patients. I really enjoyed being able to offer them the opportunity to be part of research in an easy and accessible way.”***

### Next steps...

The project team is now preparing the data for statistical analysis of the results to be published. Results will also inform further development of the NERVE device.





# Pasco's project; a united front to fight infections

From Africa to Dorset, see how Team UHD is working with international colleagues to tackle antimicrobial resistance...

In November 2023, Dr Pasco Hearn, consultant microbiologist and head of microbiology at UHD, obtained £65,000 for a project called The Commonwealth Partnerships for Antimicrobial Stewardship (CwPAMS2) - from a fund aimed at healthcare partnerships. Funding came from Tropical Health Education Trust (THET) and the Commonwealth Pharmacists' Association (CPA).

Pasco's project, lasting 21 months, covers three key topics; microbiology, antimicrobial stewardship, and infection prevention control activities.

In May 2024, the team that was assembled by Pasco travelled to Dorset, and spent two weeks working alongside him and UHD's microbiology, pharmacy

and infection prevention and control teams to gain a better understanding of how NHS processes compare to those in the Ugandan healthcare system.

## Here are their reflections...

**Pasco:** *"I went out to Lira with Poole Africa Link, and after making some great connections I applied for funding for this project. The lead in Uganda is Dr Francis Kiweewa and he and I formed a team to address the issue of antimicrobial resistance."*

*"The approach starts in the laboratory to bolster microbiology services, so that we can make sure we find resistant organisms when they're there. The next step is AMS, linking up pharmacy, the lab and the clinical teams, with the third prong being IPC."*

*"It's great to welcome Maria, a microbiology scientist who runs the micro lab in Lira; Dr Frednald, a doctor who chairs the IPC committee; and Harriet, a senior pharmacist in Lira. They are all spending time here shadowing their counterparts in the NHS to*



*see how a completely different healthcare system manages the same problems."*

**Harriet Tino:** *"The hospital's active involvement and role in patient care and management is great and something that has really stood out for me throughout my time here..."*

**Dr Frednald:** *"In our system we don't have someone assigned to IPC work the way you do. But I have seen that the connections between IPC and the other streams in the hospital is key for patient safety and care..."*

**Maria Apaki:** *"Since being here I'm learning a lot about what I can do in terms of treating patients. Patient safety is very key and there is proper screening of the prescription at every level. There are so many steps I've seen in the dispensing pharmacy that I want to implement slowly when I go back..."*

**Pasco:** *"I'm really happy that it all came together. Everyone has been very welcoming and these guys are putting in the time and effort in coming far away from home to a far and distant place. They have a different perspective with what they have seen from staff here at UHD; seeing how elements of our system will never really fit in their healthcare setting at the moment, but some of it definitely will be transferable. I think this partnership will go from strength to strength, and it's been of huge benefit to myself and our team..."*



## Support our Parkinson's and respiratory services

Lead respiratory physiologist, Deben Harris, is hosting an elegant black-tie evening on 29 June, at the Cumberland Hotel to raise funds for our Parkinson's and respiratory services.

The Black Tie Evening is part of Deben's fundraising efforts as he prepares to climb Mount Kilimanjaro in honor of his late dad, Lee. Lee had an adventurous spirit, and Deben hopes to carry on his legacy as he enters a new stage in his life.

To secure your place at the event, contact [deben@hotmail.co.uk](mailto:deben@hotmail.co.uk) or call **07917 225905**.



## Fundraising for our stroke unit

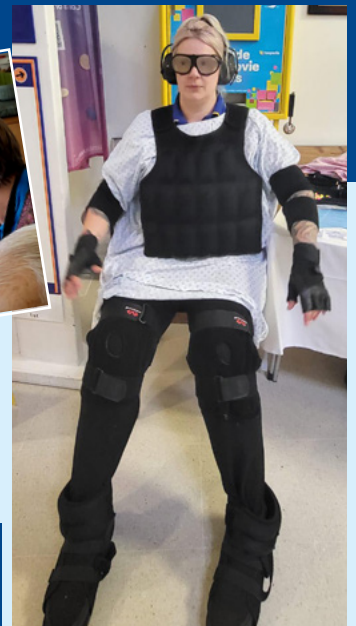
James Dobson, a dad from Bournemouth, had a 'shocking' stroke in 2023 at the age of 44. The stroke - which occurred in his brainstem - left him with severe double vision, nausea, throat paralysis and uncontrollable eye wobble.

While being treated on our stroke ward, James found the NHS staff incredibly supportive and decided to give back by running the Bournemouth Bay Run in March. He raised £1,405 - well done James!

## Raising awareness for those with dementia

During Dementia Action Week we celebrated all the added extras that were funded by our hospital's charity and our supporters. Alongside the stands at Poole and RBH, nursing staff from some of our wards invited people to experience some of the vulnerabilities you feel if you live with dementia by wearing an empathy suit. The suit had weights to restrict movement, goggles which affect vision, headphones to reduce sounds and gloves which make your hands shake.

If you'd like to support our patients living with dementia, please get in touch at [uhdcharity@uhd.org.uk](mailto:uhdcharity@uhd.org.uk) or donate today [here](#).







## The Twilight Walk 2024 sparkled brighter than ever

Now in its 11th year, we saw 315 people take part in our annual Twilight Walk, with almost 100 additional supporters getting involved and supporting their local hospitals.

Event organiser and fundraising officer, Amy Beauchamp, said: *"It feels like*

*this event gets more magical each year. The spirit of everybody coming together to support their loved ones who have ever faced breast cancer was felt by everybody."*

Stay tuned for more details coming soon about the next event planned by your hospital's charity!

## On the Nash

Staff band 'On the Nash' will be bringing all the fun and live music at Canvas on Friday 19 July with doors opening at 7.30pm. Tickets cost £10 each and every penny will go towards supporting Gully's Place at Poole. Gully's Place is a service to support children and young people with life-limiting conditions from the point of diagnosis, providing care in the hospital, at home and within the community. If you'd like a great night out while supporting one of our hospital's fantastic bands, head to the Bournemouth and Poole Charity offices to purchase your tickets.

## Running 102.7 miles for our ED



Last year, local runner Melanie Campbell was admitted to our ED with severe chest pains. Test results revealed she had blood clots on her lungs, which could have been life threatening if untreated. After making her full recovery, Melanie decided to run various challenging events totalling 102.7 miles to fundraise for our ED and raise awareness in her local community.

Kicking off her journey last month, her races include Canada's Conquer The Vadder, Bath Half Marathon, Race to the Stones, Great South Run and much more.

***Well done Melaine!***

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



# Meet our new ODPs

Karen, Lewis, Ana and Lily took part in our first apprenticeship scheme at UHD to become operating department practitioners (ODPs). As they reached the end of their journey, we checked in with them to hear their reflections...

## Ana:

“I was working in day theatres and critical care, and before that in care homes. Without this apprenticeship I don't think I could have done anything like this. An apprenticeship allowed me to keep working and earn an income, while studying. Mixed feelings we are now finished, it is scary being on your own after three years studying!”

## Lily:

“The education team has been very supportive. Everyone is so experienced at UHD, it was very easy to learn from them. If anyone was thinking of doing an apprenticeship, I would encourage them to do it - it is not easy but stick with it and it is very rewarding.”

Also in the team are our new BU graduates, Sim, Freya, Niamh and Kesiah. They are on a slightly different route by working for a three-year BSc in Operating Department Practice at Bournemouth University, and they will graduate later this year.

**BU Bournemouth University**



The team said:

“Our tutors were brilliant; we can test things out in a controlled environment before we came here. We have also taken part in intermediary life support. We have learnt lots of lessons by working in Poole that we will take back to our hometowns. When we think about the mentors we had and how we treated us, we will go on to look after students the same way.

“We are so excited to graduate. We are now going to various hospitals across the south to work in anaesthetics and recovery. BU were very good at supporting us, as coming straight from school can be a shock. We would recommend anyone to do this course and can't wait to see what happens next in our career.”





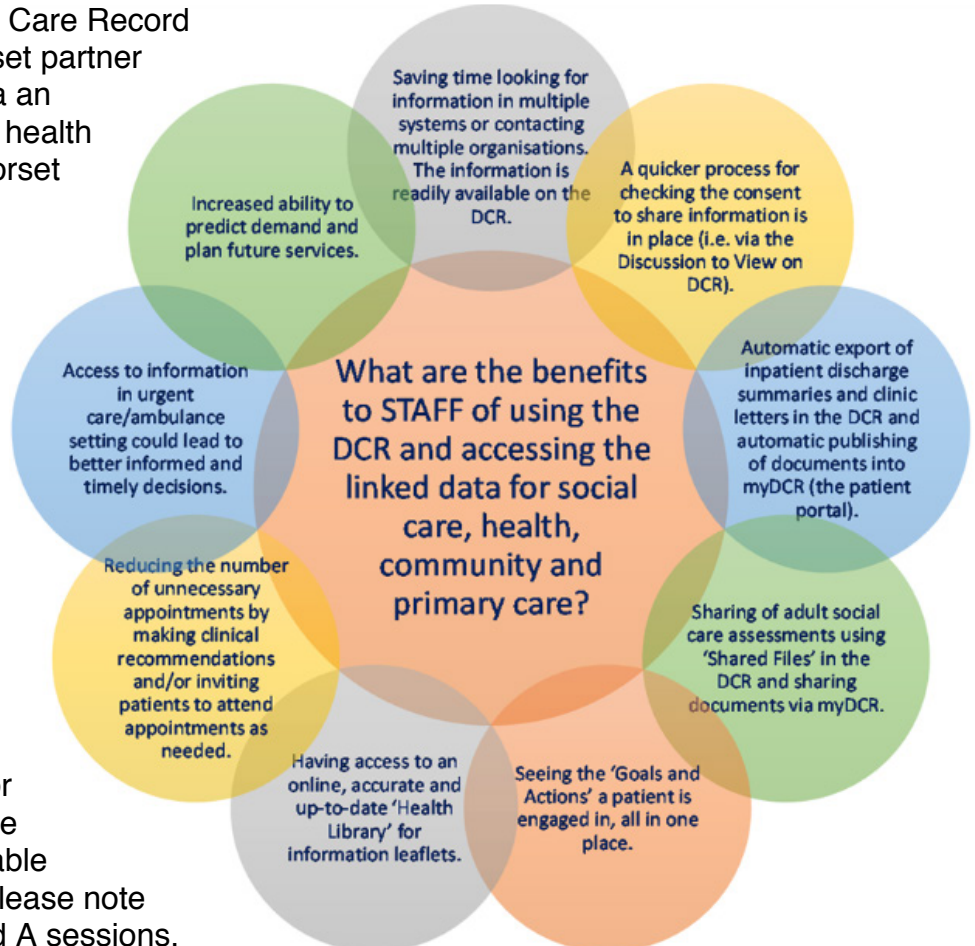


## Let's talk about IT

# Dorset Care Record - what is it and how can you register?

Each Dorset resident has a Dorset Care Record unless they've opted out. The Dorset partner organisations share information via an electronic shared care record, and health and social care professionals in Dorset can access patients Dorset Care Record when providing care. To request a login please email [dcrsystemadmin@dorsetcouncil.gov.uk](mailto:dcrsystemadmin@dorsetcouncil.gov.uk)

DCR system admin will refer to a pre-authorised job role list and allocate you an account if relevant. If your job role is not on the list, you will not be allocated an account. We strongly encourage users to take [the training module](#) which takes less than 10 minutes to retain access. If you prefer to be guided through the available e-Learning module for the DCR, there are some 30-minute mandatory training webinars available including the end test questions. Please note these are NOT refreshers or Q and A sessions.



## Electric Health Record - clinically led and digitally enabled

We are process mapping teams and shadowing UHD staff to understand our current 'as is' status and how staff navigate the system. Please reach out to **richard.jordan@uhd.nhs.uk** to be booked in.

## IG top tips

The information governance team is ensuring that appropriate terms and conditions are included in contracts with suppliers. If you are asked to complete a Data Protection Protocol (DPP) please do so as soon as possible so we can ensure trust information is up to date and compliant. If you require any support, please contact the IG team at [information.governance@uhd.nhs.uk](mailto:information.governance@uhd.nhs.uk)



# Recruitment ROUND UP

## Newly qualified nurses' recruitment day



On Saturday 11 May we hosted our twice-yearly newly qualified nurse recruitment day at RBH and the response was phenomenal! Over 100 candidates were invited along to the day and interviewed for a position at UHD.

A huge thank you to the teams for all their hard work and congratulations to the next cohort of nurses who will be joining #TeamUHD when they qualify.

## Day of the Midwife, Nurses Day, ODP Day and HR Day

A month filled with staff appreciation days - a huge thank you to all our hardworking teams across UHD and the care they provide patients and services they provide.

*We hope you all had fun celebrating!*



## Follow our UHD jobs social media accounts

Keep up-to-date with vacancies, events and other good news staff stories on our dedicated UHD jobs social media accounts.

Instagram:  @UHD\_jobs

Facebook:  @UHDNHSjobs

X (Twitter):  @UHDjobs

If you have a vacancy you'd like posting across social media, please contact [sian.wright@uhd.nhs.uk](mailto:sian.wright@uhd.nhs.uk)