

TheBrief

March 2025



March forward Let's tackle our 4 hour target together











Wednesday 12 March - 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?
March forward: With your support, we can all improve our 4-hour performance against the organisation safety standard. Find out how you can get involved on page 5.	
UHD Awards 2025: This week is your last chance to nominate your colleagues in our UHD Awards. Nominations close 12noon on 17 March. Find out more on page 6.	
Moving to NHS.net: On page 6, learn how we will be moving to NHS.net. Please share with your teams and keep an eye out for future communications.	
NHS Staff Survey: Our Staff Survey results are released this week. Our Organisational Development team will be working with managers to create a action plan. You can book your spot-on page 7.	
Transformation: View the latest updates on the BEACH Building, wayfinding, our new coffee shops, buggies and more on page 8. You can also view our parking updates on page 10.	
Navigating change: Big things are happening across UHD, and we are here to support you through the changes on page 11.	
Smoke Free sites: We are now smoke free across all our sites. Head to page 12 to find our smoking policy and support to guide you through this change.	
Patient First: To make Patient First accessible for everyone, we have updated our intranet pages on page 20. These include improvement toolkits and useful links.	
And finally Join our Randomised Coffee Trials, Network News, People Pulse, saying goodbye to St Mary's, Peter's ponderings, Health Hub, and much more	

Staff questions or comments (continue overleaf where necessary):

Your University Hospitals Dorset

An update from Chief Executive, Siobhan Harrington

factorial Tea and toast are here to stay... 55

As we prepare to open our BEACH Building and proudly showcase our fantastic new facilities that will improve the care we can offer to thousands of people, I was reminded this week of the little things that often make the biggest difference to the community we serve - which for anyone who has personal experience of maternity care, it's often that cup of tea and toast after birth that lives on in your memory.



So welcome to your March edition of *The Brief*, a month that see us moving towards a number of milestones and goals - while continuing to offer that special level of care that has a huge impact on so many.

Our first babies will be born in our BEACH Building on 31

March 2025, just weeks after our Radiology and Critical Care teams move into their new homes. We've also opened our link road to RBH from the Wessex Way and our cross site shuttle bus makes its first departure soon. This is a huge celebration of 10 years of work, so congratulations to all involved and to all our partners that have helped us get to this point.

This year *The Brief* coincides with National No Smoking Day - the day our Trust goes smoke free. We have now joined hospitals across the country to offer a healthier environment to all our patients, colleagues and visitors, and we continue to support all those who smoke and would like to give up - to do so. My thanks to all our teams involved in this effort. You can read more about what being smoke free means at UHD, and watch a video on why we have made this move, on page 12.

Through March we continue our improvement and specifically improve our 4-hour performance against the organisational safety standard. This is the target time it takes for us to see and admit or discharge patients in our Emergency Departments. This is better for our patients both in terms of outcomes and experience, as well as for our colleagues, and we genuinely all have a role to play. It is the skills and dedication of everyone in TeamUHD who ensure our patients receive the best care and can flow through their pathways. Read more on page 5.

March is also the end of our financial year. Our financial challenge across Dorset is really difficult, but I want to thank you for all you are doing to spend our NHS pound wisely. Please continue to identify waste and talk in your teams about how we can make improvements and do things differently.

Where we have made improvements, it's vitally important to recognise this. Our UHD Awards are on the horizon and Team UHD has made over 500 nominations already! The deadline to nominate is 17 March, so please do take a look at all the categories and make a nomination. Remember, this is not a writing competition, we just want to hear from as many people as possible about who has made a difference to you and our patients.

We are also just days away from our Staff Survey results being released. From what I've seen from the overall picture, we should feel proud to have some very positive results in a year of great change. We will also have key areas we need



to focus on, and I look forward to working with you all on these.

Our national NHS has changes ahead with the departure of NHS England Chief Executive Officer, Amanda Pritchard, at the end of this month. Here in Dorset our ICB is recruiting a new Chair, and at UHD, we have now welcomed Deputy Chief Nurse, Vivian Alividza. A very warm welcome to Team UHD and a fond farewell to Matt Hodson, who leaves us for North Middlesex later this week.

March is both the season of Ramadan and Lent, so I wish all colleagues observing these a blessed season. I'd also like to thank our Women's Network for leading the charge for International Women's Day, our fantastic allied health professional teams for



highlighting the importance of their work during Healthcare Science and Nutrition and Hydration weeks, our brilliant TB Team as we approach World TB Day and reflect on their fantastic campaign to 'Spot the symptoms, test your patient, stamp out the stigma', and our Pride Network for all they continue to do to support an inclusive environment as we look ahead to International Day of Transgender Visibility.

And in the spirit of marching forward, have you signed up for our charity's March for Men? It takes place on Saturday 29 March, giving us the opportunity to march for everyone impacted by prostate cancer in our community. See page 26 for how to sign up.

Our next financial year is going to be both exciting and challenging. I truly believe that if we remain true to our values, look out for each other, and maintain our focus on safety, we can both get through the changes to an improved place for our patients and our staff.

Thank you for all that you do.



Vital statistics

February 2025

- We saw 42,570 patients in our outpatient departments
- · ...and an additional 8,828 virtually
- · Carried out 1,641 day case procedures
- · Supported the birth of more than 269 babies
- Attended to 11,840 patients in our emergency departments
- Cared for 218 patients at the end of their lives
- Started 209 patients on their radiotherapy journey



March forward: 4-hour performance Challenge We are also working with our partners across Percent to present a charge time to a prince to

This March we want to improve our 4-hour performance against the organisational safety standard. This is the target time it takes for us to see and admit or discharge patients in our Emergency Departments. This is better for our patients both in terms of outcomes and experience, as well as for our colleagues.

Currently we admit or discharge around 70% of patients within four hours. Like other trusts across the NHS, we want to be better. We want to reach 78% through March.

The improvements that we have made over the past 12 months has shown that this is possible if we all work together.

We are asking everyone across UHD to plan what they could do to help us improve. We all have a contribution and a role to play, from carrying out clinical tests, providing TTA medications, to cleaning ward areas to admit the next patient.

We need to move patients through our hospitals before leaving to continue their care in the community, so we need the support of porters, ward clerks and our discharge lounges. Corporately, we need to properly resource our wards, and keep our recruitment processes as smooth as possible.

We are also working with our partners across Dorset to promote alternatives to coming to our Emergency Departments, such as minor injuries units through the 111 service. Our SDECs and Hospital at Home services also provide a critical function in helping to care for patient in the most supportive and appropriate care settings, including in the community.

We need you to think what your role could be to help support. Have a look at our background slides here which contain action cards for our care groups. Discuss in your team

meetings. Raise any problems you have with your managers and let's March forward to improve our four-hour standard.

Thank you.

Mark Mould, Chief Operating Officer

Peter Wilson, Chief Medical Officer

Sarah Herbert, Chief Nursing Officer

Mark Major, Interim Deputy Chief Operating Officer watch
this video with
our Emergency
Consultant, Izzy,
and share with
your teams.









The countdown is on to nominate for our UHD Awards

Have you improved or made positive changes in your department using technology? Have you actively promoted inclusivity in your team ensuring everyone has a voice? Nominate your

team for a UHD Staff Award!

We need your help to make the awards as

representative and inclusive as possible. Everyone can nominate and everyone can be nominated.

We will not judge nominations on writing ability. We want to hear your voice telling us why this person or team has made a difference to you. Click here to download PowerPoint slides to help you promote the awards in your meetings. They include more information on how our UHD Awards work.

If you need somewhere to make your nomination, head down to our libraries to use their computers.

Nominations close at 12noon on Monday 17 March 2025. <u>Click here</u> to nominate and view our nomination criteria.







Moving to NHS.net

We will be moving your email, Teams, OneDrive and SharePoint into the central NHS.net digital platform. Working with the NHS.net Transition Team, this move will make it easier for you to communicate and collaborate with colleagues across the NHS.

You will receive communications from no-reply.nhsmailmigration@uhd.nhs.uk and our UHD Communications Team throughout.

You will receive a Teams Workflow notification this week, prompting you to confirm if you have an existing NHS.net email address before 14 March. Please do not ignore this notification and follow the steps to tell us your correct account to avoid having duplicate email addresses. It will come from no-reply.nhsmailmigration@uhd.nhs.uk

and look like this

After this, no other action is needed from you right now. You can continue working as normal as the transition happens in the

ACTION REQUIRED: Confirm your email address by 7 March
As part of the Transition to NHS.net, we need to confirm we are migrating conte

Transition to NHS.net

Please select carefully from the two aptions below to give us your email information by 7th March. You will be taken to Microsoft Forms and prompted to sign in. Please do so using your corresponding account i.e. if you select 1 have an nhanet account, sign in with your place at acrount.

If you select you do not have an existing NHS.net account, one will be created for you as part of the treatment.

1 - If you do not have an NHS.net account

Please click here and sign in with your @trust.nhs.uk account

background. Keep an eye on updates from us to ensure you do not miss any key action or awareness emails in the coming weeks.

If you have any questions, please email NHSmailMigrationQueries@uhd.nhs.uk. We will be updating our FAQs regularly, click here to read them.

2024 NHS Staff Survey results released this week

We have been working hard behind the scenes to prepare for the results of the national NHS Staff survey which will be released tomorrow (Thursday 13 March).

Our care group and directorate leads have been given results to share with you in the coming weeks.

This will include a one page results summary and an action plan.
You can expect to see this in team meetings and

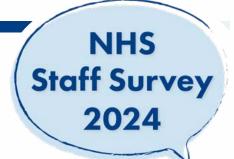
displayed in staff

areas.

Managers of all teams in which over 10 members filled out the survey have also already received their results. Your manager will share a one page summary of your team's results and plan time into your

team meeting to create an action plan with you. Our Organisational Development team will be holding information sessions for managers to support you to navigate your results and create an action plan with your team. Click here to book.

All information and resources will be added to our staff survey intranet pages on Thursday 13 March.



#SpeakUpSparkChange

Here you will also be able to find our Trust wide action plan with details on our four areas for improvement.

Developing and improving our culture across Team UHD can only happen if everyone gets involved. Please work with your teams and managers to celebrate the things you are doing well and work together on the areas you feel need to be developed and improved.



Let's all:



Have your say

#SpeakUpSparkChange



Take action

#EmpowerPeople



Spark change

#ShapeTheFuture

You said... a transformation special



Better for patients, better for staff

Our Strategy and Transformation Team answers some of your questions.



What's the latest updates?



The BEACH Building is complete and has been handed over to us. We're now conducting commissioning work, including clinical tours, simulations, and staff orientation. We'll soon begin phased moves and coordinate support services like housekeeping, though they won't run at full capacity until clinical areas are fully operational. The first major move is maternity and neonates on 31 March, followed by Critical Care, the Bournemouth Emergency Department, and Radiology. The next big transition begins on 12 January 2026.

When will the shuttle bus start operating?

The shuttle bus is scheduled to start on **31 March**, For information about the timetable see page 10. It will be a non-stop service, offering fast, doorto-door transport without parking hassles. The first year is a trial to assess demand, and staff feedback will help shape future improvements.

When will the new slip road open at RBH?



The road is now open. It provides direct access from the Wessex Way for hospital staff, suppliers, and ambulances, easing traffic flow.

What retail outlets will we have in the BEACH Building?

A **Costa Coffee** is planned, which may operate 24/7 as part of a trial. Additionally, we will be joined by **Co-op**, which will serve as the main convenience store, offering food, newspapers, and other essentials. There will also be a **bakery**, so be sure to get yourself a discount card! A **Stock Shop**, like the one at Poole, will also provide clothing and accessories.

Will the Urgent Treatment Centre (UTC) at Poole and the theatres be fully operational next year?

The emergency split begins on 12 January 2026, with Poole's UTC staying open as the Poole ED moves to RBH. Poole ED's relocation aligns with Critical Care moving to Bournemouth and the creation of an Enhanced Post-Operative Care (EPOC) unit at Poole. Poole will become a major surgical hub, expanding to 18 theatres.

What happens to the existing main atrium at RBH?



The main atrium will remain a key space, with existing catering facilities, including 24/7 hot food and click-and-collect services for staff. Our new entrance opens on 17 March, and retail outlets will follow in April. Breakout pods will be added for meetings and relaxation. A staff well-being area will be created at Costa, and outdoor seating will be available when the weather improves.

Will we get more parking?

Work on the larger multi-storey car park is in the early stages. In the meantime, additional parking will be available in the contractors' car park, see page 10 for more information. The multi-storey project is awaiting planning approval and funding, with construction still some time away.

What is being put in place to make sure we don't end up operating across two sites instead of one as planned?

The January 2026 transition is a significant step, and while there is no perfect time for such a move, extensive **planning and consultation** have been undertaken to mitigate potential issues. We've learned from other trusts and worked with care groups and senior leadership to choose a date that avoids peak holiday periods and allows staff downtime. If unexpected events occur, we can adjust our approach accordingly.

How are we going to find our way around RBH?

A new wayfinding system is being introduced in RBH to help people navigate the changing site. The site will be divided into three zones:



- Zone A (West Wing)
- Zone B (BEACH Building, including the new main entrance)
- Zone C (East Wing and Coast building)

From March, both old and new signs will be in place, with temporary signage aiding the transition. The BEACH Building will use a structured numbering system (e.g., B1 for the ground floor, B7 for critical care, B8 for maternity, etc.), and similar numbering will apply to Zones A and C.

The ED will be clearly signposted as its own zone and will have clear red-and-white signage. Buildings will be numbered 1-26 for easy identification and car parks will be renumbered. Accessibility features will include pictograms, Braille, and tactile signs, with staircases highlighted in green.

Are we going to get more volunteer buggies?

The number of buggies won't increase, but the focus will be on maintaining and strategically positioning the existing ones to meet patient needs.

What can I do to help?

Please get involved and help us shape the transition for your team and patients. There are resources available on the <u>intranet</u>, <u>website</u> and Staff Bulletin, including links to the latest transformation updates. Please share this information and stay informed. Catch up on the session and read our full summary <u>here</u>.

Travel and transport

With the new BEACH Building opening just a few weeks away, here is the latest updates on travel and transport to help support you working across all our sites.

As well as the <u>Travel</u> intranet pages, our Travel Team had put together a travel pack which pulls all this information together into one place. You can find this here.

RBH parking

Car parking pressures at RBH continue, and we apologise for the inconvenience and stress this creates for patients, visitors, and our staff. We have created an additional 90 spaces to be used. This map shows the total car park provision that will be available for staff. Some car parks are restricted to certain permit types, please refer to signage within each area for more detail



Until this new parking is available, if you are unable to find space within the existing staff car parks, you can use the estates contractor car park located behind the residential buildings and accessed via the new link road.

Please note:

- Staff arriving later at RBH can use the ground floor of the multistorey car park which is closed until 11.30am daily.
- Tuesday and Wednesdays continue to be the busiest traffic days at RBH. If you can avoid on-site parking on

- these days, this will help ease pressure.
- Alternatives to single use car parking include buses, bikes and car sharing. Further information and support can be found on the <u>Travel</u> intranet pages.
- You should not park at Littledown or The Village unless you have been issued a permit for these areas. Both Littledown and The village use ANPR camera monitoring and will issue parking charge notices to non-authorised vehicles.

We want to ensure our public car parks have sufficient space for visitors and patients. We ask that staff do not park in these areas. Our parking teams are unable to refund or provide free exit tickets for staff using these car parks. If staff do park in these areas, then the tariff will need to be paid.

We appreciate patience and understanding as we enter into the final few weeks of our next phase of the hospital transformation programme.

Our new road - Seacole Way

You may have seen that the new link road, named Seacole Way is now open. The road which provides a direct link to Wessex Way opened on 5 March and is for staff use only. A new barrier is being installed on the road which will be fitted with a card access reader. All staff will have access to this using their UHD staff ID badge.



Inter-site shuttle bus

The contract for our new inter-site staff shuttle bus has been awarded to Ride Tandem who we are working closely with to launch the service from 31 March.

The timetable and route information for the new



service can be found <u>here</u> and details of the passenger app will be shared in the next few weeks ahead of the launch.

Parking permits

for those moving from Poole to RBH

If you have a parking permit for Poole, you will be able to use this permit to park in the on-site car parks at RBH. The RBH car park map 'will provide more detail on where these are located if you are not familiar with the





site. Are you driving over from Poole with your colleagues? You could get a priority space on site with our Liftshare scheme. Find out more <u>here</u>.

As a reminder, you should not park at Littledown or The Village unless they have been issued a permit for these areas to avoid a charge. If you do not already hold a permit, but will need to obtain one, please visit the Car Parking webpages on the intranet for more information on how to apply for a permit.

Navigating change...

At UHD, we are working through lots of changes to help us improve our services and make sure that our patients receive the best possible care. This means we are navigating a lot of change as individuals, and with our teams.

Thrive building effective teams

As an individual

Change can mean progress, adaptation, or evolution. It often comes with opportunities for growth or challenges that test our resilience. Change might signify a new beginning, a disruption of routines, or a chance to innovate. It can stir up a range of emotions which can have an impact on us and those we work with. It is important that we understand our own reactions to change.

Our Navigating Change
eLearning has been designed
for all staff at UHD to support
you to:

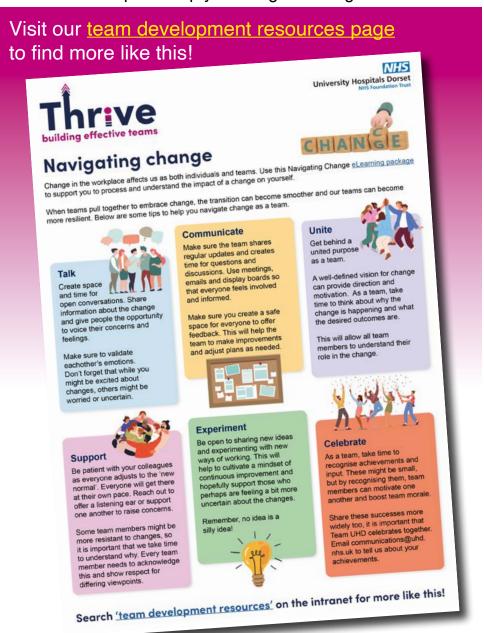
- Understand emotional and behavioural reactions to change and their impact.
- Develop your knowledge of relevant theories and change models.
- Apply these theories and change models to your own experiences.
- Feel more confident supporting yourself and others through periods of change.
- Develop your own strategies for support yourself and others through period of change.

As a team

When teams pull together to embrace change, the transition can become smoother, and our teams can become more resilient. Take



a look at these tips to help you navigate change as a team.



UHD is now a smoke free trust

Smoke free UHD

This National No Smoking Day we have joined the hundreds of other hospitals across England to offer a smoke free environment for our staff, patients, and visitors.

Smoking cigarettes or other tobacco items is now not allowed anywhere on any of our Trust grounds. This applies to our colleagues, patients, visitors and contractors.

Considerate vaping is still permitted but please ensure you are at least three metres from any building.

Our smoking policy and our FAQs are live on the intranet to help guide you through this change. You'll also find lots of information around supporting our patients and colleagues to stop smoking there too, and advice on what to do if people continue to smoke on site.

On average someone is admitted to hospital every minute in the UK because of smoking. As a healthcare provider we want to support those who would like to quit smoking or who are struggling with this powerful addiction, while also ensuring we are not putting our colleagues or vulnerable patients at risk of passive smoking...

NHS

Come and see us this No Smoking Day

When you stop smoking, there are almost immediate improvements to your health. There's no need to go it alone - it's much easier to stop smoking when you get the right support and there are lots of options to choose from.

Come along to the dome in Poole and atrium at RBH this National No Smoking Day on 12 March and find out what support is available for you, check out our smoke free merchandise and support aids, and grab a window sticker for your area to remind people to kindly not smoke.



Since quitting, I'm enjoying cooking more as my sense of taste has improved."



Take back your life this No Smoking Day.



Want to know more about why we've gone smoke free? Let our colleagues, patients, children and feathered friends (!) tell you in this short video.



Support for you

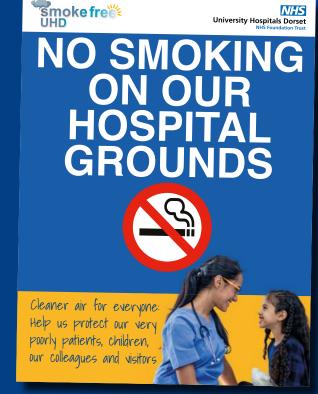
You can find free stop smoking support from our fantastic Tobacco Addiction Care and Treatment Service and Smoking in Pregnancy Team. They support patients and staff and can be reached at smokefree@uhd.nhs.uk. You can also access free services from Live Well Dorset on 0800 840 1628 or www.livewelldorset.co.uk or from Smokefree Hampshire at www.smokefreehampshire.co.uk.

If you do not want to quit smoking but would like support to manage cravings at work, please contact the team and see our top tips here (on page 9)

Would you like to join a confidential Staff Smoking Support Network? This is not a forum to talk about the policing/reporting of smokers but where staff can request confidential drop in

sessions with a smoke stop nurse specialists or post questions. If so, you can contact

the team directly on smokefree@uhd.nhs.uk.





My memorable moment was asking my manager to change my lunch break to attend my smoke free support sessions and him saying, of course and let us know if we can do anything to help!...!!

> **Easy** to contact, easy to sign up, easily accessible, fast responses..."

Having quick access to advice and the 'help to stop' aids, instead of sending request and waiting forever for a reply..."

Do not give up, giving up. After a certain length of time, I did not want to undo all your hard work getting me there..."

Get involved in a national **Speak Up Review**

The National Guardian's Office is undertaking a Speak Up Review to understand the speaking up experiences of overseas trained workers. The aim is to improve policies and practices and foster a more inclusive and supportive speak up culture throughout healthcare.

If you are an overseas trained worker and would like to help identify the challenges and barriers to speaking up and highlight examples to raise concerns

Freedom to speak up

of good practice, visit the National Guardian's Office website to find out more and get involved.

Visit out <u>FTSU intranet pages</u> to find out more about speaking up at UHD.

-Speak up-Listen up-Follow up→



Tired of the same old routine? Want to connect with new colleagues at UHD? Our Randomised Coffee Trial is the perfect opportunity! This initiative pairs you with a fellow staff member for a relaxed, informal chat. It's a fantastic way to break down barriers, foster collaboration, and share knowledge.

> NHS Knowledge How does it work? Simply sign up, and we'll and Library randomly match you with someone. You will then arrange a convenient time for a coffee online or in person. There's no set agenda - just a chance to connect, share experiences, and build valuable relationships.

To sign up and learn more, click here.



Pay progression for consultants

As a result of the recent national pay and contract negotiations, a new closed gateway pay progression process will come into effect for all consultants as of 1 April 2025. This process is to ensure consistency of approach and a minimum standard for progression.

What do managers need to do?

Clinical managers will receive notification before a doctor's next pay progression date and will be required to initiate a meeting to review whether

the requirements for progression have been met. The main key requirements include: to have an up-to-date job plan; to have satisfactorily participated in the appraisal process: to have engaged and participated with statutory and mandatory training. Following the meeting the clinical manager will need to confirm the outcome to Medical Staffing to update ESR. A pay progression template has been created for clinical managers to use to document the meeting.

Services

For anyone due for pay progression between 1 April and September, your clinical managers will be notified over the coming weeks.

Bank in brief

Are you leaving #ProudToBeBank and returning on the bank?

From **1 April**, we're introducing a paperless process for staff leaving permanent Trust roles who wish to rejoin the bank. Onboarding will now be handled through TRAC, making the process smoother and more efficient.

If you are returning within six months of leaving, you won't need to reapply or interview. The Temporary Staffing Team will use your existing ESR details to prioritise you.

Key points to note:

- Paper forms will be accepted until 30 April.
- A two-week gap between your last working day at the Trust and starting bank duties is still required.

Remember to carry your ID

Please always carry your Trust ID while on site. Anyone without ID may be turned away from shifts. If you temporarily misplace your ID, it is important to notify us, so that access can be paused until found.

We are

Standardised UHD sign-in and ID check sheets

We've introduced a standardised sign-in sheet and ID check form for wards and departments using temporary workers. You can access the form here.

A fond farewell to St Mary's Maternity Unit

After more than 60 years of service, St Mary's Maternity Unit will soon close its doors for the final time, and you're invited to come and say a final farewell.

On **Saturday 5 April**, 10am-1pm, we invite you and members of the public to visit areas of the unit and join maternity and neonatal staff members for a trip down memory lane, helping colleagues

celebrate the place and its people where an estimated 250,000 babies have been welcomed into the world.

Along with access to areas of Antenatal, Haven Birthing

Suite, and Labour Ward, guests will also have an opportunity to find out about the future of UHD's maternity services in the new BEACH Building at RBH. Refreshments will be available on the day and no booking is required but be mindful there is limited parking.

Hope to see you there!



Network news

ProAbility

In our March network meeting, we can look forward to an update about Patient First, and our UHD Arts Manager, Laura Joy is joining us to share ideas for accessible artwork and signage in the new BEACH Building.

Lauren Cannings, Travel and Transport Manager, is also on our agenda to update us about plans for disabled staff and patient parking. Join the meeting on Tuesday 18 March at 1pm via Teams here.

Deaf and Hard of Hearing Subgroup

The Deaf and Hard of Hearing Subgroup continue to meet as an informal drop-in session every other month, with the next taking place on **Wednesday 16 April** at **12noon**. Dr Daniel Webster has agreed to be our Lead Sponsor for this group. If you wish to join us, email **elayne.goulding@uhd.nhs.uk**.



Deaf Awareness Week 2025 is between 5-11 May and the group will be celebrating this at UHD on 7 May.

New Neurodiversity Subgroup lead by Tessa Vaughan

Thank you to everyone who attended our first Neurodiversity Subgroup meeting. The group is for colleagues who are neurodivergent, those who think they may be neurodivergent, and those who may have colleagues



or family who are neurodivergent. It is also open to allies to join.

The next meeting will take place on Thursday 27 March, 12noon, on Teams via the link here. If you wish to join the group to receive meeting invites, please request this in an email to Pro-ability@uhd.nhs.uk. You will be added to the main network mailing list as well as the Neurodiversity subgroup and teams channel. Email tessa.vaughan@uhd.nhs.uk if you have any questions.

Womens Network

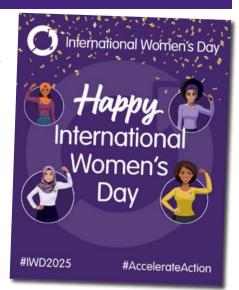
Catch up on our latest meeting held on 27 February here. Clair Meldrum talked us through career progression and the apprenticeships process at UHD, and we welcomed Beverley Bryant, Chief Digital Officer, as our new exec sponsor.



International Women's Day took place on 8 March, and observed at UHD on Thursday 6 March, with stands across sites hosted by members of our

network. Focusing on this year's theme and the need to #AccelerateAction emphasizes the importance of taking swift and decisive steps to achieve gender equality.

Thank you to our Women's Network members and allies for their continued work in ensuring UHD is a supportive workplace for women.



Network news

Show your support for our Staff Networks for our fantastic of the form of the fantastic of the form of the fantastic of the form of the fo

An inclusive workplace is a vital part of ensuring a supportive, innovative and welcoming culture

for our fantastic diverse staff. Click the link <u>here</u> to sign up to our Staff Networks and find a selection of communities where you'll find a true sense of belonging, support and value.





















International Transgender Day of Visibility is an annual observance that takes place on 31 March to celebrate and raise awareness of the transgender community around the world.

The day is an opportunity to recognise the contributions and accomplishments of transgender people, while also highlighting the ongoing struggles they face. Keep an eye on Trust comms for more information about how you can support colleagues and get involved on the day.

European Staff Network to merge with DEN



European Network

european.network@uhd.nhs.uk



After careful consideration and discussions with our network leads and sponsor, we've decided to transition the EU Staff Network into a subgroup of the DEN network. This decision was made to ensure we can better align and support the ongoing goals of both networks.

Please know that this change will not affect the support you receive. All EU network members will continue to have access to the resources and assistance they need. If you have any concerns

or questions, please don't hesitate to reach out to European.network@uhd. nhs.uk. We're here to support you every step of the way.

Keep an eye on Trust communications for more information about this update coming soon and thank you for your understanding.



Deepa Pappu, Equality, Diversity, and Inclusion Lead

People PULSE

You said...

My organisation is proactively supporting my health and wellbeing

53.9% Strongly agree / agree

23.3% Neither agree nor disagree

22.8% Strongly disagree / disagree



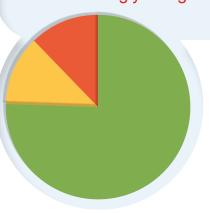
74.6% Strongly agree / agree 9.9% Neither agree nor disagree 15.6% Strongly disagree / disagree

In January 2025

720
of you responded

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

49.7% Strongly agree / agree 18.9% Neither agree nor disagree 31.4% Strongly disagree / disagree



How are you feeling?

16.4% of colleagues said they were demotivated. Others said they were calm (12.9%), content (12.6%), stressed (12.2%), motivated (7.9%) and optimistic (6.4%).



What are we doing?

Putting the focus on team development and empowering others to build positive cultures. Head to page 11 to find out how we can support you to Navigate Change.

Taking time to review and understand your feedback on staff pressures, competing demands and burnout. Continuing to communicate our staff health and wellbeing offers.



Increasing communications about transformation changes. We are sending regular transformation bulletins and working closely with teams who are moving.

Encouraging everyone to recognise their colleagues by sending a personal thank you message using our new app or nominating them for our staff awards.



You said, we did



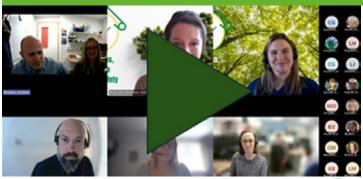
Do our health and safety risk assessments tie in with a wider strategy around patient safety?

We have made some changes to our risk assessment templates to ensure these are in line with Learning from Patient Safety Events (LFPSE) framework and align with our Trust risk

register ratings. <u>Please ensure this new template is used</u> when completing risk assessments.



Save lives, improve patient safety



Learn at Lunch

Did you know our pharmacy teams dispense around 400,000 items a year? That's why medicines safety is so important for our patients and colleagues.

Our medicines safety Learn at Lunch was led by pharmacists Lenka Dowdell and Steve Bleakley and topics included patient centred medicines management, discharge planning, medicine storage, drugs shortages, medicines advice and the importance of communication between teams.

You can see all our Learn at Lunch sessions on the <u>Learn at Lunch intranet pages</u>. They are suitable for all of Team UHD, as we are all part of the #UHDSafetyCrew.

Join us at 12.15pm on 13 March for our next Learn at Lunch with Kelly Ambrose, Debbie Gritt and Yvonne Hunter from the Quality Governance and Assurance Team. They will give an insight into the five key questions the CQC ask of all care services which focus on the things that matter to people. Learn more about the CQC's 'I' and 'We' statements that support the CQC regulatory model, findings from recent inspections and useful resources.

A focus on quality governance and assurance with the UHD Safety Crew



Join Kelly, Debbie and Yvonne from the team on 13 March at 12.15pm

Search 'Learn at Lunch' on the intranet to join





Patient First for everyone

Provide excellent healthcare. Be a great place to work.

Your new intranet pages

We have developed new intranet pages which host all the information, resources and updates you need to start using the Patient First approach now. You don't need to wait to be trained, these pages have been designed to help you learn along the way.

Use the <u>landing page</u> to help you navigate. Clicking on each section of our Patient First triangle will tell you more information.

Performance management system

<u>This page</u> has information on how we can all keep track of improvements and see how our Trust strategies turn into actions.

Your improvement toolkit

This page features all the tools to help you identify problems, work through solutions and implement change. Download the Patient First guide to guide you through how to use each of the tools.

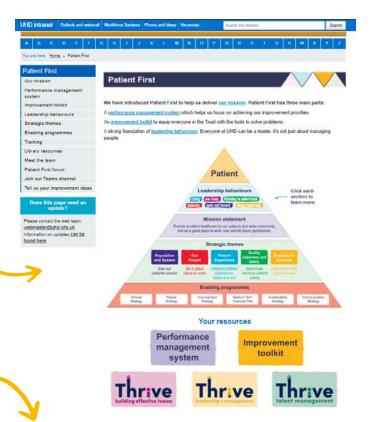
Useful links

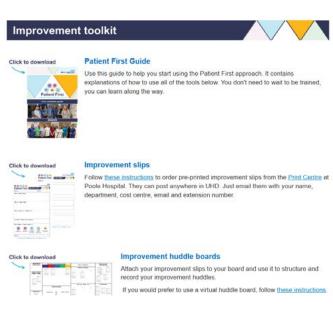
On the left hand menu you will find links to library resources and the Patient First forum and teams channel.

Is something missing?

If there is anything you would like us to add to these pages, let us know! Email patientfirst.admin@uhd.nhs.uk.









Thrive UHD Health Hub

Scan to view online and share with your teams



Physical Health

Get active in spring

Being active isn't just about going to the gym, running for miles or doing yoga. It could be dancing around the kitchen, walking the dog or gardening.

It's up to you how you get active, but the more fun you have, and the easier it is to fit into your routine, the better. 30 minutes of activity each day is a great target to aim for, but it doesn't have to be all in one go. Every minute of activity counts!

Activity finder

Active Dorset's activity finder helps you browse activities and events near you. Many of them are free.



Get inspired by colleagues

Our activity noticeboard has groups, activities and events recommended by Team UHD. Click the yellow '+' button to share your activity!

Free stop smoking support

UHD is now a smoke free Trust. Smoking is not a "Lifestyle choice" or a "Bad habit" it is a powerful addiction and a chronic relapsing medical condition. It is never too late to quit. There is lots of support available to help you...

LiveWell Dorset



Register with LiveWell Dorset to access face-toface support from your local pharmacy, a nicotine replacement pack delivered to your door, and a vape starter kit. LiveWell Coaches will also help you identify your triggers and how you can overcome them.

UHD support

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

Use these tips to help you manage cravings at work

Now that we are smoke free, you will need to leave the Trust's grounds to smoke at work. This may make your shift more difficult for you and cause anxiety. Here are some tips to help you manage your cravings.

Thrive Live Rewind

Don't forget you can re-watch all of our Thrive wellbeing fair sessions online, including tips from UHD physiotherapists.





Managing cravings at work



'Building an NHS fit for the future' - Join our health talk

Bournemouth University (BU) will be holding a health talk focusing on building an NHS fit for the future, featuring experts in women's health, social care, and orthopaedics.

The free event will take place in the **RBH Lecture Theatre. Education Centre from** 5.30pm on Tuesday 18 March.

Our Chief Executive, Siobhan Harrington, will be opening the event before handing over to Professor Tom Wainwright, an expert in orthopaedics who also works at UHD: Professor

Vanora Hundley, an expert in midwifery and women's health; and Professor Lee-Ann Fenge, a leader in social work and care.

The panel will each share their own research and how their work can help to inform future NHS plans and help

people live better for longer. Tickets are limited and can be booked via **< eventbrite**.

For more information about the Spotlight Public Lecture Series, visit here and future dates for events in the series will be announced shortly, with topics including tackling misinformation and the power of the past.



Dorset Research and Improvement **Event: Working in Partnership**

Following on from the success of last year's BU-UHD annual research event, the 2025 event will take place on Wednesday, 23 April, 9am-5pm in the Fusion Building at Bournemouth University's Talbot Campus. Places are limited so reserve yours asap by booking through Eventbrite here.

The event will encompass a full day of presentations, workshops, and networking opportunities, and is designed to be of interest to staff from BU, Dorset NHS provider trusts and partner organisations.

Key note speakers include:

Professor Alison Richardson. Head of Nursing Research, Academic

Leadership and Strategy NHS England/Prof of Cancer Nursing and End of Life Care University of Southampton.

Professor Kyla Thomas,

Clinical Director for West of England Clinical Research Network / Professor of Public Health Medicine at University of Bristol.

The all-day event is jointly hosted by **UHD**, BU, Dorset County Hospitals, and Dorset HealthCare, and is kindly sponsored by the NIHR Wessex **Experimental Medicine Network.**



Every contact counts: Counting every contact

In 2023, we asked you to tell us where any patient contacts were taking place that were not being recorded on a clinical system. Our project team has been working with many teams across UHD to capture this activity and ensure the volume of work undertaken by teams is being recognised.

Here are our top three opportunities we encountered:

Procedure codes in outpatient appointments review

We have found that a 'quick win' with many teams is ensuring the procedures taking place as part of outpatient attendances are fully captured. Part of this is ensuring codes are visible and available to select on appointment outcome forms.

Resolution: In the last year a full review of clinic outcome forms took place to ensure procedure codes were updated. As we transition to electronic outcome forms, we are working with teams to ensure these remain up to date.

Did you know?

Appointments which are delivered by more than one clinician often attract an increased tariff. This can be captured using 'multi-professional' or 'multi-disciplinary' codes.

Nurse-led dedicated 'helplines'

Another important type of activity which was being missed was the support provided via dedicated helplines by nursing teams. Often these helplines receive a large volume of calls from patients.

Resolution: Dedicated codes within eCamis were established so this activity can be recorded and monitored on an ongoing basis.

Case study: We worked with the Irritable Bowel Disease Team and found on average there were over 200 contacts via the helpline taking place each month that could be captured. We backdated this activity and set up the process for recording the activity going forward. This has generated over £200k income in 2024/25.

Common misconception:

Information captured solely on EPR can be counted and coded as Trust activity.

Although EPR is important from a governance perspective and used by many teams for capturing detailed information, it is not always possible to extract information in the appropriate format to enable external reporting of activity. If your activity is captured solely in EPR please contact the project team so we can review this with you.

Consultant desk work or contacts with patients outside of structured outpatient clinics

There were large amounts of consultant work taking place that was going uncaptured. This included 'desk work' which supported care planning or diagnosis but didn't always involve a direct contact with the patient.

Resolution: Dedicated codes within eCamis were established so this activity can be recorded and monitored on an ongoing basis.

Case study: In the first month of implementing the new process (March 2024) the Urology Secretary Team captured an additional 709 consultant-led attendances.



Our project is ongoing, and we are keen to continue to help you to ensure that all patient contacts are counted and that we value both patients' time and all the hard work that you do. More information regarding the process to identify and capture the opportunities can be found on our <u>capturing ad-hoc clinical activity resource hub</u>.

If you would like any support or to discuss any other opportunities contact jasmine.mather@uhd.nhs.uk



Peter's ponderings...

with Dr Peter Wilson, Chief Medical Officer

I cannot believe it is three months since my last blog. So much has happened at UHD and at home. I am sure it is the same for all of you. We are slowly coming out of winter, the days are starting to get longer, and spring is trying to break through...

I would like to wish all who are celebrating, a very blessed Ramadan and Eid. Please look out for your colleagues who may be fasting during this special time. I also wish all colleagues marking Lent, a very peaceful season. I am also thinking about those who have family scattered across the world, especially those in areas of conflict.

I was extremely lucky to be able to go home to South Africa in December to see my wife, Sonya's, parents. Family is so important.



Our lives are normally straight forward but the start of this year reminded me of how even small things can really impact us. Daisy, who I have written about before, woke up one morning and wasn't moving her back legs at all. Within six hours she had had an MRI and was in theatre (at our local vet, rather than in our brilliant orthopaedic barn) for decompression of her spinal cord. Thank goodness for pet insurance. The next few weeks we waited to see if she would regain her leg function. I could not believe how distracted I was at work. Fortunately, she started to recover and is now back to walking and running again. It made me realise and reflect how we all bring our outside lives into work. It reminded me how important it is to say, 'how are you', or 'did you

have a good day' to our colleagues. We must then really listen to the answers.

I would like to say a huge thank you to

everyone. We are nearing the end of the financial year. If you had told the executives last year that we would end our financial year in a breakeven financial position I am not sure any of us would have believed you.

Team UHD has done this while:

 Improving outcomes for patients

- Improving in most areas how staff view UHD
- Preparing for our Phase 2 moves
- Reaching the top five most improved performances of 4-hour ED safety standard
- Improved mortality rates for patients
- Helped maternity make improvements
- Supported our mortuary department to clear all the concerns raised by the HTA
- And much more!

We know that there are many areas where we still have not got it right. However,

I believe that as a team, we are up for the challenge. This was exemplified by a recent visit to endoscopy to talk about our 2025 plan to finalise the spread of Patient First across the organisation. The team were curious, questioning, and

sometimes challenging but clear on their desire to improve.

Not long now until our Phase 3 move - just 50 weeks away! I can't wait to watch Team UHD go from strength to strength.





Shine a light we can generate on site helps to deliver resilience and lower our energy costs, freeing funds for

As we continue to deliver against our **UHD Green** Plan decarbonisation targets, we have some exciting news to share on our solar energy projects.

Over the past year, we installed 470 solar panels on Poole Hospital. They now contribute 200,000kWh of energy per annum, a saving of 50 tonnes of CO2 a year.

We have now commissioned a further three solar arrays - some c.1000 panels - to be located on the rooftops of BEACH Building, our new energy centre and the Jigsaw Building at RBH. These panels will generate a further 500,000 kWh per year.

We aim to go even further over the next two years. We are seeking £3m in grant funding to support plans for an additional 5000 panels across our sites. If successful, this has the potential to generate more than 3,000,000 kWh and contribute a further 750 tonnes of carbon savings each year.

The NHS generates about 4% of the UK's carbon emissions. Stopping our reliance on fossil fuels is vital to helping the UK meet national greenhouse emission reductions, mitigating climate change, the single biggest threat to our health. However, the benefits don't stop there, every kWh of energy that

patient care.

You can do your bit to help also. Responsible use of energy at work can make a big difference. Just like at home, some simple things can help. With over 10,000 staff, all our positive actions add up. We would make a large impact if we all remembered to power down PC's and monitors when not in use, turned off lights and didn't over fill kettles.

What could you do in your department to conserve energy that would serve our patients and protect our sunny home on planet earth?



UHD Charity update



The countdown to March for Men is on: Who will march for?

Join us for March for Men on **Saturday 29 March** at **9.30am** to fundraise for those impacted by prostate cancer in our community. You can choose to run or walk, and every pound raised will support prostate cancer services across UHD. <u>Click here</u> to sign up.



Climb Mount Snowdon for your team

Can you picture yourself cycling through the stunning Welsh countryside this July, conquering the heights of Mount Snowdon and kayaking across the beautiful Llyn Padarn? We need you to raise funds for a UHD team that means the world to you. Sign up here.

SNOWDON SEA TO SUMMIT



Exciting new beginnings in the BEACH Building

Thanks to you, so far, we've raised just over £600k for The BEACH Appeal, and every single pound

will help support amazing spaces for our Births, Emergency, Critical Care and Children's Health services.

But we're just getting started your ongoing support is essential.

Click here to see how you can get involved.



University Hospitals Dorset

transform care for Dorset

UHD Charity update



Uncle raises £2,253 for neonatal care

A big well done to Joseph raised over £2,253 for our Neonatal Intensive Care Unit (NICU) in honour of the care his little niece, Sienna, received by completing 250 burpees a day in January.

Sienna spent 62 days in NICU after being born two months early, and Joseph jumped at the chance to support the staff who cared so deeply for his family when they needed it most. You can read more about Joseph's challenge and support our littlest patients on his JustGiving page.



at the London Marathon

Support Jemima, Senior Matron for Cancer Care, as she trades in her uniform for a charity running vest for the London Marathon in April. She isn't just running to cross the finish line she's on a heartfelt mission to go the extra mile for people supported by our Cancer Care team. This is a personal journey for her too as several of her family members have experienced the life-changing impact of our services.



Going for gold Community shares the love for Team UHD in February

February was the month for sharing the love with our local community groups. Line dancing instructor Susan Payne and her fabulous Steppers rustled up a £1,013 donation for our bowel screening services in memory of Susan's brother.

On Valentine's Day, our Radiotherapy Team was donated a sweet £498 through a bake sale and raffle. This money will be used to fund a staff wellbeing event.



Finally, a big thank you to our community member, Gina, who hosted her annual Loved Ones Love variety show in honour of her late father all to support our Addiction Care and Treatment Service Team and other charities helping those facing mental health and addiction challenges.

Local businesses go above and beyond for bereaved parents

Over the last year, Haskins has supported SPRING, our service that provides support for parents and relatives experiencing baby loss. Together, the Haskins team raised a blooming brilliant

£17,000 for SPRING with a variety of amazing events, including static bike-a-thons, a 5km race and more.

Parvalux also leapt into action for SPRING, which was the geared motor manufacturer's charity of the year in 2024. Events included taking part in our charity tandem skydive, bake sales, pool tournaments and more! Altogether, Parvalux raised an amazing £2,140 for SPRING.



If you are interested in finding out more about how you can support the charity: Follow @UHDCharity on Facebook Instagram and X X (Twitter) Visit UHDcharity.org, or contact the office on 0300 019 4060/8449

Supporting our Transgender patients on eCaMIS Sex/Gender | 1 - Male |

Thank you to everyone who has begun inputting the 'patient stated gender' correctly on eCaMIS correctly. However, there are still some staff who are continuing to populate the new gender field to reflect the same value as the sex field. This is not the correct

use of the field.

We must never assume someone's gender identity based upon their appearance.

Unless a patient asks you to flag that they identify with a gender that is different to their gender/sex at birth, the

option of 'X = not known' must be used.

Team leaders:

Please encourage share with your teams.

Global Protect update

There have been reports that some user's connection to our Global Protect fails repeatedly. IT has a fix for this and are asking for anyone who travels with a laptop to perform an upgrade to a new version of the software which will be available from 17 March the next time you are on site. If you have any issues please contact IT Help Desk while onsite.

To perform the upgrade, please follow the instructions below:

- 1 Go into the Software Centre from the icon on your desktop.
- 2 Under 'applications' find "Global Protect 6.2.3" and click install and follow the instructions presented to you.
- 3 Upon completion a restart of your machine may be required.

New non-formulary medicine form

A new eForm for non-formulary medicine applications will be going live on 1 April. This will allow easier distribution of the request to individuals involved in the approval process and record management.

- The form has workflow capabilities, enabling nominated staff members/teams to be notified when there is a request for them to review or has been approved
- Medicines costing £500+ per course/year will automatically go to the relevant general managers and clinical directors for funding approval. They should ensure they have Image Now software downloaded from the Software Centre ahead of the launch (install guide video).
- A copy of the completed and approved form will be stored on the patient's EPR record under 'drug prescribing' for those patients' given approval for repeat dispensing/ continuation across inpatient and outpatient pharmacies, meaning that a single form will cover the entire period of use to prevent delays in supply or repeat paperwork.

Click here to view the

eForms portal under

managed bookmarks >

clinical systems. This

schematic and video provide
an overview of the process.



Non-Formulary Medicine Request

If you have any queries email laura.granger@uhd.nhs.uk.

Support for your career development Research Midwife, Susara Bluden said,

Applications for our second cohort of MRes students is now open through the INSIGHT programme. INSIGHT studentships are designed for newly qualified, or early career professionals who have recently completed their professional registration. Across the south west region. we won a bid to deliver 30

funded MRes studentships a year, for three years in partnership with BU and UWE.

The first cohort was very popular, with one of our own research midwives lucky enough to win a place.

"The course gave me the skills and confidence to be able to investigate areas of practice that I feel can be improved. I am now able to utilise the evidence base and then use feedback from patients or staff to design research or improvement projects. The results from this can then inform practice and improve the service UHD provides."

> To find out more, click here and apply before 31 March.

If you are interested in being up to date with the latest funding and training opportunities, contact james.colton@uhd.nhs.uk join our research Teams channel.

Good news feed



Success for Andrea

A big well done to Andrea Dearsley, for winning the Eminent Woman of Impact Award in the 2025 Women's Community Impact Awards in Dorset. As a Surgical Ward Lead, she was nominated for her exceptional leadership, compassion and dedication to her team and patients.

Congratulations!

UHD noticeboard



SOUTH TODAY

Tune in to BBC South Today on 12, 13, and 14 March and meet our brilliant Dorset Prosthetics Centre teams who are helping to transform the lives of Rob, Charlie and Isabella...

TB OR NOT TB?

Spot the symptoms Test your patient Stamp out the stigma

We're here to help. See our intranet pages



Have you got a favourite artwork at UHD?

We are looking for staff to help us celebrate the art which features on our walls and in our wards at UHD. Please email communications@uhd.nhs.uk and tell us:

- Where the art is
- What the piece means to you or your patients
- If you would like to be involved in helping us grow the presence of art at UHD.

Have you started your and

Have you started your spring cleaning? Have you thought about deleting your data? Holding on to data that you no longer need increases the risk of data protection breaches.

For details on how long to retain information, look at the NHS Records Management Code of Practice Policies, Procedures and Guidance.

Details on how to securely dispose of confidential waste can also be found here.



