

The Brief

May 2024

Celebrating you this May



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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>The People Pod: Our new UHD podcast, 'The People Pod', delves into the inspiring stories of our staff. Our first episode explores neurodiversity. Go to page 5 to get the link.</p> <p>Working together: Building trust in your team is an important part of your journey to becoming an effective and high performing team. Head to page 17 to download a poster for your area.</p> <p>Freedom to Speak Up: Over 400 referrals were made to Freedom to Speak Up over the last year. Let's make sure that lessons are learnt. Please share their contact details with your team from page 17.</p> <p>Appraisal season: If you are an appraiser, or appraisee, on page 18 we have top tips to help you ensure you get the most out of appraisals.</p> <p>Health Hub: Head to page 14 to view our latest edition of Health Hub and share with your teams. Please print for your department.</p> <p>Awareness weeks: Head to page 6 to learn about Deaf Awareness, page 7 to celebrate nurses, midwives, and our Staff Networks, and reduce glove waste on page 16. Our dementia and delirium team are hosting events across our sites on page 19.</p> <p>Rostering app: On 13 May, we will be launching our new rostering app, Loop. Head to page 22 to find out more.</p> <p>Patient safety: Head to page 10 to join our upcoming patient safety session, 'how human factors IS essential to patient safety'. You can also catch up on our previous sessions.</p> <p>Transformation: We will be delivering a health-led campus on the Wessex Fields site. You can ask questions about this and more in our next Transformation Ask Me session on page 20.</p> <p>UHD Charity: We have launched our Beach Appeal and you can also sign up to our half marathon. Head to page 12 to find out how you can get involved.</p> <p>Sustainability: Get your personalised travel plans on page 16, including cycle routes and public transport options.</p>	

Your University Hospitals Dorset

An update from chief executive, Siobhan Harrington



They say the month of May is the gateway to summer, and when you live in Dorset, the summer feels like a very special time indeed.

For me, these spring months also bring hope for brighter days ahead.

Firstly I want to say thank you for all your hard work. We have now come to the end of our strategic development reviews for the previous financial year, and while the challenges are very clear, there are many positives to reflect on. Planned care is improving and we are in the top 20 most improved trusts for our performance around urgent and emergency care.

Our waiting times for patients have improved and we have progressed out of the performance tiering for elective activity. Our Staff Survey saw the highest response rates in four years, with improvements in the majority of areas. We met our financial plan, although the recurrent savings were a challenge so we have an underlying financial position that we will be improving in the year ahead. Wave two of our Patient First training is also starting and things are beginning to change. Please join our online sessions to hear more about Patient First and how it impacts you, [click here](#) to add them to your diary.

Turning our attention to 'transforming care together', we are just 47 weeks away from our maternity services moving into our BEACH Building at RBH, with potential for our emergency teams to move even sooner. As we saw when we launched our charity's biggest ever fundraising appeal to 'Back our BEACH', it's all feeling very real now!



We have the grand opening of our Pathology Hub later this month and have also been granted permission to purchase the land at Wessex Fields, behind RBH. This paves the way for a health-led campus on the site, strengthening our links with Bournemouth University and delivering numerous benefits. Take a look at this [short film](#) to find out more and read about what's going on with our transformation work on page 20.

I appreciate with so many moves and changes, there are many concerns and

anxieties. Please do speak out and ask the questions - we're here to help. If you feel something isn't right - then please talk to us. We also have an Ask Me transformation special later this month, so please join if you can - see page 20.

Our finances continue to present significant challenges, but it is in our gift to make positive changes and to have a real impact based on the very specific knowledge of our services and where we see waste. Please do be part of this change.

While things are advancing at pace, it's also important to stop and reflect on the here and now.



Nominations for our second UHD Awards are now closed, and our judges are working through an incredible 800+ nominations ahead of the awards ceremony on 20 June. Each one of these is testament to the incredible work you are doing every day and I'm really looking forward to sharing those citations far and wide.

Our new chief nursing officer, Sarah Herbert, joins us next week, bringing with her a wealth of experience from her clinical roles in critical care, as well as her position as deputy chief nurse at University Hospital Southampton. I want to also take this opportunity to thank Fiona Hoskins for all she has done as our interim CNO. Fiona's experience and compassion for nursing

always shine through, so it's no surprise that she's been selected to be chief nurse for Milton Keynes University Hospital. Fiona leaves us on 21 June and will be greatly missed.

So in this busy May, please do enjoy the bank holidays where you can, and join your colleagues at Team UHD as we mark International

Day of the Midwife, Nurses Week, Dying Matters Week, Deaf Awareness Week, Staff Networks Day, National ODP Day, Mental Health Awareness Week, Dementia Action Week and many more! What a month.

Thank you, for all that you are doing each and every day.

Siobhan

Let's talk men's health

Over 40 people joined [Dorset Chamber](#) in May for 'Let's Talk About Men's Wellbeing'. This unique event at the Village Hotel, in partnership with UHD was kindly supported by our UHD Charity's health and wellbeing sponsor, [Lester Aldridge](#).

Hosted by [Ian Girling](#), with CEO, [Siobhan Harrington](#) this thought-provoking event was a powerful opportunity to informally discuss men's health and wellbeing, covering a range of topics that contribute to our mental and physical wellbeing.

The events had talks from consultant urological surgeon and visiting professor, Kevin Turner discussing symptoms of prostate cancer, and Robert Howell, consultant colorectal surgeon, explored good bowel health. The Dorset Chamber vice-president, and chief executive of [YMCA Bournemouth](#), [Dr Gareth Sherwood](#) shared an overview on maintaining positive physical and mental health for men. Also speaking was [Rachel Williams](#) from Zest Lifestyle and Dominic White of [#ANDYSMANCLUB](#).



Vital statistics

April 2024

- We saw **39,927** patients in our outpatient departments
- ...and an additional **8,199** virtually
- Supported the birth of more than **290** babies
- Attended to **12,739** patients in our EDs
- Cared for **228** people at the end of their lives
- Started **184** patients on their radiotherapy journey

Thank you **#TeamUHD**

Staff Survey winners

Congratulations to our day of surgery and estates residences teams who won the prizes for most improved Staff Survey response rate. Each team received £200 to spend on a treat of their choice.

Ward sister, Toni Bailey, said: *“The team and I were extremely proud to win the most improved Staff Survey response rate. We are looking at doing a team activity like*

escape rooms to celebrate our winnings.”



Day of surgery team



Estates residences team

Dorset ICS inclusion training and workshops

The Dorset Integrated Care System (ICS) is offering inclusion workshops designed to support you to foster a culture of inclusion and belonging for our workforce.

Conscious Inclusion

A 3.5 hour training session for all staff who want to develop inclusive management skills. You must gain approval from your line manager to be accepted onto the training.

Inclusive Leadership

A 3.5 hour session for leaders, managers and hiring managers. You must also attend a Conscious Inclusion workshop to complete the Inclusive Leadership module.

Contact organisational.development@uhd.nhs.uk to book your place on this training.



have you heard our UHD podcast?

In the first episode of our new UHD podcast, 'The People Pod', we meet learning environment lead, Hannah Street, recruitment and retention midwife, Gemma Short, and healthcare assistant, Rachael Relf as they tell us how neurodiversity has impacted their lives. [Click here to listen.](#)



Deaf Awareness Week 2024

[Deaf Awareness Week](#) is about bringing attention to how isolating the world can be for people who are deaf or hard of hearing and making society a more accessible place. We also celebrate the unique perspective those with hearing loss can bring to the workplace and beyond.

Join our ProAbility Network on Thursday 9 May 12-1pm via Teams.

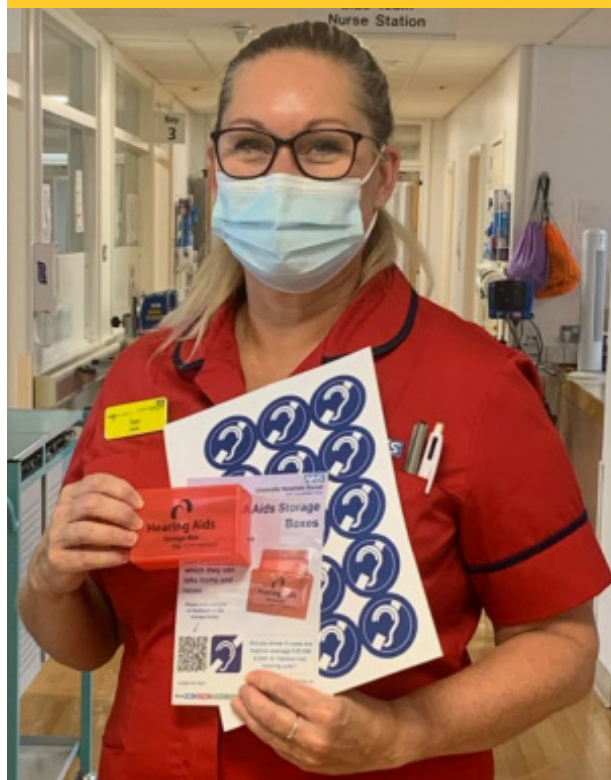
[Click here to join](#). Our guest speaker Simon Houghton will be telling us why he started the [#WeSupportDeafAwareness](#) campaign and Sister Toni Bailey who has bilateral high frequency sensory hearing loss will also talk about the impact it has in her work life and as a patient.

Our next network meeting will be on Tuesday 21 May at 1pm. We will be joined by **Dr Harriet Sharp** from Frimley Park Hospital.

“I am a foundation year 1 doctor with high frequency hearing loss. I am working on a research project to identify the challenges that individuals face, and what support works. I want to help management and teams recognise how to better support staff with hearing loss across the NHS.” said Harriet

Complete this [free online deaf awareness training session](#) to help you understand more about what it is like to be deaf or hard of hearing and how best to communicate with those who are. Enter the code UHDNHSFT in the ‘apply coupon’ field.

WE SUPPORT DEAF AWARENESS



www.WeSupportDeafAwareness.org

Stalking awareness week

22-26 April was Stalking Awareness Week. This year's theme was: **Join Forces Against Stalking**. Take a look at our intranet page full of information, advice and support from local and national services including [Dorset Police](#), our [UHD Domestic Abuse Health Advocacy Service](#) and the [suzy lamplugh trust](#).



New Veterans e-Referral form

The Veterans and Armed Forces Community Referral form is a new e-Referral form now available on the e-Forms portal for staff to refer veterans directly to our [Armed Forces Community Advocate](#), Rob Hornby.



ArmedForcesSupport@uhd.nhs.uk

National Day for Staff Networks



NATIONAL DAY FOR
STAFF NETWORKS

National Day for Staff Networks on 8 May is about shining a light on the benefits our staff networks offer our organisation and celebrating their achievements. Staff networks provide a sense of community and belonging for employees who share common backgrounds, interests, or

experiences. This creates a supportive environment where individuals can connect with others who understand their perspectives and challenges.

This year's theme is 'raising the bar', [click here](#) to see the work our networks have been

doing to support individual staff wellbeing and professional development, boost employee engagement and improve civility and inclusion.

International Day of the Midwife

Sunday 5 May marked International Day of the Midwife and we were thrilled to celebrate our midwives, student midwives and maternity support workers. Thank you for the excellent care you provide families in the local community, supporting them through their pregnancy, labour and after birth.

We appreciate all your hard work every day!



International Nurses' Day

▲ Thank you to the children in our children's ward for sharing their interpretation of the future of nursing in art form.

International Nurses' Day falls on 12 May, Florence Nightingale's birthday. Nursing is a highly-skilled, safety-critical profession. You are experts. You are leaders. This year's theme is 'Our Nurses, Our Future' and this Nurses' Day, we'll be demonstrating the remarkable difference you make to so many lives each day.

Join us on Friday 10 May in the dome at Poole and the atrium at RBH and across Christchurch from 11.30am-1.30pm to celebrate the day.

Get involved! Tell us why you love being a nurse, as well as what nursing means to you and send your pictures in to sian.wright@uhd.nhs.uk or communications@uhd.nhs.uk. We're also looking for staff who would like to say thank you to our nurses for the work they do and the care they provide our patients.



BU-UHD Partnership Conference 2024: Delivering Outstanding Care Together

Join us for our partnership conference on 8 May, 4-7pm at BU's Kimmeridge Building, Talbot Campus. Book your place at this popular event by [clicking here](#).

This exciting event will be full of inspiration, learning, networking, and a free CPD.

Some 27 speakers from a wide range of professional groups will be taking to the stage with BU colleagues to showcase some of their collaborative research and quality improvements.

'Understanding Pathology: Health under the Microscope' taking place on 4 June at 6pm in the lecture theatre at BU's Talbot Campus.

What is pathology and why is it important? We are all unique. Each of us carries instructions that influence our reactions to life events, the risk of having certain diseases, the way we respond to stress or our ability to have children. Find out more with our presenters Paul Massey, head of operations for One Dorset Pathology, and Dr Anna Mantzouratou, principal academic in human genetics and program leader BSc (Hons) at BU.

This talk is free to attend and open to everyone. To attend in person or watch remotely [click here](#).

Understanding Pathology: Health under the microscope
How are pathology laboratories taking a more personalised approach to healthcare?
In partnership with Bournemouth University
Paul Massey, head of operations, One Dorset Pathology and Dr Anna Mantzouratou, principal academic in human genetics at BU
Tuesday 4 June 2024, 6-7pm
Bournemouth University Fusion Building, Talbot Campus, Wallisdown Road (Share Lecture Theatre)

In-person places at the talks are limited so booking is essential through Eventbrite. Talks will also be live streamed and recorded with the link to the Teams event as well parking information, also available on Eventbrite.

This is a free event, open to everyone.

Understanding Concussion in Sport and Practice

What does safer rules in sport mean in practice, and how can we understand more about sport and brain injuries? In our latest Understanding Health talk, speakers Dr Osman Ahmed, senior physiotherapist from UHD and Dr Keith Parry, head of the department of sport and event management at BU discussed the impact their work is having on creating safe sporting environments. You can catch up [here](#) and view our other talks.



Understanding Concussion in Sport and Practice
creating safer sporting environment
Thursday 2 May, 4.30-5.30pm
Dr Keith Parry
head of department for sport and event management at BU
Dr Osman Ahmed
senior physiotherapist at UHD
Venue: Share Lecture Theatre, Fusion Building, Talbot Campus, Bournemouth University
This is a free event, open to everyone. In-person places at the talks are limited so booking is essential through Eventbrite. Talks will also be live streamed and recorded. The link to the Teams event as well parking information is available on Eventbrite.

Part time PHDs at BU for UHD staff

Are you thinking about starting a PhD in September 2025? Join us at one of our drop in sessions on Teams and find out more about the BU-UHD part time pathway for existing UHD staff.

Drop in dates:

- 9:30-10:30am 3 June
- 10-11am on 1 July

Contact BU-UHD programme manager susan.varley@uhd.nhs.uk for a link.



Good news feed

Max fax feature up for television award

A documentary series showcasing the work of our maxillofacial prosthetics team at Poole Hospital has been shortlisted for a Royal Television Society Award.

The films, produced by BBC South Today, followed Heidi Silk, Sian Campbell and the rest of the team who painstakingly craft new body features for those who have had to have them removed, either as a result of cancer, of trauma, or who need the team's support for something that has impacted them since birth. The results are simply life changing.

You can watch the coverage [here](#). The awards take place on Friday 17 May - good luck to all involved!



Happy birthday to Forest Holme!

Forest Holme Hospice Charity celebrated its 30th anniversary with the launch of a stunning display of 1,000 handcrafted stained glass fritillaria flowers at Merley House in Wimborne.



The Mayor of Poole, artist Ellie Drake-Lee and Dr Stephen Kirkham, who was the first consultant at Forest Holme when it opened, joined hospice staff, volunteers and charity trustees to officially open the display.

Members of the public can own one of these commemorative handcrafted stained-glass flowers, which will be available for delivery or collection for the rest of the year.

If you would like to help celebrate the hospice's 30th anniversary and purchase a keepsake flower, click [here](#).

New patient facility dedicated to male fertility assessment

A dedicated facility has opened at Poole to enable men to provide semen samples for fertility assessment and other health investigations. The new patient production room is run by the hospital's andrology team and has already seen waiting times half in a matter of months!

Liane Carne, senior biomedical scientist and andrology lead, said:

"The new environment creates a safe space for patients and reduces anxiety, which leads to fewer cancellations. The service has been really successful already with one in four of our patients booking the room."

"The information we gather is essential for patients requiring IVF treatment. For some patients, we also refer to urology, who may then require a testicular ultrasound, or advise microbiology testing for suspected infections."





Save lives, improve safety

“You said, we did...”

Our safety team has been working closely with estates colleagues at RBH after a staff member fell outside the UTC and minor injuries entrance due to different kerb levels.

In line with RIDDOR recommendations - Reporting of Injuries, Diseases and Dangerous Occurrence Regulations - we reported the incident to the HSE. This enabled us to look at what happened, follow up on those affected and ensure they were being supported, as well as look at what positive changes could be made.

Improvements have started and new bollards will be introduced soon. Thanks, team!



How human factors IS essential to patient safety



Dr Peter Isherwood,
Consultant in anaesthesia
and intensive care medicine

17 May - 1pm



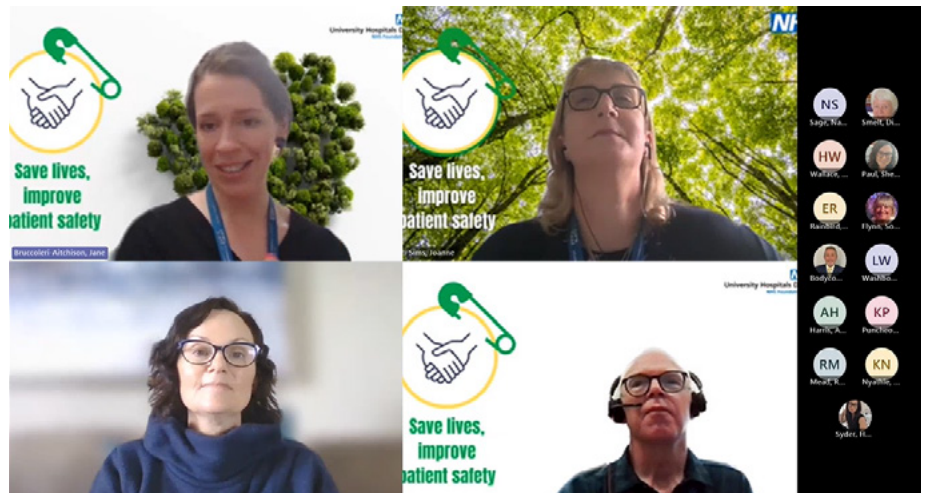
Learn at Lunch

See the intranet for the teams link

The next session with our UHD Safety Crew - **How Human Factors IS essential to Patient Safety** with Dr Peter Isherwood - takes place on Friday 17 May at 1pm. We hope you can join us.

If you missed April's **Learn at Lunch**, you can catch up [here](#). The session was hosted by Jo Sims, our associate director for quality and risk, who talked us through the A-Z of safety language.

The team will be presenting a series of monthly sessions this year on safety issues, suitable for all of Team UHD, as we are all part of the Safety Crew. You can get details on past and upcoming sessions [here](#).





Peter's ponderings...

with Dr Peter Wilson, chief medical officer

I am late writing my blog again. It is an ongoing distress for me - I hate being late for anything. I excuse myself by telling myself and others that I don't have enough time and there are more pressing weighty matters to deal with...

However, when I stop and reflect, there is nothing more important than talking to each other. Relationships are the foundations of how we communicate and how we lead. There is so much research that shows that you can have the best structures in the world, but without good relationships and good communication, we cannot succeed.

Communication has become a large discussion across the organisation. It is causing significant upset at every level, and I am sure we all want to improve it. I have really reflected on many of the issues over the

last month and here are my thoughts. They are neither right nor wrong.

Communication is a two-way process. In a large organisation it is hard both to hear everything and to have a voice. It is important that our organisation gets better in both how we share information and how we receive it. However, with almost 10,000 staff, and with everyone having different preferences, that is tricky. Likewise with hearing.

I believe we need to improve how we interact and talk to each other. Most people come to work to do a good job, work hard and get on with each other. However, things get in the way and cause anxiety, upset and anger. I am always aware that when I do this, that I am making a judgement about what others have done. We don't always know why people feel the way they do.

I would encourage all people, when you feel that you have not been communicated with or listened to, to stop and wonder about what the reasons could be. Do we believe that someone is

hiding things from me or doing something to me on purpose? I would suggest that is not normally the case. It is normally because we have not communicated effectively. We should be honest, transparent, and work to improve.

To do this, we need to have relationships with each other, to meet in person and talk. Share information, gather feedback, and discuss. I try to just walk around the trust several times a week. Sometimes to meet teams, and sometimes to just walk. I am always struck on how friendly people are and how they are happy to chat. I know how busy we are, but I would encourage all of us to do more of this.

I am sure, to some, this sounds like management speak or just rubbish - I accept that. However, for those who feel there may be a kernel of truth I would be delighted to meet and discuss further. I hope you bump into you on one of my walks soon.

Peter



Twilight Walk 2024

Join us from 7.30pm on Friday 17 May 2024 at Bournemouth Pier to walk 5 or 10km for everybody who has been impacted by breast cancer. Consultant surgeon, Mark Tatterton, said: *“The equipment we’re hoping to fund will help improve our theatre efficiency and the*

ever-increasing demand for patient imaging at The Dorset Breast Screening Unit. Importantly, the walk will also contribute to raising awareness about breast health. To help us achieve this, we’re asking you to fundraise £75.” [Click here](#) to sign up.



BACK OUR BEACH



Support our BEACH Appeal

In April, we launched our biggest ever fundraising appeal - our BEACH Appeal.

Every penny raised will go towards fundraising for an additional CT scanner for our new emergency department, enabling us to scan up to 15,000 more patients each year. The additional scanner

will eliminate the need for porters to transfer patients to the radiology department for their scans, enabling patients to be scanned, diagnosed, transferred for treatment, and discharged within critical timeframes.

We will also fundraise for gardens for patients, visitors and staff in the Critical Care Unit and play areas for our

new children’s unit. We also want to cover our hospitals in art, to enhance the patient experience and working environments for staff, a bereavement suite for the maternity unit, and mental health rooms for our ED.

If you would like to support our BEACH Appeal and help transform care for Dorset, [click here](#) to find out more.

Climbing mountains for maternity

Our maternity team swapped their uniforms for walking boots to tackle Snowdon on **4 May**. The team were raising funds for items to help reduce anxiety for women and birthing people may have during their stay. This includes items like improved mood lighting, soft furnishings, and artwork. Every penny raised and every item funded will go with the team when they move across to the BEACH Building in 2025.

If you'd like to still support the maternity team, [donate here](#).



New OmiVista purchased for Poole

Following the success that the OmiVista projector has brought to patients with dementia at RBH, another has been purchased for patients needing some light relief and some moments of calm and joy at Poole.

Ready, set, fundraise!

On Sunday 30 June, we will be introducing the very first half marathon to raise funds for an additional CT Scanner in the BEACH Building at RBH. Registration costs £25 with a pledge to raise £100. If you love to run and love our hospitals sign up now to secure your place [click here](#).

On the NASH to light up Canvas

UHD band *On the NASH* will be back playing rock and pop classics from 7.30pm at Canvas nightclub on **19 July**. Just £10 a ticket, it's usually a sell-out event so get your tickets from the charity offices at RBH and Poole, or call ext. **4060/8449** asap! Every penny raised will go towards supporting Gully's Place at Poole and Hope for Food.



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, or contact the office on **0300 019 4060/8449**



Mental health

#MomentsFor Movement

Movement is important for our mental health. The aim of this year's Mental Health Awareness Week is to help people find moments for movement in their daily routines. Here is what's on at UHD...



Be Active Bingo

Our Health and Wellbeing Champions have created a #TeamUHD bingo card to help you get moving together. Work together with your team to complete the Be Active Bingo card and be entered into a prize draw for a chance to win £80, £60 or £40 for your team. Submit your completed bingo card to organisational.development@uhd.nhs.uk by 31 May.



Empower half hour

Join our UHD health and wellbeing lead on Monday 13 May from 1-1.30pm. Sorcha will be exploring the link between physical and mental wellbeing with ideas on how you can boost your energy and focus the mind.

Thrive Live <<Rewind

Our Thrive Live Rewind library is available to support you year round. Check out our advice from UHD physiotherapists on looking after your back, desk based exercises and maintaining healthy legs.



Visit the Thrive Wellbeing / Mental Health intranet page for all these resources and more activities to come soon.

Physical health

Do you want to quit smoking? It is never too late. Let us help you.

You can access a [supported quit journey](#) with [free](#) nicotine replacement therapies from our tobacco addiction team. Email smokefree@uhd.nhs.uk or call ext. 3284 to register.

Spotlight

Make the most of appraisals

Whether you are a manager preparing to hold appraisals with your team or you are preparing for your own appraisal, remember that this time can be used to have a meaningful health and wellbeing conversation and create a personal health and wellbeing plan. Our guidance on the Thrive intranet pages has more information.



The People Pod

Episode 1: Navigating Neurodiversity

Hannah Street

Gemma Short

Rachel Reif

Listen now on Spotify

Research matters

Ahead of International Nurses Day (12 May) and International Clinical Trials Day (20 May), meet Judith and Lucy. They are not your typical nurses, as they are dedicated to neurology and cardiac research, respectively. Join us as we find out more about their unique roles...

How does your day start?

Judith: I start by responding to urgent patient queries, reviewing patients' medical notes, and preparing for scheduled research procedures or assessments. This might involve administering neurological examinations, collecting data, coordinating with radiology for imaging, pharmacy for trial medication dispensing, supporting blind assessments, and arranging follow-up appointments.

Some patients may be experiencing side effects or changes in their condition, we report these and offer support.

I am also involved in recruiting and screening potential participants, obtaining consent, and undertaking feasibility for potential research trials to ensure our patients do not miss out on upcoming opportunities.

What does a study look like?

Lucy: For example, a heart failure study I undertook recently is research nurse-led, meaning that I consented and undertook the visit myself. I enjoy the autonomy my role offers. For this study, I took blood and gathered data from the participant, known as health informatics, that includes facts such as medication, medical history, and visits linked to their heart condition. Participants have an optional six minute walk if their heart failure allows them, which offers me a different perspective on how heart failure impacts their lives.



What do you enjoy about your role?

Judith: My days are never the same. I find that patients genuinely appreciate and enjoy taking part in research not only for themselves but also for the greater good, especially in neurological conditions where there are fewer treatments available, and I'm always humbled by that. I get to work with the broader clinical teams and regional networking and have a good rapport with my patients and their families throughout the duration of the trial.

It's important to manage people's expectations, especially in long-term neurological conditions. A trial may or may not have the desired expected outcome, but the result or gain is a new understanding of the condition, and making patients aware of that is key.

Lucy: Each visit varies because each participant has different needs, questions, and support. My research role interlinks well with teaching and, more importantly, going back to my nursing roots, which is interacting with patients.

We urge our colleagues to integrate research into their daily clinical practice. Even simple actions like informing patients about research opportunities can make a significant difference. Research-active hospitals have been proven to provide better patient outcomes and more informed patients. This not only leads to a happier workforce but also aids in service planning and generates income for the trust.

Contact researchoffice@uhd.nhs.uk to be put in contact with the lead research professional for your department.

Get your personalised travel plan



Want to explore new travel sustainable options for your commute? Do you need to plan for working on a different site? Now you can simply generate a personalised travel plan (PTP).

You will receive an email this week (6-10 May) with details but if you can't wait... simply click on [this link](#) and select your work base site, the times you wish to arrive and leave, your contact details and how you normally make the journey. Your PTP will be generated, and a link sent to you. If you wish to generate a PTP for another site, just repeat the process as many times as you like!

Each PTP will show a range of commuting options open to you based on your submitted details. Each travel option will include the estimated travel time and carbon footprint of the journey. Active travel options will also show how many calories would be burnt.

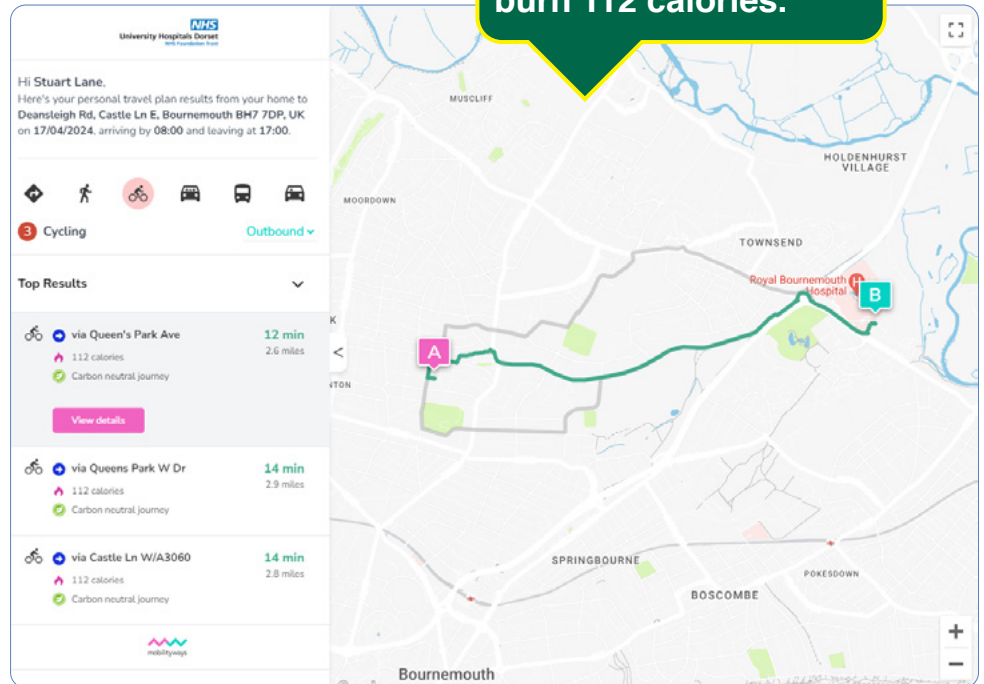
Public transport options will be shown including any available bus routes with route. You can drill down on these for further information.

The PTP will also show Liftshare options including potential Liftshare buddies. You can link through and register to Liftshare and contact Liftshare buddies or simply advertise the journey you would like to share. Remember NHS Dorset Liftshare membership is ringfenced for local NHS trust staff only to ensure staff have a trusted network of people to commute with. There is also a guaranteed ride home scheme should your lift fall through.

Whatever option/s you choose for your commute, we hope the PTP tool and our travel intranet pages will help inform that choice, helping you to get to work more easily, and hopefully in a cheaper and more sustainable way.



For example:
A 12 minute cycle ride from Winton to RBH, would generate zero CO2 emissions and burn 112 calories.



No Risk No Gloves

Infection prevention and control and our sustainability team are working together to improve patient care and reduce glove use throughout UHD.

[Click here](#) to download a poster for your department and look out



for the new activities being launched in [Ecoearn](#) during May to support the Gloves Off campaign. Your IPC teams will be promoting the campaign in the dome at Poole and the atrium at RBH on 20 May, and at Christchurch on 24 May.

Please come along and say hi, make a pledge, play a game and grab some goodies!

Building trust in your team



Work as one team, fit for future changes

Building trust in your team and between team members is an important part of your journey to becoming an effective and high performing team. It allows teams to foster collaboration, have open communication, increase productivity and adaptability and build stronger relationships. In the long term, this will lead to higher staff satisfaction and engagement from team members.

So, what does a team who displays high levels of trust look like?

- Team members will feel free to share their ideas
- Goals and expectations will be clearly communicated, uniting everyone behind a shared purpose
- Team members will trust one another to fulfil their commitments and meet deadlines, taking ownership of their responsibilities
- There will be a strong sense of respect and empathy to one another, and conflicts are more likely to be addressed openly and constructively

As we navigate ongoing challenges and changes, consider exploring [these top tips for building trust in your team](#). We all have a role to play in creating this feeling of trust in our teams. What are you going to do to play your part in your team?

Work as one team, fit for future changes

Building trust is crucial for creating a supportive and productive work environment and a cohesive and high-performing team.

Here are some tips and strategies to build trust in your team...

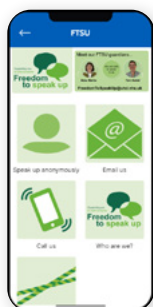
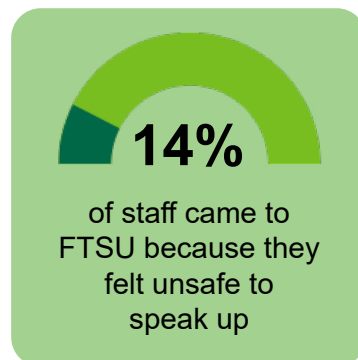
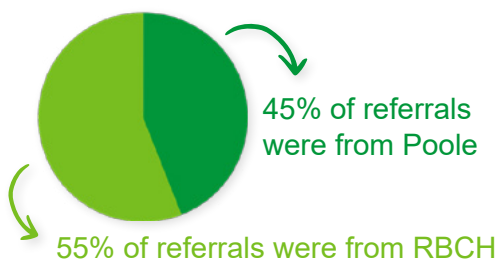
- Promote open communication**
Encourage open and honest communication. Create opportunities for discussions, feedback sessions and brainstorming where everyone feels comfortable sharing their thoughts and ideas.
- Encourage vulnerability**
Foster an environment where team members feel safe being vulnerable with one another. Encourage them to share their challenges, fears and uncertainties without fear of judgment.
- Lead by example**
Demonstrate trustworthiness through your actions and interactions with your team. Be transparent, honest and reliable and follow through on your commitments.
- Establish clear expectation**
Ensure that everyone understands their roles, responsibilities and goals within the team. Clear expectations minimise misunderstandings and encourage accountability.
- Build relationships**
Encourage your team to get to know each other through team building conversations and activities, social events or informal gatherings to help strengthen relationships and rapport.
- Address conflict promptly**
When conflicts arise, address them promptly and constructively. Encourage open dialogue and active listening to understand each other's perspectives and work towards a resolution.
- Promote empathy and understanding**
Foster empathy and understanding within the team by encouraging them to consider each other's feelings, perspectives and experiences. This helps create a supportive team culture.
- Provide support and assistance**
Encourage members of the team to offer support and assistance when needed. Whether this is lending a helping hand on a project or providing emotional support during challenging times.
- Encourage collaboration**
Encourage team members to work together on projects and initiatives. Collaborative efforts will help build trust by demonstrating that everyone is working towards a common goal.
- Celebrate success together**
Acknowledge and celebrate individual and team achievements. Recognising and appreciating one another's contributions will help build a sense of camaraderie and mutual respect.
- Regularly assess and improve**
Regularly assess team dynamics through feedback sessions or surveys. Feedback can be used to identify areas for improvement and take proactive steps to address any concerns or issues.

Supporting you to raise concerns

Freedom to speak up

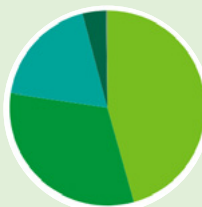
FTSU data 2023/4

412 staff
came to speak to FTSU



Themes

- 188 referrals for 'attitudes and behaviours'
- 131 referrals for 'policies and procedures'
- 76 referrals for 'worker safety and wellbeing'
- 16 referrals for 'patient safety'
- 1 referral for 'other'



37

anonymous referrals via @UHD app.

While we would prefer you to leave your details so we can check in and feedback to you, we understand you may wish to raise a concern anonymously. If you do this, please ensure you check our Thrive wellbeing intranet pages for support. Please also include enough details so that we can take action and ensure learning takes place.



FreedomToSpeakUp@uhd.nhs.uk



0300 019 4220

A deep dive into appraisal preparation



Reflect

Review

Plan

Spending time preparing for your appraisal is so important in setting yourself up for an effective and meaningful appraisal conversation. Our preparation forms for both appraisees and appraisers provide some guidance on what to focus on in your preparation. Here is how you can prepare...



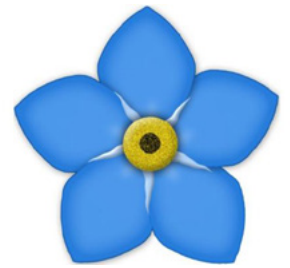
Appraisers

- Complete the [appraisal skills training](#)
- Familiarise yourself with our [2024-25 trust objectives](#)
- Attend a [Patient First 'Let's have a conversation'](#) session to understand the link between our trust objectives, Patient First and appraisals
- Be clear on your team objectives and help to communicate these with your direct reports
- Look through our [updated resources](#), including how to set SMART objectives, FAQs, and guidance on uploading to ESR
- Attend an appraisal drop-in if you have any questions or need any support
- Attend a virtual appraiser essentials, email organisational.development@uhd.nhs.uk to find out dates and times

Appraisees

- Look at our ['getting the most from your appraisal'](#) briefing
- Complete our [values behaviour framework self-assessment](#)
- Double check that you are up-to-date with all mandatory training on [BEAT VLE](#)
- Look through the [trust prospectus](#) to stay up-to-date on development offers
- Look at our in-house [coaching offer](#) and [leadership development opportunities](#)
- For further appraisal support, email organisational.development@uhd.nhs.uk
- Look at our [health and wellbeing support](#) for staff

Dementia Action Week



Monday 13 May -

Stall in RBH atrium and Poole dome

Tuesday 14 May -

Dementia Carers Café at RBH marquee from 1-3pm (anyone welcome!)

Wednesday 15 May -

Stall in RBH atrium and Poole dome

Thursday 16 May -

'The benefits of the arts in dementia care'

Friday 17 May -

Ward roadshows/trolley dash

Throughout the week the dementia and delirium team will be out and about on the wards, sharing information and skills. Come along to our information stalls for top tips on de-escalating behaviours that challenge, recognising types of dementia and how to support patients living with dementia to have a positive hospital experience. Do you want to know how it feels to live with dementia - try our empathy suits.

You can also purchase a cake, and take part in activities. **See you there!**



IG top tips

Do you know what to do with your confidential waste?

Confidential waste must always be stored securely, and not left in public areas such as corridors.

We are partnered with a new supplier, who collect paper for shredding from our sites. Each site has its own collection points for confidential waste, details can be found [here](#).



Do you see waste and inefficiencies around UHD?

Share your savings idea and help our NHS.



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



Click on the QR code to submit your idea

#NHSPound

Save

#NHSPound
Use wisely

#NHSPound
Invest

#NHSPound
Protect



Working together on our financial health

Transformation update

Marking the changes in haematology services

As part of our transformation program, the Poole inpatient haematology ward, Durlston ward, is being relocated to Ward 7R at the RBH site. To commemorate this shift, the Durlston team gathered to celebrate their time caring for patients. Nikki Jones, deputy general manager for cancer care, said: *“It was great to celebrate an end of an era at Poole, and to show our gratitude to our staff, those who are relocating with us, and to say a fond farewell and appreciation to those who are not making the move.”*



This strategic relocation aims to centralise our haematology inpatient beds onto a single hospital site, streamlining processes and fostering a more cohesive team. These changes will not impact cancer care treatment beyond the new inpatient admissions location. For more information, see [here](#).

Ask Me transformation special

Join Dr Isabel Smith, our medical director for strategy and transformation, on 24 May, 11.30am, for the next Ask Me Transformation special. Isabel will be joined by some of her colleagues in the

transformation team. If you want to learn more about the latest developments and how they may affect you, this is a great opportunity to ask questions. To join, [click here](#).



Designs on Wessex Fields

UHD successfully lead a bid to deliver a health-led campus on the Wessex Fields site. We will be in an ideal position to deliver numerous benefits, such as homes, jobs, environmental benefits, health benefits, and the best value, as deemed by expert advice.

As part of our bid we have produced [this video](#) reflecting both our, and our partners, ambitions for the site.

WESSEX FIELDS



Increasing ward space and facilities at RBH

Construction for the new RBH ward block is now well underway. We have posters around the site to explain the project and are mitigating the disruption that this major project is causing, in particular with RBH education centre parking, fire tender access road and out-of-hours access. Upon completion of the project, the new ward block will provide increased space for patients and enhanced catering facilities.




Transformation update

Tree-mendous energy surge

We are implementing a new roof-mounted photovoltaic system at Poole to advance our commitment towards achieving net zero carbon targets. Upon completion, this installation is projected to generate just shy of 200,000 kWh of power (or approximately 5% of Poole Hospital's power demand) and offset approximately 50 tonnes of CO2 a year - the equivalent to planting nearly 2,000 trees! More information [here](#).



Spring refresh for our socials

 We've updated our X/Twitter transformation channel to better reflect how we're investing in our hospital's sites as part of the £500m investment in our services. [Look here](#) and please follow us for the latest updates, videos and content.



Reflecting on the pandemic

Hazel Mack, community specialist palliative care nurse team lead at Forest Holme, has had an article published in the prestigious International Journal of Palliative Nursing on the effects of the Covid-19 pandemic on her team.

In the article, Hazel wrote that her team described the Covid-19 pandemic as the most difficult and challenging time they have ever had at work due to the increased workload and having to provide high levels of support for patients and their families.

However, despite these pressures, the team was able to adapt. This resulted in an

increasingly collaborative, reflexive, responsive, skilled, and resilient team, proud of the personalised support offered to patients, their families and to other services.

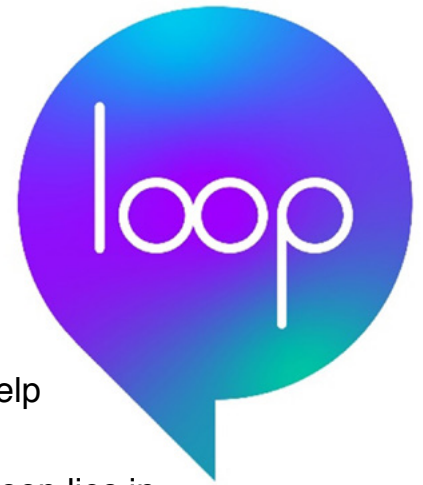
Hazel said: *“Having initially written this reflection in November 2020 to highlight the impact of Covid-19 on the community when focus was very much on hospital care, I am*

delighted that it has now been published and that the impact of the pandemic on our community specialist palliative care team is now recorded and will form part of the pandemic historical record. I work with exceptional colleagues and their feedback on this reflection has made me feel enormously proud.”

You can read Hazel's article [here](#).



Revolutionising rostering



Our workforce team plays a pivotal role in ensuring the smooth operation of our staffing systems.

With the upcoming launch of Loop, an upgraded rostering app set to transform the way we manage our work schedules, we sat down with Josh, workforce systems administrator to find out more...

“On **13 May**, we will be launching Loop, marking the upgrade of both Employee Online (EOL) and the Me App combined into one. In addition to enabling rostering tasks such as booking annual leave, reviewing schedules, logging call outs, and booking bank duties, Loop introduces social pages and groups. These channels allow you to contact work colleagues in the app.

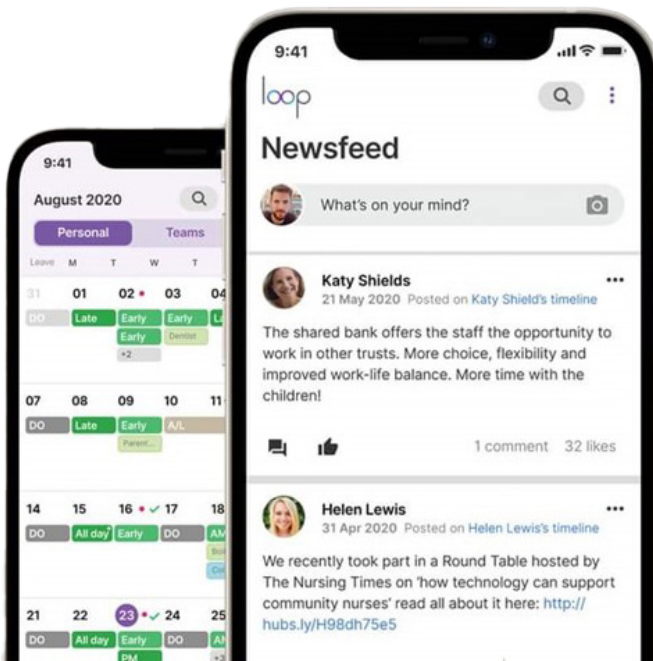
“Loop has been designed to tackle the bugs that appeared in EOL and the Me app and more in line with our live rostering systems.

“We understand that change can sometimes feel overwhelming. Rest assured, our workforce team will be on hand to provide support during the Loop launch. From assisting with username and password queries to guiding you

through the app download process, we will be here to help our teams.

“The best part of Loop lies in its simplicity - your existing login credentials for EOL and the Me App will carry over to Loop. All you need to do is ensure you have your login details ready on launch day. We will be sending out communications on how to download the app, and where we will be to support everyone on launch week.

“For those on site during launch week, we encourage you to drop by and meet our team for assistance, as phone lines may experience increased demand. You can also keep an eye on our communications channels for downloading instructions and straight forward how-to videos to get you in the Loop.”



You can see more about Loop [here](#). Details for log in support and clinics can be found [here](#).

Bank in brief

We are

#ProudToBeBank

Getting in the Loop

Our bank will be joining Loop, our brand-new app that will help you take greater control of your personal booking roster and work life.

Loop makes taking control of your work life easier, by integrating the many features of Employee Online and Me, with a new, easier-to-use interface for booking and reviewing bank duties.

Launching 13 May - Please keep an eye out for emails from temp staffing with the next steps for our bank teams.



Locum's Nest.

Your total workforce solution

available to support your teams

In March we successfully transferred our medical bank duties to Locum's Nest for duty booking and requests, and timesheet management (including WLIs).

The Locum's Nest team will be available on site for any training requests or user questions. **All** users of the app, including roster coordinators and medical teams, can request 1-2-1 time with the Locum's Nest team and medical bank coordinator.

The teams will be on site for the following days:

RBH: 14 May | Poole: 15 May

Christchurch: please email the medical bank team.

Please contact medical.locums@uhd.nhs.uk if you would like to book in with the team.

All non-nursing agency bookings moving to TempRE

From 13 May, we will be expanding our use of the TempRE system to include all AHP, HSS and non-clinical non-medical agency workers. This will include, but is not limited to, roles such as admin and clerical, ODPs, lab assistants, clinical coders, therapists and IT specialists. All nursing agency bookings (including

paramedics) will continue to be processed via Health Roster as per current procedures, with support from our temporary staffing service.

Additional information is available [here](#). If you have any queries, contact **kerrie.oates@uhd.nhs.uk**.



TempRE[®]

Liaison Workforce

Healthcare support worker and newly qualified nurses vacancies

If you have a vacancy in your department or on your ward, please ensure you are putting it onto Trac as soon as possible so that we can allocate from the trust recruitment days. A polite reminder that the newly qualified nurses recruitment day is on Saturday 11 May, so if you have vacancies for newly qualified nurses please get these onto Trac beforehand.

If you have any queries around this email katherine.jennings@uhd.nhs.uk

Newly qualified nurses recruitment day

We're looking forward to our upcoming newly qualified nurses recruitment day on Saturday 11 May. The event will be taking place at RBH with student nurses being invited along to a full day of activities, such as talks from senior matrons, information about our preceptorship programme, a tour of the hospital and an interview for their first registered nursing position.

Needing a visa to work in the UK

The recruitment team can provide advice on extending or switching a work visa. It is important that we know of any changes that could affect their visa, such as a reduction in pay or working hours. Line managers are asked to ensure they make the recruitment team aware of those changes as soon as possible. This not only allows them to provide

support and information where required, but also help your team member ensure they maintain their right to work.

Please drop us an email to recruitment@uhd.nhs.uk for help.



Do you have a vacancy you need to fill?

We can offer social media support for your vacancies to reach a wider audience - posting across our dedicated UHD jobs social media channels! Just get in touch with sian.wright@uhd.nhs.uk to discuss the options available.

Retire and return

Please help recruitment in making the retire and return process for any member of your team as seamless as possible, by ensuring that you submit the request for a new contract and terms as soon as they have a retirement date agreed, which is ideally three months prior to that date.

Find us on socials:





Let's talk about IT

Chaplaincy service



Use our new form on eForms to request non-urgent visits for patients from our chaplaincy service across all sites.



Do you use eCaMIS to dictate your letters?

Follow the below guidance to ensure that typing your letters is easier and quicker, resulting in a swifter turn around.

- **ALWAYS** use the **clinical dictation** component for your clinic letters, additional letters, and operation notes.
 - When you have finished your dictation choose **routine** or **urgent** if it is ready to be typed.
 - Only click **save** if you have not finished the dictation. Saved dictations **cannot** be typed.
- **ONLY** use the **speech dictation** component if your patient has **not** had an appointment or procedure and remember the following:
 - Always select a worklist or your dictation may not get typed as it will not be easy to find.
 - When you have finished your dictation, choose **transcribe** or **urgent** if it is ready to be typed.
 - Only click **save** if you have not finished the dictation. Saved dictations **cannot** be typed.

Supporting reference materials can be found [here](#).

Data quality - getting it right first time

We all know that consistent, timely and accurate data improves patient care and decision making, both at the local and national level. Let us introduce you to our data quality team, keeping our hospitals ticking...

“Every day we check key demographics for every patient having contact with our trust. We search each record checking for missing or mismatching information. Sometimes this is not obvious to the untrained eye - for example there may be a GP code that doesn't correlate with the postcode. These are the sorts of issues we work to resolve which ensures each patient record is as accurate and as up to date as possible.

“We liaise with other trusts and GPs across the country and raise queries with NHS national back office when we see a patient who potentially has two NHS numbers. During this work, we may identify appointments, admissions etc. allocated to the wrong patient. Other work includes identifying overseas visitors for any potential charges due, updating babies' names after they have been registered, updating records after death and updating adoption records.

“We also spend a lot of time dealing with email enquiries and helping colleagues across the trust resolve a variety of issues, such as having problems with addresses and postcodes or entering the correct GP for the patient record. This ensures that not only does the patient get their letter, but the correct GP is kept informed as to the patient's care.

*“So, what are the most common mistakes we find and how can you help to avoid these? If you have it, **please use the NHS number, or try to get as much information as possible the first time around.** If demographics are not completed accurately each time, this can lead to confusion. It may also mean relevant historical information is not reviewed when a patient receives care, putting them at risk.”*

