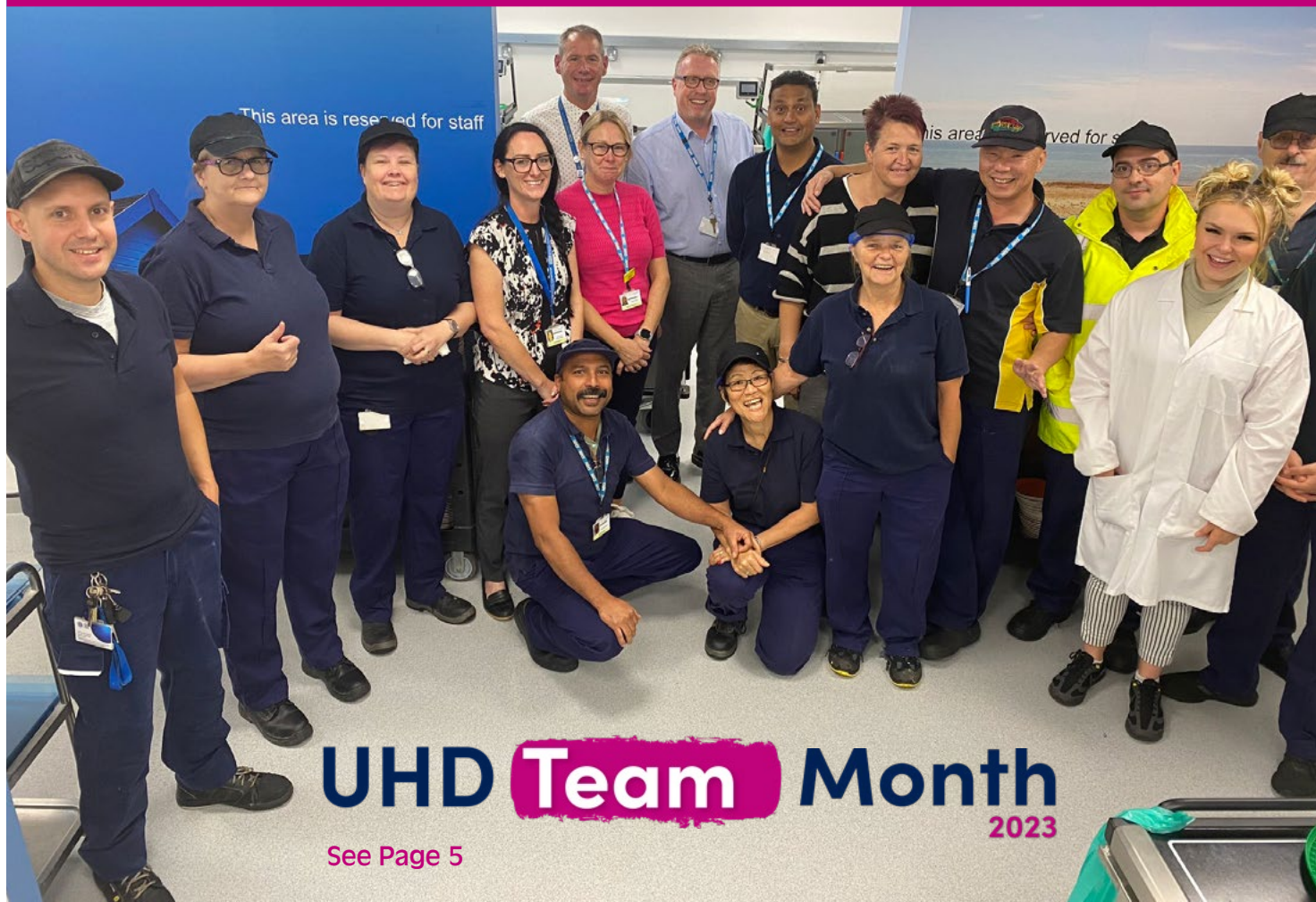


# The Brief

November 2023

## UHD Team Month is here!



### UHD Team Month 2023

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National recognition for Hospice at Home service

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Going green with BU

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Improving rest areas

Page 11

# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington



With the clocks having changed, the bad weather and the pressure across our hospitals over the last week, it is hard not to think that winter is already with us...

I appreciate how hard it has been for everyone involved in caring for our patients. We continue our focus on trying to improve the situation for our emergency departments by ensuring once patients are medically ready to safely leave our hospitals that they can. Thank you to all.

At our Annual Members' Meeting last month, I reflected on how over the last year we have been working through challenging times, but that we were making progress. It might be hard in the days that we are having now to always see that progress, but there is evidence of improvements and maintaining great care through this time and we will continue to drive improvement.

Patient First is being rolled out. This is a long-term approach to building improvement into everything we do. When you thrive, our patients care is better. Many of our leaders have had training that will help with the implementation and five teams are about to start with their training. If you want to learn more, please come to one of our online conversations with myself or Paula Shobbrook, details and dates [here](#).

Operationally, our winter plan is going to help us get through the next few weeks and months. Thanks for all the work that has

gone into this - one of our main focusses will be on our timely admissions and discharge (TAD) processes. We will be sharing further information shortly on our winter plan, please do have a look and get involved.

We face the same financial challenges as many other NHS organisations, so we need to focus our resources on where they are most needed and try and save money elsewhere. We are working with partners on a medium-term financial plan for Dorset and for UHD. This will align with our changes in 2025 and changes in community and primary care across Dorset.

Our transformation process continues at a pace. Some of the changes are going to cause short term disruption but with long term benefits. An example of this is the closure of Park View House at Poole to build a new endoscopy unit, which will be a very exciting development. However, in the meantime we need to relocate the 60 colleagues who work there.

The new pathology hub at RBH will be opening from this month. I was very pleased to visit recently and know it will make a huge difference for the people in Dorset. The outside is designed like a molecular chain and it looks amazing. With everything else going on it is sometimes easy to forget how significant milestones like this are. Many congratulations to all the teams involved on this achievement.

During these challenging times, it is always important that we focus on our health and wellbeing. We are continuing our vaccination

programme, so please do have your jabs if you haven't already to help protect you, your patients and your colleagues.

I am very pleased that more of you have completed the Staff Survey than last year as this helps us to plan our improvements. There are three more weeks to go so please encourage everyone to complete. Details of how are available on [our intranet](#).

Last month was Freedom to Speak Up and Black History month. Thanks to all who were involved in organising events and promoting the work that you do. I was very pleased that Tina Jegede, MBE was able to join us for an event celebrating black history. Tina is joint director of inclusion at Whittington Health among many other things and spoke candidly about the prejudice she has faced during her career. I want to work with all of you to ensure nobody faces similar in their roles.

Our trust is also going to be signing up to a new [sexual safety charter](#) at our Board of Directors meeting this month. Our Trust Management Group heard very shocking personal accounts of sexual harassment at work at UHD and I want to reiterate that we commit to a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual behaviours. Thank you to colleagues for speaking up.

It's been three years since we became Team UHD, and I am so proud of what we continue to achieve together. But there is always room for improvement

and I'm so pleased to be launching our first UHD Team Month this November.

Please sign up for the masterclasses and use the resources we will be sharing to help you understand the role you play in your team. I want us to continue working together, learning from each other, and supporting each other through change, and we all know this is a period of huge change at UHD. Head to page 5 to find out more.

Another sign that winter is with us is that it is Remembrance Day next week. We are holding events across our hospitals on Friday 10 November, details of those on 19. This year will have an added resonance as we think of all the victims of war in the middle east and hope for a peaceful resolution. I know this affects many colleagues who may have personal connections, so as always, please do look out for each other.

I am very proud that on 23 November I will be going to Stonehouse Barracks in Plymouth to be presented with the Defence Employer Recognition Scheme (ERS) Gold

Award. I will be accompanied by Rob Hornby, our Armed Forces Community Advocate, and army reservist and student nurse, Shina Atoyebi. We are receiving this because we demonstrate forces-friendly credentials as part of our recruitment and selection processes. Thanks to Rob and #TeamUHD for this achievement.

Paula Shobbrook, our chief nursing officer and deputy chief executive, has announced that she is going to be leaving our trust at the end of next March. Paula has played such a significant role for hospitals, first at RBH and then UHD where she was acting chief executive when Debbie Fleming left. Personally, Paula has been an incredible support to me since I joined the trust 18 months ago. We will obviously mark Paula's leaving properly nearer the time, but in the meantime, thank you Paula for all that you have done and are doing.

I am very pleased to announce that we have appointed a new chief people officer to succeed Karen Allman who leaves us at the end of November. Tina Ricketts will join us in the new



Tina Ricketts ▲

year from Worcestershire Acute Hospitals NHS Trust where she has been director of people and culture for six years. I look forward to welcoming Tina to the trust and would like to thank Karen again for all that she has achieved.

As the clocks have changed, and the nights are drawing in, it is more important than ever to look after ourselves and each other. Working together closely as one team over the next few months will be important to help us maintain our ongoing improvements and care for our patients over the winter. Thank you.

*Siobhan*

# Vital statistics

October 2023

- We saw **57,926** patients in our outpatient departments
- ...and an additional **4,687** virtually
- Supported the birth of more than **285** babies
- Attended to **13,568** patients in our EDs
- Cared for **239** people at the end of their lives
- Started **213** on their radiotherapy journey

Thank you #TeamUHD



# Overnight Hospice at Home service earns national recognition

The 'Hospice at Home' pathway was established from Christchurch Hospital's Macmillan Unit, in collaboration with the Community Night Nursing Team in Dorset, following challenges to meet high demand. The team supports patients and their loved ones at the 'scariest time to be living with an advanced illness'.

The service provides dedicated, tailored support to patients under specialist palliative care. Patients are triaged by a 24/7 helpline, with the service aiming to increase both the capacity and quality of care for patients in their homes overnight.

Louise Pennington, lead nurse for palliative care, said: "I know many of us, me included, have experienced what 3am can feel like when you are caring for someone who is dying. I am proud of our teams and

the impact that we are having across the system in east Dorset for patients with palliative and end of life care."

The collaboration has since been showcased as one of six successful case studies in a report published by Sue Ryder, titled 'Best practice in end-of-life-care', with the initiative commended for "implementing services in response to challenges, and meeting local population health needs".

Louise added: "The partnership has empowered the team. It's important to focus on the 'out of hours' period, which is 75% of the week, as this is the scariest time for a person living with advanced illness, and for their families. Our staff feel enabled to be caring in the way that they should be caring again."

## Revisiting our Annual Members' Meeting

Around 150 people joined us for our Annual Members' Meeting (AMM) in October.

The event, held at Bournemouth University and live streamed, included presentations from chief executive, Siobhan Harrington, and chief finance officer, Pete Papworth, on the 2022/23 Annual Report and Accounts, and 2023/24 Forward Plan. Sharon Collett, lead governor, also gave a presentation on the Council of Governors and their work during 2022/23.

After the AMM, Mr Parkash Ramchandani, consultant in oral and maxillofacial surgery, gave a fascinating health talk on oral and maxillofacial/head and neck surgery.

You can watch the AMM [here](#) and view our Annual Report Summary [here](#).



# UHD Team Month is here!

This month we will be having conversations about the importance of building effective teams. When teams work well together, they can begin to recognise their purpose, identity and potential. We all have a role to play in our teams, so it is important that we understand how we contribute and what impact we have.

Our aim is to support teams at all levels to work together effectively through change, while ensuring the safety of our patients and running an efficient service. We aim to do this by creating a culture where team development is seen as front and centre of how we do things here. Here is our CEO, Siobhan Harrington to tell you more [here](#).

This month, you will be able to access our virtual masterclasses where you can learn, gain access to tools and techniques and be part of conversations. We have a wide range on offer including 'harnessing

neurodiversity in teams', 'civility saves lives' and 'navigating change'. If you haven't signed up yet, look our full list of what's on offer [here](#) or visit the UHD events page on our @UHD app.

Keep an eye out for our UHD Team Month branding across our communications channels as we will be sharing more resources, stories and best practice that you can use within your teams. To kick things off, download our action for happiness calendar [here](#) and do one thing every day to make a difference to your team.

# UHD Team Month 2023

## Roll up, roll up!

Share a photo of your team which demonstrates how you are high performing or how you work together effectively. Send your photo and a few sentences to [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk). We will share them across the month on our social media channels. All photos will be put into a raffle to win some vouchers to spend on your team.

## Supporting UHD teams to thrive

### Switching off our old intranets

We are 'switching off' the Poole and RBCH intranets at the end of March 2024 meaning there will be just one intranet for Team UHD.

While hundreds of pages and sections already make up our UHD intranet, there are many large sections still to move.

You will be contacted if your content needs to be moved across. In the meantime, please review your pages now before they are moved over, and highlight any content that should no longer be used, or content that should be merged across sites.

Our intranets contain thousands of pages of information, policies and documents so please be patient as our web team carries out this important work.

Once we have all the sections on the one UHD intranet, you will be able to express an interest in becoming a superuser for your own content.



# Transformation update

## Pathology services are on the move

Our pathology team at RBH is making final preparations to move its services to the brand-new One Dorset Pathology Hub facility on Wessex Fields. The new laboratory offers a modern and fit-for-purpose environment in which to work, and an exciting opportunity to bring about new and efficient ways of delivering the service.

Every element of our clinical work involves the pathology team, so it is important that everyone takes an interest in these changes - we all have a responsibility and a role in successfully managing this transition.

The move will be phased and involve each individual pathology discipline transferring to the Hub separately between 1 November and mid-April 2024. Each team will take several weeks to become fully operational in the hub while we relocate, reinstall and validate each piece of equipment. In the case of biochemistry where new instrumentation will be installed, this process will take several months.

Plans and mitigations have been put in place to maintain 'business as usual', however we ask for



your patience and co-operation during this period of complex change.

The pathology intranet pages have been relaunched to include more information, including some frequently asked questions - you can access it [here](#).

Watch out for further updates ahead of each individual departments relocation so you know any specific actions you may need to take.

If you have any questions, please contact Paul Massey, head of pathology at: [paul.massey@uhd.nhs.uk](mailto:paul.massey@uhd.nhs.uk)

## The easy way to stay updated

To make it easier to follow the progress on our transformation programme, take a look at our infographic showing you where to find out the latest on our plans - you can download it [here](#).



## PM Lite training is available to you

Good news for those interested in joining us for PM Lite - 2024 cohort dates have just been released:

- **11 January 2024**, for five weeks, every Thursday from 9.30-11.30am
- **18 April 2024**, for five weeks, every Thursday from 9.30am to 11.30am

The course is fully funded and is open to both clinical and non-clinical staff across 'Our Dorset'. It focuses upon providing the relevant tools and knowledge to help those delivering projects, transformation or task and finish groups within health and social care settings. [For more information click here.](#)

# Transformation update

## Flexible working at Yeomans House

Looking for a flexible workspace for your team or need a meeting space that can comfortably accommodate your team for training, away days, or offsite meetings? Look no further than Yeomans House, one of our remote sites located in Bournemouth. This workspace is designed to improve productivity, wellbeing, and work-life balance, and offers:

- 16 hot desks
- 5 meeting rooms
- 3 training rooms
- free parking (easily booked using our [Ubook service](#))

The site also has large kitchens, a small outdoor seating area and lockers for you to use. Yeomans House is located about 1.8 miles away from RBH, just an eight minute drive or 15 minute bus ride. Also, Castlepoint Shopping Centre

is within a 10 minute walking distance, providing an opportunity for some retail therapy during breaks.

More information on Ubook, including a [‘how-to’ guide](#), is available [here](#). If you want to know more about working at Yeomans House, a handy [guide](#) is available on the [intranet](#).



## Successfully juggling the catering ‘hot potato’



All RBH wards are now receiving visits from specialist REGEN trolleys, delivered to the wards for staff to then heat up the food and serve to patients at a convenient time.

On a visit to see the new arrangements in action at ward 3, Matt Hodson, deputy chief nursing officer and chair of the UHD nutrition steering group, said: *“The new catering arrangements are already improving the quality, choice and flexibility of our food offering for patients, while reducing waste.”*

*“At times we felt we were juggling hot potatoes in getting the arrangements in*

*place, but everyone came together to support the rollout - in particular the support we’ve had from catering colleagues and ward teams has been outstanding.”*

Emma Honnywill, catering transformation operational manager, said: *“The rollout of the trolleys is only the start of our transformation plans; looking ahead we’re excited to develop the new Central Processing Kitchen in the Stour building, devising new food options and exploring the future rollout at Poole.”*

You can find more information on the timetable of changes [here](#) and all catering changes [here](#).

# Sir Desmond visits the BEACH

Sir Desmond Swayne, Conservative MP for New Forest West, has visited RBH to meet with our chief executive, Siobhan Harrington, and tour our BEACH building with Dr Isabel Smith, medical director for transformation. He took particular interest in how we're using digital technology in the design process. The BEACH Building is set to open in spring 2025.



## Child Health @ Home - refer a patient

You can now refer a patient to our innovative and hugely successful virtual ward service with our new eForms.

There are several pathways to choose from - condition specific and ambulatory antibiotics. Just log on to the eForms portal and sign in

using your Windows username and password. The service is run by our children's community nursing team and one of the nurses will review your form. You will then get an email to confirm if your referral has been accepted, and a copy of the form will be uploaded to EPR.

## SPOA district nurse referral live

Whether you need to request a simple wound dressing or a blood test for your patient, this new eForm is for you!

This form can be found on our eForms portal, giving you a quick and easy way to refer a Dorset

or Hampshire patient to our district nurses. Simply state what you require and when, attach a blood form or relevant PDF, select pathway and press submit.

A full copy of the form will be uploaded to EPR.



### IG top tip

Did you know that all emails, documents, and Teams messages that you create as part of your work are potentially disclosable under the Freedom of Information Act?

For further information on Freedom of Information please visit the information governance SharePoint page [here](#).



# What is the impact of workplace bullying?



Our 2022 NHS Staff Survey results showed that...

**11.1%**      **18.7%**

of people had experienced bullying from managers

of people had experienced bullying from colleagues

People with protected characteristics are more likely to experience bullying

*(Fox and Stallworth 2005, NHSEi 2021)*

Workplace bullying in healthcare:

- increases physical and mental health issues
- increases sickness levels
- reduces staff effectiveness

*(Lever et al. 2019).*

**£2.3 BILLION**

is the estimated financial burden of bullying in the NHS

*(Kline and Lewis 2019).*

The human and financial cost of bullying is clear. Visit our civility and respect intranet pages to learn more.

## What do you do if you experience or witness bullying?

**You can speak up to:**

- Your line manager
- Human resources
- Your clinical supervisor
- Your tutor
- Our chaplains
- Senior managers
- The quality and risk team



You can also speak up to your FTSU guardians Helen Martin and Tara Vachell



Helen



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



0300 019 4220



Tara



**Did you know you can speak up anonymously via the @UHD app?**

Just click 'make a referral of concern or raise a concern anonymously' and leave the 'your details' section blank.



## Men's Health Awareness Month



### Stay connected

Connecting with colleagues makes you feel a sense of belonging and self-worth, and provides emotional support. This guide is to help you start wellbeing conversations with your team.



### Talk more

Reaching out to someone or talking about how you feel isn't easy. But you can prepare for tough conversations.

Worried about someone else?



Want to talk about your own mental health?



### Know the facts

Globally, more than 1.4 million men are diagnosed with prostate cancer each year. Learning the facts helps you understand what to look out for.



### Know your body

Testicular cancer is the number one cancer young men. But 62% don't how to check themselves. Here is a how-to-guide.



### Move more

Have you heard of the Team UHD community noticeboard? Discover and share activities, groups and events to improve wellbeing! Browse posts from your colleagues including walking football, cricket, rowing and more!



## Financial health



### Talk money week 6-10 November

Talking about money can help you feel more confident in managing your finances and dealing with future income changes. Money Helper has advice, resources and tools to help you start conversations with friends, family, children, or your partner. On their website you can also find a budget planner, mortgage calculator, pensions guidance and more.



## Mental health



### Free expert sleep support

Turning the clocks back can disrupt your body clock which lowers your energy levels, making it hard to concentrate. Did you know Team UHD can access free personal support from a team of coaches, doctors and sleep experts via Sleepstation? Scan to register today!



## UHD Team Month 2023

### Spotlight

### Team wellbeing

Your relationship with your colleagues, and role within your team can impact your wellbeing. When you feel valued and have a voice, you thrive. Use UHD Team Month to learn more about the difference you can make to your team by signing up for one of our masterclasses...



Civility



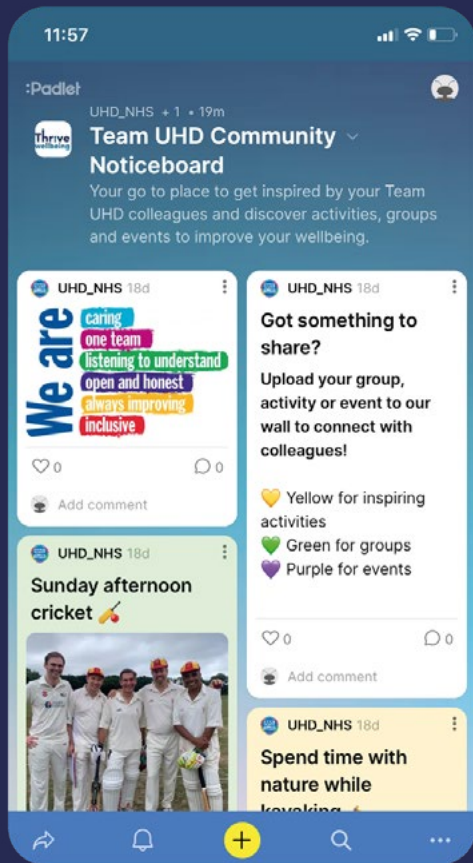
Communication



Diversity

Search 'team month' on the intranet for the full list of masterclasses and more resources!

## Team UHD community noticeboard



Did you know you have your very own **community noticeboard**? It's a one-stop shop to discover and share activities, groups and events that will improve your wellbeing!



Browse posts from your colleagues featuring walking football, cold water swimming, kayaking and more! Perhaps you have something to share? Upload your group, activity or event and connect with colleagues.



## Sit down, sit down, sit down next to me...

Earlier this year we invited teams to request for small improvements to be made to your rest areas. With charity funding, work is now under way to make these enhancements happen. At Christchurch we have delivered new benches to an outside rest area. Clinical specialist physiotherapist in haemophilia, Catherine Holdsworth, who submitted the bid application, said: *"I applied for the benches to allow the team to be able to spend lunch together out of the office, and particularly in the summer it will be a great chance to decompress in the sunshine. This will help team morale and provide a comfortable environment to enjoy a break."*

**Thank you to our estates team and UHD Charity who have made this work possible.**

## Team newsletter template

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

We've created a Publisher template for you to use, full of tips to help you make the most of your newsletter. Remember you can still send any updates to the communications team if you would like your news to be shared across the trust.

[Click here](#) to download.



# Thrive leadership development

We are excited to announce there are 15 spaces available on our new in-house coaching qualification which starts in February 2024. The course is delivered on behalf of the Institute of Leadership and Management (ILM) by Intuition.

The ILM Level 5 Certificate in Effective Coaching and Mentoring aims to provide you with the knowledge, skills, understanding and confidence to support others with their career development and personal growth, while developing great insights and self-awareness that will significantly enhance your own personal growth through reflective practice. The course is typically completed over 12

months, during which time you will need to attend four virtual classroom days and successfully pass three assessed units.

You will have the opportunity to practice your coaching with your peers and will have ongoing support from a dedicated coach-mentor-supervisor who will offer individual advice and guidance throughout. As you work towards your qualification, you will also have free student membership for the ILM to further support with your studies. Upon qualifying, you will become part of our network of qualified coaches.

[Click here](#) to find out more information and apply. The



deadline for applications is 8 December.

If you are interested yourself, or you are a manager who wants to support a member of your team in completing the course, we encourage you to come along to one of our drop-in sessions or email **organisational.development@uhd.nhs.uk** and ask any questions that you may have. Keep an eye out in your Staff Bulletin for further information.

## Our UHD Covid capsule: A time to pause, reflect and mark this moment in history

In March next year, on the anniversary of the first UK lockdown in 2020, we will hold special services at RBH, Poole and Christchurch and will bury a special Covid time capsule on each site.

The chosen sites will be marked by a memorial stone and will create a lasting space for you to spend time reflecting on the pandemic, the way it changed NHS life as we know it, and the very personal impact it had on you and your loved ones.

We then plan to open the capsules again on 5 July 2048, on the 100th anniversary of our NHS.

**What should be inside:** Please chat with your teams and colleagues and share with us what you think should be included in the capsules. What items, images, or memories does the pandemic conjure up for you?

The pandemic encapsulated every emotion, from despair and sorrow to pride and determination. We'd love to hear your thoughts and words on what it meant to you. We plan to gather these

together in a special memory book, which will also be included in the capsules and available to colleagues to share.

You can send your ideas and any personal reflections to **communications@uhd.nhs.uk**. Please send them by 24 November.

A dedicated 'Covid capsule' group, made up of colleagues from across UHD, will look at all the suggestions and try to include as many as possible.

***We look forward to hearing from you.***

a set time.  
**time capsule**  
typical of the  
very in t





Join the conversation  
and get a  
£3.50  
voucher!



## Be a great place to work

“ We should all be supported to develop our knowledge and skills at work. Please use this survey to help us ensure everyone has access to the opportunities which will see them reach their full potential. ”

**Funke Adewoye**  
practice educator



## NHS Staff Survey 2023

#SpeakUpSparkChange

Look out for your email invitation from

NHSSTAFFSURVEY@iqvia.com

Have your say by 24 November



Watch our  
mythbusting  
video with  
Dr Helen Holt



# Urban Greening Project with the Littledown Greenway

We already have some great green spaces and we have been building a portfolio of small garden spaces across our sites.



Now we are working with the Parks Foundation and BCP to support an Urban Greening Project to support wildlife, in a corridor linking Kings Park to the Stour River. Through changes to wildflower promotion, tree planting, deadwood

management and improved signage, our RBH grounds will be playing a part in a patchwork of wildlife enriched sites to forming the 'Littledown Greenway'. Keep an eye out for future updates in our communication channels!

# Improving sustainability with BU

Our sustainability and carbon manager Stuart Lane has helped set a brief and reviewed presentations by BU MBA students on the topic of improving sustainability within UHD.

Stuart said:

**“I found that applying real world scenarios to the exercises set under my MSc course was an important way to help me learn and**

**to make my experience relevant to the workplace later - this is how I came to be working for the NHS! We can now support BU students on their own sustainability journey and by bringing their focus to the challenges we face in UHD. It also helps progress our work and gives us ideas - it's a win win.”**



# Let's talk social

October was a very busy month for our social media, with plenty of campaigns and awareness events to keep our accounts packed full of content...

## The kindness of strangers

When long-stay patient David needed a haircut, staff nurse on duty, Jade Webb, appealed on social media for help.

Enter good Samaritan and local hairdresser, Sophia, who came to the ward and gave David's hair a (very) new lease of life, no charge.

Thank you so much to Jade and Sophia for putting our patients first.

For all its faults, it's stories like this that are a welcome reminder of how social media can be a force for good.



## Centenary celebrations

In October we honoured not one, but two very special milestone birthdays for our patients.

We were thrilled to help lovely Agnes reach the big 100 following hip surgery at Poole. Mr Bassam Zwan, consultant orthopaedic surgeon, performed the operation and visited Agnes afterwards, where he was joined by ward staff to deliver her cake and sing a round of happy birthday to her.



Also over at Poole was Jean, whose 101st birthday was commemorated by ward staff with cards, decorations and of course, cake! Thanks so much to everyone involved.



## Team pharmacy takeover

Our pharmacy team managed the trust's X/Twitter account to raise awareness of #PharmacyTechnicianDay on 17 October. Social media takeovers are a great way to show our followers and members of the public what we do in a specific department, providing behind the scenes access, staff stories, and interesting info about our teams and services. If you'd like to take over our social media reins to showcase an awareness day or campaign for your team, drop an email to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk).



Starting the day with a Senior Pharmacy Technician meeting cross site (via teams) Updates from all the area leads- Wards, Dispensary, Clinical Trials, Digital, Aseptic, Stores/ Procurement, Medicines Advice & Education. #pharmacytechnicianday #UHDTeamPharmacy



## Celebrating our cultures

To celebrate Black History Month, we asked you to tell us something they would like to share about their culture or heritage across our social media. Neurology research nurse, Judith Dube, took the opportunity to tell our followers about her own ancestry and

rich Zimbabwean cultural roots. Her posts have performed phenomenally well across all our socials, reaching more than 127,000 people on Facebook and liked more than two thousand times, and counting!

**Well done, Judith.**

University Hospitals Dorset  
"I was born in Zimbabwe. I'm from the Kalanga tribe which is one of the many tribes in the country. I'm fluent in four tribal languages and English."... See more



Have some good news you would like to share or thinking about joining social media?

Email [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk)



# Peter's ponderings...

with Dr Peter Wilson, chief medical officer

## I have been lucky enough to be off for the last week...

My parents have been over from South Africa. This is always a very special time. Family is extremely important from me and being separated by 1,000 miles is difficult. My children miss the connection with our past and my parents miss the connection with their future.

I am so aware that I am in an incredibly fortunate position. Many people do not have that degree of connectedness with family. Whether that is due to loss, difficult family circumstances or many other different reasons. I have spoken previously of my belief in the need for connectedness and our need to be able to support each other and be aware of each other's circumstances. I am also aware of the last weeks of how perilous and difficult that is for so many of our colleagues, and how quite often take it for granted. So many are not just managing the daily difficulties of working within our busy healthcare system, but they are also worried about family, friends and loved

ones. My heart goes out to all of those affected by the ongoing conflicts across the world.

It is beholden on all of us, to be so aware that those around us, may be struggling. We need to be prepared to reach out to connect, support and understand - especially of our contexts, beliefs, and concerns.

I do believe that we have an opportunity as #TeamUHD to continue to create the understanding, support and connectedness that we would all like. I was incredibly privileged to attend the Black History Month event at Poole two weeks ago. Listening to people's stories and hearing the hopes people have for a better tomorrow really inspired me. Hearing the stories and experiences pressed home how much we still must do. However, I am so proud of so many of you and our networks for the work they are doing to support the kind of workplace we would all be proud of.

As a very proud South African, I have loved the last few weeks of the Rugby



World Cup. Watching the final last night with my family was a fantastic experience. However, what delighted me most, was listening to Siya Kolisi, the South African captain, both before and after the game. He was obviously proud of what he and his team had accomplished, and many others would have been forgiven for getting carried away in the hype of being the best and the winning. He immediately thought of his opposite number and what it meant for them. He also spoke passionately about how the team connected with the whole of South Africa, how they felt part of something much greater and how they felt responsible for so many more than the 15 in the team.

I look at so many of our colleagues and see the same belief in connecting to make others' lives better and to support our continuing improvement as a trust. For that I thank each and every one of you.

Peter



# Network news

## #Purple Light Up

On 1 December we're celebrating the contribution of our colleagues with disabilities by marking #PurpleLightUp at UHD. This is to mark International Day of Persons with Disabilities which takes place on 3 December.



### What can you do?

Visit our ProAbility Network stands in the dome at Poole Hospital and outside the Oasis café at RBH on Friday 1 December. We will have information on training, how to get the assistance you need at work and where to access support.



'Borrow' a human book from UHD's [Living Library](#). Some of the titles on offer are 'Living and working in a hearing world', 'The spoon theory', and 'This wasn't the plan'.



Wear purple on Friday 1 December to help us spread the word!



Sign up for the [UHD Team Month](#) masterclass 'harnessing neurodiversity in teams' which will help you recognise and understand more about neurodiverse conditions at work.

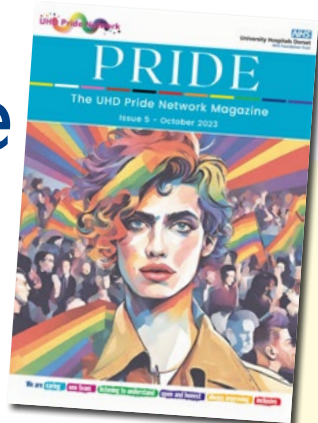
Come to our network meetings. They are held on the third Tuesday of every month. Email [pro-ability@uhd.nhs.uk](mailto:pro-ability@uhd.nhs.uk) and we will send you the meeting invite and add you to our Teams channel.

Browse our recently updated [ProAbility intranet page](#) to find out more about our network leads and how to access support and training.

Take a look at [these tips](#) on how to make your team meetings work for everyone.

## Pride Magazine issue 5

[This issue](#) is filled with inspiring stories, informative articles, and updates on the incredible work our network is doing. We encourage you to read and share it far and wide.



Don't forget to visit the libraries at Poole or Bournemouth to sign your 'Safe to be Me at UHD' pledge. By wearing our new rainbow lanyard, you show your support for inclusivity and inclusion across our trust. Let's make our commitment visible.

## UHD Pride Network

### Call for volunteers - Pride Power Hour

We are thrilled to introduce the Pride Power Hour, an education initiative focusing on the experiences of our LGBTQIA+ community. Our first session, "I am Enough," will take place during Transgender Awareness Week, on 16 November, at the education centre in RBH. We're looking for volunteers to share their experiences, challenges, or stories about accessing healthcare as a transperson or family member. If you're interested in speaking for a few minutes, please email us at [pride.network@uhd.nhs.uk](mailto:pride.network@uhd.nhs.uk).

Thank you for your continued support. We're dedicated to fostering an environment where everyone feels safe, seen, and celebrated.

# Ask Me...



With our chief medical officer, Dr Peter Wilson and deputy chief medical officer, Dr Becky Jupp

**Thursday 23 November, 12noon**

Ask any questions, raise any issues, and share your experiences.



Search 'Ask Me' on the intranet for the Teams link and pop any questions in advance to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk) if you'd like us to ask them on your behalf.



*You're Invited!*

## Support Worker Celebration Day

**DATE:** THURSDAY 23 NOVEMBER

**VENUE:** LECTURE THEATRE

**TIME:** 08:30AM- 1PM

ROYAL BOURNEMOUTH HOSPITAL

To book your space, click search '153 UHD Support Worker Celebration Conference' on ESR

**#LEARNINGWEDNESDAY**



# A time to remember

On **Friday 10 November** we will be holding remembrance events at the flag pole outside the Dolphin Restaurant at Poole, by the lake at RBH, and by the war memorial boards at Christchurch Hospital.

Please gather at 10.55am or join us online via our UHD Facebook. An order of service will be available on the intranet for those joining online.

Our Armed Forces Support Group will be in the dome at Poole on Monday 6 November from 10am-12noon, and the atrium at RBH on Tuesday 7 November from 10am-3pm, raising awareness and selling poppies for the Royal British Legion. Poppies are also available from the main outpatients reception at Christchurch, and the outpatients and main entrances at RBH.



NHS  
University Hospitals Dorset  
NHS Foundation Trust

## Service of Remembrance

10 November 2023  
All gather in silence 10.55am

**Armed Forces Support Group**  
ArmedForcesSupport@uhd.nhs.uk



## Preceptorship



### Are you

- Newly qualified?
- Internationally trained?
- New to the NHS?
- Returning to practice?



Search "P"  
for Preceptorship  
on the  
intranet

For more information email  
[preceptorship@uhd.nhs.uk](mailto:preceptorship@uhd.nhs.uk)

# Recruitment ROUND UP

## Events galore!

We attended careers events at Bournemouth University and University of Southampton recently. Staff from Business Intelligence and IT attended the Annual Careers Fair at BU where they spoke to students about the various non-clinical opportunities available at the trust and therapies attended the OT Fair at Southampton - with many showing an interest in embarking on their careers with us after they graduate.

We're also attending the Nursing, Health and Social Care Careers Fair at BU on the 21, 22 and 23 November - if you are interested in coming along to represent your area please email [sian.wright@uhd.nhs.uk](mailto:sian.wright@uhd.nhs.uk)



## Healthcare support worker open day at Poole

We're looking forward to our next open day for healthcare support workers at Poole on 11 November. If you know anyone interested in kickstarting their career in healthcare, please let them know about our event. Walk-ins are very welcome, but we encourage people to apply to ensure an interview on the day. [Click here](#) for more information.

## Newly qualified nurses' recruitment day

Our twice-yearly event for newly qualified nurses takes place on Sunday 19 November at RBH. Attendees will experience a tour of the hospital, talks from our matrons, information about our preceptorship programme and an opportunity to network. We're excited to welcome our next cohort of nurses.

## Recruitment of internal candidates

There has been an increase in recruiting managers starting internal candidates in a new position shortly after interview but before confirming with the recruitment team and agreeing a suitable start date. This causes issues, including being unable to confirm the individual is cleared for the position against all employment checks, ensuring information is with payroll before

payroll cut off, and preventing individuals not receiving new pay uplifts for several months.

All internal candidates need to receive a conditional offer for the new role and the recruitment team needs to review/check and clear a range of employment checks to ensure the individual is safe to work in the new position.

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

# Working together to benefit staff and patients

UHD and BU are both exciting places to work, imagine if you could combine both? Well, you can! Meet Lucy Stainer, senior lecturer in adult nursing at BU and research nurse at UHD. Lucy has worked at BU for 20 years, but prior to this worked as a nurse on surgical wards for 13 years.

Starting a family, Lucy moved to part-time hours. Soon the nurse in her was resurfacing and she was keen to find an additional role working with patients. She was successful in becoming a research nurse back at UHD,

bringing new and exciting challenges.

Lucy said: **“I love learning, so I’m really pleased to be working in cardiac - a new speciality to me collaborating with RBH and Christchurch. Working in research ties in well with my work at BU where we are teaching evidence-based practice to student nurses.**

**“I really feel like I’m getting the best of both worlds and feel very lucky to have roles that complement each other so well. It’s great to have such variety in my working week.”**



Sound interesting? Our partnership programme with BU could support you work across both organisations. Check out the current vacancies at UHD and BU [here](#).

## Three years of the BU-UHD partnership

**The BU-UHD partnership is now entering its fourth year of official collaborative working.**

Over the last year, this special partnership has worked together to host successful public health and research events, codesigned and codelivered new programmes to develop our staff, and enabled new research studies to be launched and published.

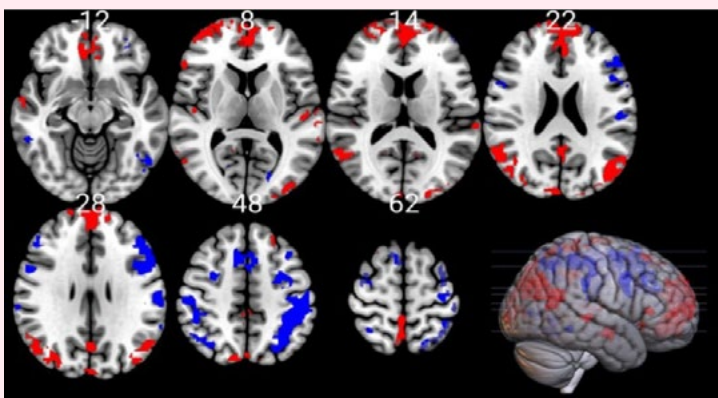
The number of joint research studies continues to increase, each one bringing new insights into understanding our health and treatment. These included a new group looking into the benefits of cold-water swimming - their findings helped explain why people often feel more upbeat and alert after, potentially leading to alternative

treatments. We also hosted successful, joint research-focused events such as our sold out, public health talk event with Professor Sir Jonathan Van Tam.

Placements remain a vital part of many clinical and non-clinical courses. Some 1,796 BU students have benefited from real-life, hands-on experience in the workplace through placements over the last year, as well as giving us vital support. We continue learning from each other and hope to roll out more internships next year.

We continue to codesign and codevelop training programmes (CPD, degree, masters or PhD) that support our staff for future roles and are working hard to remove the barriers to collaboration.

If you would like more information on how the partnership can support your team, contact [susan.varley@uhd.nhs.uk](mailto:susan.varley@uhd.nhs.uk).



**Interested in a part time PhD?**

**Deadlines close 4 December. If you have any questions about this, please email [susan.varley@uhd.nhs.uk](mailto:susan.varley@uhd.nhs.uk).**

# SPOTLIGHT ON: Making a difference with our Bournemouth Research Hub

A big friendly hello from us - the Bournemouth Research Hub. We sit within the Dorset Clinical Research Centre (DCRC), and you can find us on the ground floor of the west wing at RBH.

We're part of a network of hubs in the area, all running health research studies which aim to save and improve lives. Most recently we have helped to develop Covid-19 vaccines, and we are also running a vaccine study for people experiencing recurrent UTIs. Next year we are looking forward to running studies into diseases such as flu, shingles and RSV.

We always have the most amazing response from the public, whose involvement is at the centre of our work. Our team has enrolled more than 1,200 volunteers into 12 different studies - that means we've seen our participants more than 7,400 times! Our goal is to run a wide variety of studies which will help address the health needs of those living in this area. These might include cancer vaccines and new treatments for asthma and diabetes.

## Dennis Andrew, 65, said:

“It's essential to get involved with health research. I may not wear a white coat or work in a lab, but by taking part in research I am playing a role.”



We know our population is an older one, so we're looking closely at how we might align our work to ensure we are helping where it's most needed.

Nicki Lakeman, lead research nurse, said: “Research is the key to developing better healthcare for us all and we know that every treatment starts with research. The pandemic really put research in the spotlight - and now there's a much better understanding of the work we do and its impact, which is great to see.”

We have also been supported by #TeamUHD. Thank you to everyone who has taken part in our research, our work totally relies on people stepping up, and we couldn't do it without you.

## Christopher Killen, 70, said:

“I find the hub very professional, and the staff really interested in us and very caring. It feels positive to know I'm contributing to science. Humankind is likely to benefit from this research and this really motivates me to get involved.”

## Follow us on social media



@BournemouthHub



@BournemouthResearchHub



Bournemouth Research Hub

WESSEX RESEARCH HUBS





Team UHD says goodbye...



# Liz caters for last customer after 37 years

One of the most popular and recognisable faces at Poole has retired after 37 years...

Liz Brown joined the catering team as an assistant in 1986, before moving to the role of senior dining room supervisor, where she's been greeting customers in the Dolphin restaurant for around 30 years.

***"Everything has changed,"*** said Liz. ***"When I started, the Philip Arnold Unit was a car park, and people could even smoke in parts of the dining room."***

***"I'm fortunate that we have had a lot of staff that have stayed with the catering team a long time. I've had staff come up to me and tell me that I was here when they started out in their nursing careers as students. I will miss them all."***

Over the years, Liz has provided far more than just a friendly welcome and good service.

***"The patients and visitors that come into the dining room are so important. Food can be a comfort, and some people just want a cup of tea and someone to talk to away from the wards and the busy clinical environments."***

***"I had a lady who chatted to me regularly while her husband was gravely ill on***

***one of the wards, and she came back in one day with her husband to give me a box of chocolates. She said to her husband 'this is the woman who has kept me sane', it was lovely and I'm going to miss those moments."***

***"I see everyone who is working under tremendous pressure just relax that little bit when they're here, and it makes me so proud that we can provide that space for them."***

***"The dining room is a great leveller, and it doesn't matter who you are or what***

***your role is. Everyone needs to eat. People are just so friendly, and they have a chance to just stop and talk to one another."***

Liz is passionate about all things vintage and aims to indulge her passion just a little bit more in her retirement.

***"I'm looking forward to spending more time with my husband and my family, a few more holidays and vintage weekends and putting a few more miles on the motorhome."***

Colleagues presented Liz with gifts and a card at her retirement event - in the dining room, of course - in late October.



# Walking for our wards

More than 320 people came together in support of our hospitals on 14 October for our Walk for Wards fundraising event. It was amazing to see everyone getting their wellies and walking boots on to walk around the beautiful grounds of Upton House and Country Park.



Please scan the QR code to flick through the gallery of photos captured on the day by Charles Thorne Photography.



*Thank you to everyone who walked with us!*

# Super seven take the leap for our hospitals

**Congratulations** to Ali Whyte, Molly Lopez, Rachel Gregory, Kim Davis, Fiona Sowerby, Amira Al-Bittar and Charlotte Pontin-Thomas from our hospitals for braving the 10,000ft and 15,000ft charity skydives. They jumped from a Cessna Super Cargomaster - the fastest tandem skydiving aircraft in the UK - to support their colleagues and departments close to their hearts.



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](http://UHDcharity.org), or contact the office on 0300 019 4060/8449



## Elf Dash 2023!

Saturday 2 December



## Elf Dash is back

Prepare to dash along Branksome seafront in a 2km fun run on Saturday 2 December. After crossing the finish line, pay a visit to Santa and indulge in a complimentary gourmet burger and hot drink provided by our friends at Rapid Relief.

Every ticket will help gift children in hospital with a brighter Christmas and support our children's departments and services beyond the festive period. Limited tickets are available for this event which is usually a sell out so why not dash to grab yours [here](#).

## Crockery delivery

We caught up with ward sister, Claire Conlan, who showed us the new plates funded by our charity to make mealtimes more appealing for patients.

As well as providing colourful crockery, the orange bowls help nurses to identify patients with the need for assistance. These are now being used across wards at RBH with plans to also extend this to our wards at Poole in the future. This is part of a bigger project that aims to transform the way we cater for our patients and our colleagues. Stay tuned to hear more!



## Lighting up Poole Park for SPRING



To mark the end of Baby Loss Awareness Week (9-15 October), bereaved parents and families came together for the annual Wave of Light event with our charity funded support service, SPRING. The evening saw 220 people light a candle in memory of those babies who are sadly no longer with us. Poignant poems were read, and people connected by this loss could come together to support each other. Find out more about the service [here](#).

## Bringing comfort to the Jigsaw Unit

After many uncomfortable chemotherapy sessions sat up right, Hilary Coleman set herself the mission to fundraise for three new reclining chairs at the Jigsaw Unit. Hilary raised an incredible £6,115 and inspired two other supporters to go on to raise enough for two extra chairs.

To purchase new chairs for all 10 bays, we also received generous donations from the Ferndown and Parley Rotary Club and Faye Clifford's Open Garden. This means every patient undergoing their chemotherapy treatment in the Jigsaw Unit can now sit back and relax as they try to get some much-needed rest.



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

Follow @UHDCharity on  Facebook  Instagram and  X (Twitter) Visit [UHDcharity.org](https://www.UHDcharity.org), or contact the office on 0300 019 4060/8449



# Let's talk about IT

## Are you using our new EPR clinical letter?

A clinical letter function is available in EPR. If you dictate/create letters and would like to use this function, please click [here](#) for more details on access and use.

Louise Downey, clinical digital lead for medical specialties directorate, said: *“When I began my nursing career, I never anticipated the extensive amount of paperwork involved in every NHS job I have*

*undertaken. I had the privilege of meeting the medical records team. I felt very confident that I was very efficient in reducing paper waste. However, in one month, the team can find up to 400 incidents of paperwork completed incorrectly.*

*“I made to pledge to improve this and have implemented a regular **paper free outpatient clinic**. My clinic list is now emailed to me, and with the*

*use of Dragon Dictation and the new clinic letter template on the electronic patient record (EPR) system, we are relieving the burden on the administrative team.*

*“We can generate multiple letters for the same patient and electronically copy relevant recipients. As a result, my clinics now run approximately up to an hour earlier on average.”*

## A big thank you to IT

Our IT team set up an automation system to upload notes for the musculoskeletal therapy team this year used by all MSK teams across all sites.

So far this has automated the upload of **8,353 sets of notes** into EPR over the 172 days since this went active! This is estimated to have **saved 165 hours of clinical time** in those 172 days and means that the service has regained just under an hour a day which we can use to provide better care to our patients.

## IT hardware requests

IT is continuing to experience delays of **up to nine months** for the delivery of hardware including laptops, tablets, printers, webcams and more. We are working closely with our partners in procurement, other trusts and third party suppliers to relieve pressures as much as possible. When stock does arrive, we will be prioritising outstanding clinical IT hardware requests first. Please bear with IT staff regarding your order - they share the same frustrations!

## Improving communication between UHD and primary care

The new UHD Day Case Discharge Summary is now in use within day case wards and units across the trust. Within the first week, over 1,500 of the new forms were completed, signed, locked and published - with electronic copies transmitted to Dorset GPs. [Click here](#) for more information.

Lisa Brinkman, IT nurse specialist, said: *“This form allows accurate and timely communication between UHD and primary care following a day case admission. This will also ensure an improved continuity of care for our discharged patients. It has been developed in close collaboration between UHD and Primary Care to continue the road of a more integrated ICS.”*

## Attention all doctors

The eMed3 Medical Fit Note is now live on EPR replacing the current paper sick note form. Log in to EPR, and click the ‘create documents’ section and then look for ‘reports’ then click on eMED3 Medical Fit Note (secondary care) and this will then open the eForm. Fill out the form and submit. You will then be able to print off your completed eForm sick note and hand to the patient as needed.

Once the eForm has been completed and submitted it will then automatically feed through to local GPs and sent via our Synertec print and post service to out of area GPs.

Please contact [richard.jordan@uhd.nhs.uk](mailto:richard.jordan@uhd.nhs.uk) with any questions.

# The Brief



## Wednesday 1 November - spread the word

Please use this sheet to communicate the key messages from *The Brief*. Return your form to Siobhan Harrington, CEO, or email it to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk)

Update	Shared?
<p><b>Exec update:</b> Our chief nursing officer, Paula Shobbrook, has announced she is leaving UHD at the end of March. Karen Allman leaves us at the end of this month and we will welcome Tina Ricketts in the new year as our new chief people officer. Page 2.</p> <p><b>UHD Team Month:</b> Our first UHD Team Month is here! Head to page 5 to find out more about the masterclasses and resources available for you to make the most of the month and for how to celebrate your team.</p> <p><b>Pathology on the move!</b> This month our pathology teams start moving into the new One Dorset Pathology Hub. See page 6 for details and for how to stay up to date with all things transformation.</p> <p><b>Become a coach:</b> There are 15 spaces available on our new in-house coaching qualification, starting in February. See page 12 for details.</p> <p><b>Covid time capsule:</b> We'll be burying time capsules on our three main sites in March on the anniversary of the first lockdown. What should go inside? See pg 12.</p> <p><b>Switching off our intranets:</b> We're switching off the old RBCH and Poole intranets at the end of March. Is your content ready to be moved the one UHD site? Page 5.</p> <p><b>Staff Survey:</b> #SpeakUpSparkChange and have your say by 24 November. Page 13.</p> <p><b>Thrive Wellbeing:</b> Check out the UHD community noticeboard, get templates for your team newsletters and find out more about Men's Health Awareness Month from pg 10.</p> <p><b>Network news:</b> The latest edition of our Pride Network's magazine is out now and join us as we get ready for #PurpleLightUp with our ProAbility Network. See page 17.</p> <p><b>And finally:</b> See <i>The Brief</i> for upcoming events, social media spotlight, Green UHD, Charity and recruitment round ups, a BU update and more!</p>	

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

**Department:**

**Signed:**

**Date:**