

The Brief

November 2025



Better together at UHD

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Restart a Heart Week

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Patient First training

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Good news feed

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The Brief



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

Update	Shared?
Industrial Action: The BMA has announced that its resident doctors will stage full walk-out action from 7am this Friday 14 November to 7am on Wednesday 19 November. Please see the Bulletin and intranet for regular updates. Annual leave: The major summer service moves take place at the start of the school holidays which will have an impact on annual leave. There is guidance for managers to support with annual leave requests. See more on page 6. Wellbeing guides: Use our handy guides to find all the support you need including, our winter wellbeing offers. NHS Staff Survey: There is still time to take part in our NHS Staff Survey and make sure your voice is heard. You could also win an iPhone 16 Pro or £250 with your team. See page 8. Flu vaccines: The flu is more than a cold. Learn more about the impact on flu and how to get your vaccines on page 7. Transformation: Learn more about our plans for Poole Hospital and its journey to becoming the largest dedicated Elective Surgical Hub in the country on page 9. Christmas decorations: You can get funding for Christmas decorations for your wards and presents for your patients, thanks to our UHD Charity. See page 13. Network news: See pages 16 and 17 for information about our next Staff Network events. Recruitment: There is a dedicated team at Citizens Advice who can answer your questions on immigration - see page 21 for details. IT: Take part in our digital literacy and capability survey to help us understand what tools are being used across UHD on page 22. And much more... Catch up on Restart a Heart Week, learn about our ward clerks, Patient First training, Peter's ponderings and celebrate with our Goods News Feed.	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date:

Your University Hospitals Dorset

An update from our Chief Executive, Siobhan Harrington



Thank you for all that you are doing to help care for our patients and for each other.

I know this has been a very busy time, especially with preparations for our next phase of moves. These include our Emergency Department and Inpatient Paediatrics moving from Poole to Bournemouth in July and August next year, all part of our vision of creating the main emergency centre at Bournemouth and the major planned care centre at Poole. This is requiring many hours of extra work to make it safe for our patients, but I know when complete, we will be more resilient in the future.

And this is always a season of change. From the clocks to the weather, to the darker evenings, we can't help but look ahead and prepare ourselves for winter. We have been feeling this change in season across our Trust too. We have already had to declare business continuity incidents to help our hospitals. Our Emergency Departments have seen a lot of very ill patients, and we still have problems with the flow of patients through our hospitals.

We are also preparing for industrial action by our resident doctors starting later this week. This is obviously a national dispute with the

Government, but I hope that there will be a resolution soon and thank all colleagues involved with the planning.

The Care Quality Commission visited our maternity service in the BEACH Building at Royal Bournemouth this year and we are preparing for their report. We are working very closely with the CQC who have shared positive feedback from patients about good personalised care, but also areas for improvement. I am expecting that they will come back to us over the next months, so we need to be prepared for those too.

Financially this is going to be a challenging few months for us and our Dorset partners. All of us have a role to play in saving the NHS money, so please do share ideas with your teams and do everything you can to help.

So with all that, my plea to you is that we all need to pull together.

The importance of coming together as one UHD team has never been greater and your continued efforts are making a real and lasting impact. Already we are seeing what we can achieve when we work together:

- Despite the pressure on our EDs, our ambulance handover performance remains strong.

- 49.6% of you have completed your Staff Survey, very marginally down on our position at the same stage last year, but over 10% higher than our comparator group. We still have more to achieve, so please do encourage all colleagues to complete by 28 November as it is important that we hear every voice. The results will really help us develop as a Trust, details on page 8.



#SpeakUpSparkChange

- Continuous improvement in planned care pathways has been evidenced, with Referral to Treatment (RTT) 18-week performance being maintained and both total RTT waits and time to first appointment reducing.
- The percentage of patients on the waiting list greater than 52 weeks also moved closer to the 1% target.
- We continue to deliver an increase in elective activity compared to the baseline year of 19/20 as planned; in September this was 118.5% year to date.

- We are no longer in dispute with UNISON and we look forward to working closely with them in the future.
- Two of the three national cancer waiting time standards (faster diagnosis and 31-day diagnosis to treatment standards) were met. Our focus is on improving the 62-day time to treatment performance, and we have an improvement plan in place to support this.
- Our Endoscopy services have been awarded JAG accreditation for the year. Many congratulations to the team.

I know how hard you are working to achieve these, so I also want colleagues to support each other. Please can everyone check in with each other and truly listen. In times of change, listening becomes even more vital and it remains a core value at UHD. It's how we learn, grow, and strengthen our culture of openness and support.

We have republished our Health and Wellbeing Guides to help you find the support you need, with a guide for all staff and one for team managers. Read more on page 5.

Another ask I would like to make is for everyone to get their flu vaccine. It's important that we protect ourselves, our families, our



patients and each other by getting the vaccine so please do. Details on page 7.

Thank you to everyone involved in preparing our hospitals for the challenges ahead and for supporting each other. We have amazing colleagues across our Trust, with a wide range of skills to help us move forward, and we will get through these changes together.

Siobhan

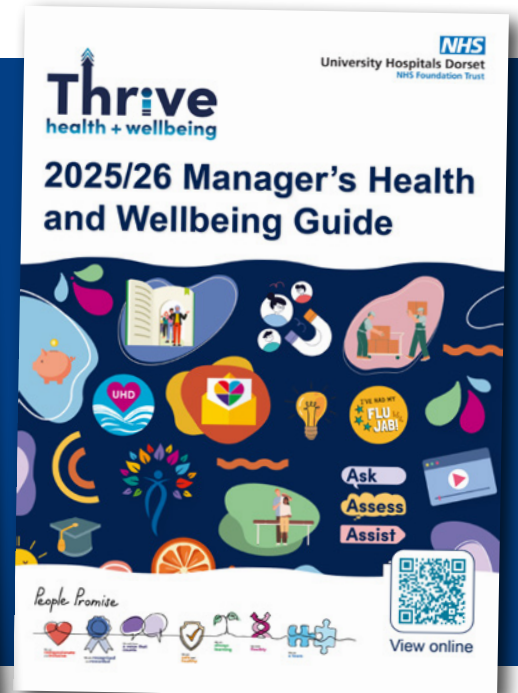
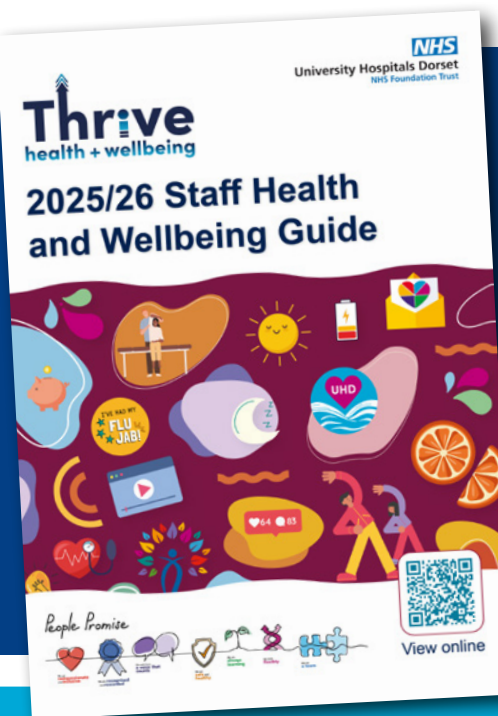
Vital statistics October 2025

- We saw **47,383** patients in our outpatient departments
- ...and an additional **9,091** virtually
- Carried out **1,734** day case procedures
- Supported the birth of more than **331** babies
- Attended to **14,481** patients in our emergency departments
- Cared for **209** patients at the end of their lives
- Started **257** patients on their radiotherapy journey

Thank you **#TeamUHD**

Protecting your wellbeing

These guides, along with our Thrive Health and Wellbeing intranet, web, and app pages, are here to help you find the support you need. We have created a guide for all staff and one for leaders who manage teams. [Click here to read them.](#)



“We have all chosen a career in the NHS because we are passionate about caring. Thank you to all of you for the part you play in caring for our patients. Our NHS People Promise helps us to make sure that you are well looked after in return. We cannot care for our patients unless we first care for ourselves and each other.

“Working in the NHS can be demanding, but it should

never come at the cost of your own health. If you have any worries about your wellbeing, it's important you talk to your manager.

“The connections we make with our colleagues, our patients and our friends and family outside of work, have a huge impact on our wellbeing. Be kind to yourself and others.

“If you are struggling, remember there's plenty of support available, from a simple chat with a health and wellbeing champion to specialist psychological support.”

**Melanie Whitfield,
Chief People Officer**



We are
compassionate
and **inclusive**



We are **recognised**
and **rewarded**



We each have
a voice that
counts



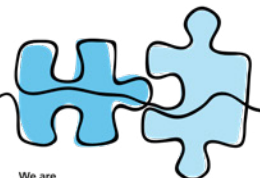
We are
safe and
healthy



We are
always
learning



We work
flexibly



We are
a team

Guidance for booking leave during service moves in 2026

We are planning our next phase of service moves across our hospitals for next summer. These moves are the largest and most complex in the country over the next few years and are a vital part of the £500m investment in our hospitals.

The moves are scheduled to take place from Tuesday 21 July - Friday 31 July, at the start of the school summer holidays. While it is important for all staff to take their leave over the year, we have sent our managers a list of guidance to help us plan for this, and to ensure fairness and parity across our teams. This guidance may affect your

ability to take annual leave during this period of change as we need to always maintain safe care for our patients. You can read our guidance for managers [here](#).

We appreciate your support and understanding while we aim to ensure the changes and moves take place with the least disruption for patients as possible.

Driving outpatient excellence: Join the journey

The NHS is facing unprecedented pressures, and this is felt keenly in outpatient services. We are rising to the challenge with our Outpatient Improvement Programme, a bold, collaborative effort to transform patient pathways and deliver better care for all.

Why change matters

Last year, we analysed over 500,000 patient journeys to see where we could make the biggest difference. The result? A clear roadmap to improve how we manage outpatient pathways, communicate with patients, and harness digital tools to streamline our work.

SHAPING THE FUTURE OF OUTPATIENT CARE AT UNIVERSITY HOSPITALS DORSET

OUTPATIENT IMPROVEMENT PROGRAMME



More information, latest programme news and upcoming events

Share your thoughts, suggestions and ask questions

crystal.dennis1@nhs.net

We know that delays and missed follow-ups can pose real risks. That's why our new systems are focused on ensuring no patient is lost in the process. By streamlining advice and guidance, and supporting GPs to refer when necessary, we're helping patients get the right care, in the right place, at the right time.

From two-way appointment rescheduling to a single, efficient advice and guidance system, our teams are embracing innovation. Eight key projects are underway, each designed to cut duplication,

clarify roles, and standardise processes so everyone can focus on providing quality care.

We need your ideas to shape the future of outpatients at UHD. Join our workshops in November, offering everyone a chance to get involved.

Check out the slides on SharePoint Outpatient Improvement Programme, register for upcoming rapid insight, and let's make outpatient care at UHD the best it can be.

Let's drive excellence, together.

Find out more [in this recording](#) or email crystal.dennis1@nhs.net for more info.

Flu season is here

Get protected this winter



One of the first signs that we are on our way to winter, is the flu vaccine. As reports of flu activity continues to increase, the UK Health Security Agency is urging everyone to get vaccinated as we head into an early start to the flu season.

Why should you receive your vaccine? How unwell can the flu make you?

We sat down with **Emma Gurd**, Clinical Lead in OPS Therapies to learn about her experience with the virus...

*“I joined the Trust in December 2007, as a newly graduated rotational Physiotherapist. I think I may have missed flu season that year. As a new starter, I **probably thought I was invincible** and didn’t consider receiving the vaccine.*

*“However, the year after I caught the flu and it was horrendous. It started with a headache I couldn’t shift and my whole body ached. I was barely eating or drinking and couldn’t concentrate on anything. I **hallucinated that there were ants on my ceiling as my temperature was so high.***

“I went to my GP, and he confirmed I had the flu. In my naivety, I asked him what I could have to treat it, and he prescribed nothing. However, I could only self-medicate with over-the-counter pain killers.

“After being off work for a week, I returned. However, it was only a few weeks before I got sick again with another viral infection. I think I went back too quickly, my immune system was still recovering or maybe the flu reared its ugly head again.

*“I **have had the flu vaccine ever since. The flu is not a cold. I have never felt so unwell since.***

“In my role I work with very vulnerable patients who are at risk of the flu. I was in my 20’s, fit and healthy yet I still got so poorly. It took my body longer to recover; our vulnerable patients may not be able to.

“I got my flu vaccine easily this year. I never have any problems receiving it, apart from a sore arm which disappears very quickly.

*“If you have had the flu, you would not doubt taking the vaccine. It’s not worth the risk of getting it. The impact it has on your time away from work, loved ones and colleagues. I **wouldn’t wish it on my worst enemy.**”*

Our UHD Defenders will be visiting the different departments across our hospitals. Please ask your manager or team lead who your peer vaccinator is.

You can also invite our team to your department or ward.

Email uhd.teamflurequests@nhs.net with your including your preferred date and time, an approximate number of staff requiring vaccination and a contact name, phone number, and email address.

Click [here](#) to book an appointment convenient for you.



Save lives,
improve
patient safety

Five reasons why you should fill out the NHS Staff Survey...



1 Your feedback makes a difference at UHD

It helps us to improve staff wellbeing, working conditions, and work-life balance. If we get these elements right for our staff, we then provide better care to our patients. Read about some of the improvements your 2024 feedback helped make [here](#).



2 Your feedback informs national NHS strategy

Data from the survey helps organisations like NHS England and the Department of Health and Social Care develop workforce policy and track progress on national initiatives. It also provides evidence to the Pay Review Bodies which use the data to make recommendations on staff salaries.

3 You can make sure all NHS staff have a voice

Your participation is crucial to making sure that the data provides a true picture of what it is like to work in the NHS. The results are used to understand how inclusive the NHS is and whether career opportunities are open to everyone.



4 You could win an iPhone 16 Pro

Everyone who has filled out the NHS Staff Survey will be entered into a prize draw to win an iPhone 16 Pro. Thank you to our UHD Charity for funding this prize. After the survey closes our external survey provider will randomly select a winner. Your anonymity and data will still be protected. Find out more [here](#).

5 You could win £250 with your team

The team with the most improved response rate compared to 2024 will win £250. The teams with a response rate of 100% will receive a hamper. Everyone who completes the survey will be sent a £3 voucher for our Trust-run food outlets, funded by UHD Charity.



Check your inbox for an email from NHSstaffsurvey@iqvia.com to fill out your survey before 28 November.



The road to Summer 2026

Big changes are on the way next summer as some of our hospital services change sites. As part of our series highlighting the teams making the move, join us we delve into some of the changes at Poole Hospital and its journey to becoming the biggest major planned care centre in the UK...

Seeing our patients sooner

An interview with **Robin Armstrong**

Robin Armstrong is on secondment from Dorset County Hospital as the General Manager responsible for delivering the Elective Surgical Hub at Poole Hospital. We sat down with him to ask him a few questions about the upcoming changes.



What is an Elective Surgical Hub?

An Elective Surgical Hub is a specialised unit that exclusively carries out planned surgical procedures. It often focuses on high-volume, low-complexity operations such as cataracts or joint replacements. It operates with dedicated staff and resources, separate from our emergency services, to reduce cancellations and improve how many patients we see. The hub will aim to improve how we use our theatres, streamline patient pathways and have consistent, dependable operating schedules.



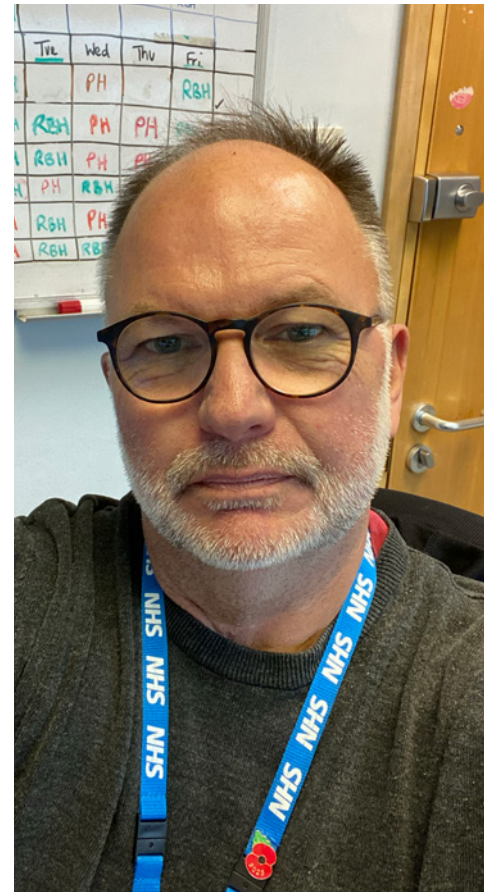
What are you most excited about?

Personally, I'm excited for our patients and staff. Our patients will receive a reliable surgical service with a reduced chance of their operation being delayed or cancelled. For our staff, they will have a satisfying experience, being able to do the jobs that they love in a new and exclusively protected environment.



What is moving to Poole and what is moving to RBH?

Most of the elective surgery will be undertaken at the Elective Surgical Hub. This will be supported by admissions and discharge facilities, inpatient services and an Enhanced Post Operative Care (EPOC) Unit which will support those with a higher level of post-operative



care need but don't require Critical Care support. All emergency surgery, trauma and complex elective surgery will be performed at RBH.



What is the long-term goal?

To develop the largest dedicated Elective Surgical Hub in the country, delivering the highest quality care in a setting which prioritises professionally satisfying, effective and efficient care.

How are you getting move ready?

We have project teams working on both the elective and emergency pathways. Each part of the move has someone accountable for progressing the various workstreams. Most of these leads are clinicians to ensure that the delivery of the project has the needs of the patient at the heart. We also have the support from key colleagues across our services to ensure there is a fully multi-disciplinary approach.

Are the barn theatres at Poole being used already? Will they change?

Our barn theatres at Poole are already up and running. These are open-plan theatres with four tables and privacy

screening. The benefit of this space includes enhanced safety, teamworking and reduced infection rates. Alongside our Poole theatres, they will become dedicated to exclusively delivering elective care. In addition, two new theatres have been commissioned and work on these will begin early next year.



How long before the planned care move is complete?

All our Phase 3 projects, including our Elective Surgical Hub, are dependent on the

completion of the Coast Building at RBH. We are targeting the moves for the last weekend of July 2026, in line with the completion and commissioning of the Coast Building.

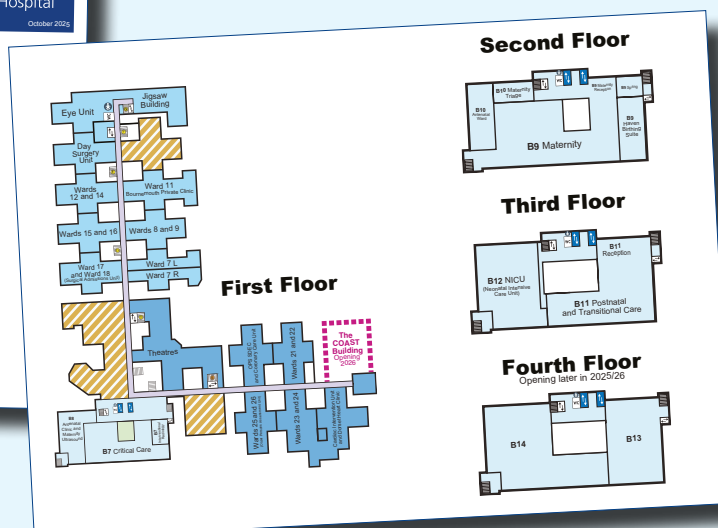
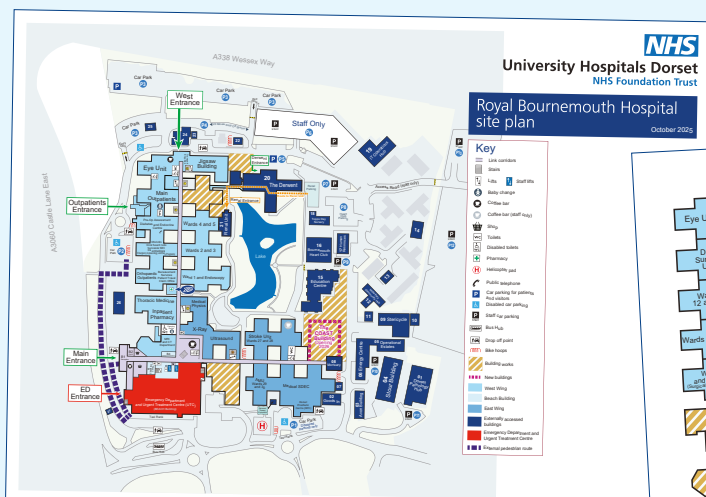
What are the main challenges?

As with any highly complex project, there are many challenges. We need to have the right staff, in the correct building, in the right place, at the correct time with the right patient!

For me, the largest challenge will be managing the change, not just for our amazing staff but also for the public and patients. Change at this level raises lots of questions and anxiety. Everyone must be completely confident that all our efforts will truly produce something special for our local communities, and for all at UHD.

New RBH site map

Our RBH site map has been updated to reflect all the recent changes across our site. You can find the latest update [here](#).



Cancer Care tabletop simulation - preparing for a service move

In February 2026, Cancer Care (Oncology) inpatient services will move from Poole to RBH. The Acute Oncology Service from both sites will also be merging in RBH. To support planning for the new department, the Simulation Team facilitated a tabletop simulation early last month.

The team used detailed floor plans and markers to represent staff roles. They explored patient pathways, communication processes, and equipment layout within the future ward environment.

This session is an early step, ahead of in-person simulations planned for when the new ward is fully equipped. Findings from the session will inform ongoing planning and contribute to a smoother transition for both staff and patients.



RBH: New signage

If you've been onto the RBH site recently, you may have noticed brand new signage around the external area of the site. These include new directional signage for both those driving to our car parks and those walking. Next up is internal signage.

The RBH site will be split into three distinct zones, and the Emergency Department: Zone A (West Wing), Zone B (BEACH Building and Atrium) and Zone C (East Wing and the new Coast Building).



Lauren Cannings, Travel and Transport Manager, said:

“The refreshed road signage now includes clear car park numbering to signpost drivers to the most relevant area for their visit. Disabled parking areas are now individually marked on all signs to assist those who hold a blue badge in finding a space more easily. As well as drivers arriving to site, pedestrians are also better supported with new signage from the car park and bus hub areas, back to the hospital main entrances.”

Read more about why this is happening [here](#) and you can see a timeline of all the changes [here](#).



Peter's ponderings...

with Dr Peter Wilson, Chief Medical Officer
and Deputy Chief Executive

It has been quite a while since I wrote a blog and a lot has happened in that time, both at home and work...

I'm writing this before taking a week's annual leave to see my parents who have arrived from overseas, and who I haven't seen for almost a year. My son went off to university last month, and my daughter finished her GCSEs and has started A Levels. I also had to re-apply for a foreign passport which has left me equal parts fuming and exasperated and reminds me that the bureaucracy within the NHS isn't as bad as we think! Daisy, the dog, is fortunately fine.



None of this is important to anyone else other than my wife, Sonya and I, but it's been constant and low-level stress. It reminds me that every one of us carries these issues with us every day. I have met so many people who have relatives with health issues, caring for elder relatives living thousands of miles from loved ones, including

children etc. Everyone I meet is wonderful, caring, and pushes these stresses to the background.

If we then throw in the continuous moves, teams coming together, moving into the BEACH, moving a significant number of patients, the beginning of winter, the stress for all of the subsidiary company conversations, the financial position, our operational position.... the normal daily stresses of the Trust become magnified, and is therefore not surprising that we occasionally fray around the edges.

I have had some difficult conversations with several teams over the last few months. People are sad, angry and bewildered at having to re-configure. That is not surprising, but we all seem to keep forgetting is that we all want the same thing; for our patients and staff to be looked after.

What is not surprising, but we keep forgetting, is that is the way we engage with each other often what gets in the way. I firmly believe this is because we are all carrying so much around us, and all working so hard to keep everything going, that we regularly forget to stop.

It sounds simple, but stopping, engaging, and understanding each other's views, thoughts, concerns and visions is so important. It doesn't mean we always get what we want, but it

is so important we recognise in each other that we all want the same thing; we just sometimes have different perspectives.

So, I am sorry for you having to 'listen' to my ramblings, but now, more than ever, I would encourage all of us to stop, engage and really listen to understand. Time and time again, I have met with teams thinking that I have a problem to solve but actually finding that in reality, we just haven't listened fully. It means we can come to better solutions, often through change, and even if we don't get what we want, we feel heard and engaged.

I am now off for a week with my family to unwind, recoup, and come back ready to work with all of you to make UHD to be the best place to be treated, and to work. It is a lofty ambition, and we aren't there yet, but I know we can do it together.

I know many of you glance at my blog not to hear my ramblings, but to see pictures of dogs. So, in parting I will leave you with my Daisy who is turning six years this month.



Peter

Support patients who can't be home for Christmas

We are calling on everybody across Dorset to support this year's Christmas Appeal to provide a gift to every patient who can't be home for Christmas. More information will be coming soon.

In the meantime, if your ward or area treats patients over Christmas, all staff are invited to [fill in this form](#) by **Friday 21 November 2025** to receive the gifts ready to give to your patients on Christmas Day.

You can also fill out [this form](#) by Friday 21 November to receive **£20 for festive decorations** to bring some Christmas sparkle and cheer to your wards throughout the festive period.



drum up £738 for Gully's Place

Our hospital band, *On the Nash* filled the seats in The Bell recently as they took to the stage for an evening of great music and a charity raffle. Every penny raised will help children and young people with life-limiting conditions supported by Gully's Place. Thanks to everybody who came to rock out with us.

Take the leap for an unforgettable experience

Our next charity tandem skydive is taking place on **Saturday 7 March 2026**, and you are invited to skydive from 10,000ft or 15,000ft to support our hospitals.

This challenge is like nothing on earth, and accessible to all - taking part in the charity skydive is the experience of a lifetime and one you will never forget.

If you and your teammates would like to take part, [sign up now](#) at uhdcharity.org for an exciting date in the diary next year.



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

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

You said, we did

You said: An incident occurred where contractors were completing works on a ward at our RBH site and a staff member tripped and sustained extensive bruising.



Save lives,
improve
patient safety

We did: Our Health and Safety Team went out and investigated the same day, speaking with the contractors and making the area safe to prevent any further issues. Thank you to the ward team for reporting so quickly!



A focus on fire safety

Learn at Lunch: 13 November at 12.15pm



Join our Estates Lead,
Bernard Bhukal, to find out more...

See the intranet for the Teams link



Could you become a researcher?

DORN+ (Dorset Opportunities in Research Network Plus) is a collaborative of interested and aspiring researchers from Dorset health and social care. Organisations are working together to draw on collective expertise and knowledge to support and develop those interested in research, inquiry and investigation.

In October, we held a launch event at Bournemouth

University which was well attended by clinicians and researchers from Dorset County Hospital, Dorset Healthcare University NHS Foundation Trust, UHD and Bournemouth University.

We will be holding monthly network meetings online and in person. We will be hosting development events over the coming year.

Click [here](#) to find out more or email uhd.dorn@nhs.net to join.



The power of kindness



“Kindness isn’t the opposite of performance - it’s what makes high performance possible.”

Kindness isn’t just about being nice. It provides a powerful foundation for trust, collaboration and high performance within teams. When kindness is visible and practiced consistently, it transforms how team members work together and how they feel about their work.

A kind team environment can reduce stress, increase morale and can help individuals and teams bounce back from challenges more effectively. These teams are more likely to speak up, share ideas and take accountability, which in turn will fuel innovation and a culture of continuous improvement and learning.

[Here are some tips](#) around the importance of kindness and how we might put this into action. Visit our [Thrive Building Effective Teams](#) intranet pages for more resources.



Anti-bullying week

This week (10-14 November) is Anti-bullying Week. This year’s theme ‘Power for Good’ is about empowering people to speak out, support others, and build a world where kindness wins.

Small acts of kindness can make a huge difference, so at UHD we want to highlight the importance of being kind. Our [behaviour charter](#) focuses on being kind and the positive ways we work together to support each other and give outstanding care to our

patients. It has been created to support you to recognise, respond to and report poor behaviour. You can find it on the homepage of the intranet.

The NHS Staff Survey will ask you if you have experienced

bullying or harassment while working at UHD. Please use it to share your experience so we can make UHD a great place to work for everyone. Read more on page 8.



#TeamUHD

Behaviour Charter

Being a member of Team UHD means living by our values. Our values and behaviours were created in partnership with our staff and patients. They make sure we provide our patients with excellent care, and our staff with a great place to work.

This charter sets out the behaviours we expect from every member of Team UHD and what to do when they are not met.

We also promote our Trust behaviours with our patients and visitors. [Read them here.](#)

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



Network news



We want to develop a culture at UHD where everyone feels supported and encouraged to be their true selves at work.

Our Staff Networks are a safe space for colleagues to find a sense of community, and their meetings provide an opportunity to discuss various topics of interest.

Head to our [Staff Networks page](#) for more information.



Be a great place to work

BLACK HISTORY MONTH

A huge thank you to [DEN](#) members, external speakers and special guests for making our Black History Month celebrations at UHD such a success.



The events were a great opportunity for colleagues to come together and raise awareness of Black History Month, while showcasing the rich diversity and 'One Team' value of our Trust.

Engaging with Black History Month is more than an annual observance, it's a chance for personal reflection, team growth, and cultural transformation for all of us. Click [here](#) to see why it matters, and to catch up on the events again, click [here](#).



Save the date for Positively Purple!

Join our [ProAbility Staff Network](#) on **Wednesday 3 December** for a special webinar dedicated to 'Positively Purple' (formerly known as 'Purple Light Up'); a global movement to raise awareness and celebrate the contribution of employees globally.

[Purple Space](#) has been leading the movement since 2017 as a mark of respect to the UN International Day of Persons with Disabilities, held annually on 3 December.

More details about how you can get involved with the day will be coming soon via the Staff Bulletin and intranet.

Women's Network

Join our Women's Network on **Wednesday 19 November at 1pm** for a talk on Endometriosis. [Join the meeting on Teams here](#). and a recording will be available to watch afterwards on the [Women's Network page](#).



Women's Network

Supporting our Transgender community

Transgender Awareness Week (13-19 November) is a chance to raise awareness of discrimination faced by transgender people, and for trans and non-binary people to feel seen through positive and realistic representation.

Transgender Day of Remembrance is an annual observance that honours the memories of transgender

people whose lives were lost in acts of anti-transgender violence.

This day stands as a solemn beacon, shedding light on the devastating impacts of transphobia, and will cover the history of the Remembrance Day, while also exploring some day-to-day challenges that are experienced by our transgender communities.



Please join our [Pride Network](#) on **Thursday 20 November** at **1.30pm** by RBH lakeside flagpole and for those who can't make it in-person, the event will be live-streamed on UHD's [Facebook page](#).

Spotlight: Chatty Café brewing connections

Our Chatty Café in Poole Hospital's Portland Ward has become a hub of connection and community. Initially started by Housekeeper, Matthew Keeper and Honorary Chaplain, Andy Walker, the café offers a safe space where patients undergoing rehabilitation with brain injuries and neurological conditions can take an hour out of their day to chat with fellow patients over a cup of coffee, enjoy their lunch, and socialise.

Matt said: *"It's an area where people can come here with a peace of mind, no structure, just sharing experiences. It makes our patients feel better which encourages their wellbeing... this potentially also helps to speed up their recovery as well."*

Andy explains the deeper impact: *"This is so important as the patients here are stuck within our four walls. Four walls are not society, and this helps them get back into society, which is about mixing with other*

people. The response so far has been amazing."

Looking ahead, Andy is exploring ways to expand the initiative: *"I am looking for possibilities to expand this over at NICU at RBH. If we can get parents to step away and have a coffee and a chat for 5-10 minutes, that's time they can have to themselves."*

Chatty Café runs every Wednesday from 11.15am-1pm. If you want to start your own Chatty Café, email andy.walker4@nhs.net.





Patient First

Provide excellent healthcare. Be a great place to work.

Positive progress in Patient First training

Patient First training continues to make a strong impact across UHD, with the latest waves showing encouraging results in staff engagement, understanding, and commitment.

What's working well?

- **High satisfaction:** 79% of participants rated the training 4 or 5 out of 5.
- **Understanding and relevance:** Over 80% felt the training helped them understand both the principles of Patient First and why it matters.
- **Commitment to change:** Most participants expressed confidence and commitment to applying Patient First in their roles.
- **Positive emotions:** Most staff reported feeling excited, calm, or empowered about Patient First.



What you are saying...

You reported that the training would make you more confident in your ability to make changes in the workplace, help the team improve the way they work and will have a positive impact on staff satisfaction. This should impact positively on patient experience, quality, safety and outcomes.

“I feel as though I have the power and opportunity to make a difference...”

“Made me feel like my voice in the workplace matters...”

Top tips on how you can get involved

- **Use the tools:** *“Get an improvement huddle board for your area”*
Try huddles, driver boards, A3s, and improvement slips to keep progress visible.



- **Empower your team:** *“Support the team to have a voice and designated time to do this.”* Encourage everyone to contribute ideas and solutions.
- **Focus on specific improvements that make sense to your service:** *“Look into DNA (Did Not Attend) reasons, to reduce DNA numbers on staff training.”* Identify small, actionable changes that make a big difference.
- **Work together:** *“Everyone needs to be working well together.”* Build collaboration into daily routines.

Thank you to everyone who participated and supported the evaluation undertaken in association with our colleagues in Bournemouth University Business School. Your insights are helping shape a better future for patient care at UHD.

Click [here](#) for more information on [Patient First](#) or email susan.varley2@nhs.net.



Enhancing your leadership development

Did you know that you have free access to a variety of leadership development through the NHS Leadership Academy?

Leadership Learning Zone:

eLearning modules to support individual leadership journeys. Modules include effective communication, resilience, time management and more. View more [here](#).

Nurturing compassionate and inclusive NHS cultures:

This flexible online course is designed to give you an introduction to compassionate cultures and the Culture and Leadership Programme approach. Completed over three months, there are optional 'add

on' modules for you to access, too. Find out more and register for a cohort [here](#).

Foundations in System Leadership: This programme is aimed at leaders who have a desire to improve the way they collaborate across organisational, professional and hierarchical boundaries. Find out more and sign up [here](#).

Bitesize Learning: Full of courses, videos, reading materials and podcasts to compliment your leadership development. This collection



is short and accessible for all, covering a wide range of topics within leadership in health care. You can access these resources [here](#).

Self-directed learning:

Resources covering leading self, leading others, leading reflection and leading systems. You can explore this collection [here](#).

Sharing the experience of menopause through art

Our first Art Space exhibition has been installed in the BEACH building at RBH. The exhibition features photographs that capture the experience of women experiencing menopause. The project behind the exhibition was organised by Pauline Ferrick-Squibb, a Senior Lecturer of BA (Hons) Commercial Photography and MA Photography at Arts University Bournemouth.

Art Space has been created to improve staff and patient experience at our hospitals. Our exhibitions will change every few months as we develop creative community projects and commission local artists for our art and sculpture trails and permanent gallery space.





Hearty success with Restart a Heart Week

Restart a Heart Week 2025 was a great success for our UHD Resuscitation Team, who trained over 300 members of the public in CPR and AED (Automated External Defibrillator) use across the BCP area.

The week kicked off at AFC Bournemouth's training ground, where our Resuscitation Team got players and staff involved in essential life-saving skills, boosting awareness and promoting further sessions across the week.

Throughout the week, they held events at Poole's Dolphin Centre, Bournemouth Square in partnership with Morebus, and Christchurch's Saxon Square, each drawing in members of the public with interactive and informative experiences. Additional outreach included sessions with the Poole Women's Institute and Priory School, reinforcing the message that everyone can help save a life. Thanks to our team for the impactful work!



The quiet constant

Celebrating our ward clerks

In this month's feature, we join Alice Chase, a nurse working in Trauma, as she reflects on one of the unsung heroes of the hospital environment, the ward clerk. From managing the constant flow of information to offering a reassuring presence for patients and families, Alice said this vital role keeps everything and everyone connected.

“I'll admit, when I first started, I didn't fully appreciate just how much work our ward clerks do behind the scenes. It's one of those roles that, when it's done well, you hardly notice as everything just runs as it should. But when they're not there, the impact is immediate.”

“What continues to surprise me most is how much knowledge they hold about the organisation and its processes. That level of insight is what keeps the ward moving.”

Click [here](#) to read the full article.



Recruitment ROUND UP

BU Nursing, Health and Social Care Careers Fair

We're looking for staff to come along and represent UHD on Tuesday 18 November and Wednesday 19 November between 11am-3pm at the Lansdowne campus. If you're working in biomedical science, nursing, midwifery, occupational therapy, physiotherapy or as an ODP please do get in touch. Please note this is a clinical careers event and there's only capacity for 3-4 staff members on each day.

Email sian.wright5@nhs.net to register your interest.

Recruitment timescales guidance

We know how important it is for you and your teams to have the right people in place quickly.

To support this, we are introducing a clear [recruitment timetable](#) with agreed timescales for each stage of the process, from shortlisting to interviews, offers and

pre-employment checks. By working to these shared timelines, we can move faster in the race for talent, securing the best candidates before they are lost to other opportunities. This means vacancies are filled more quickly, services feel less pressure from gaps and candidates experience a smoother, more professional journey into UHD.

New team structure

The Recruitment Team has undergone some exciting changes, and we have a new team structure identifying dedicated contacts for services/areas. If you have any queries, please ask.

Immigration advice

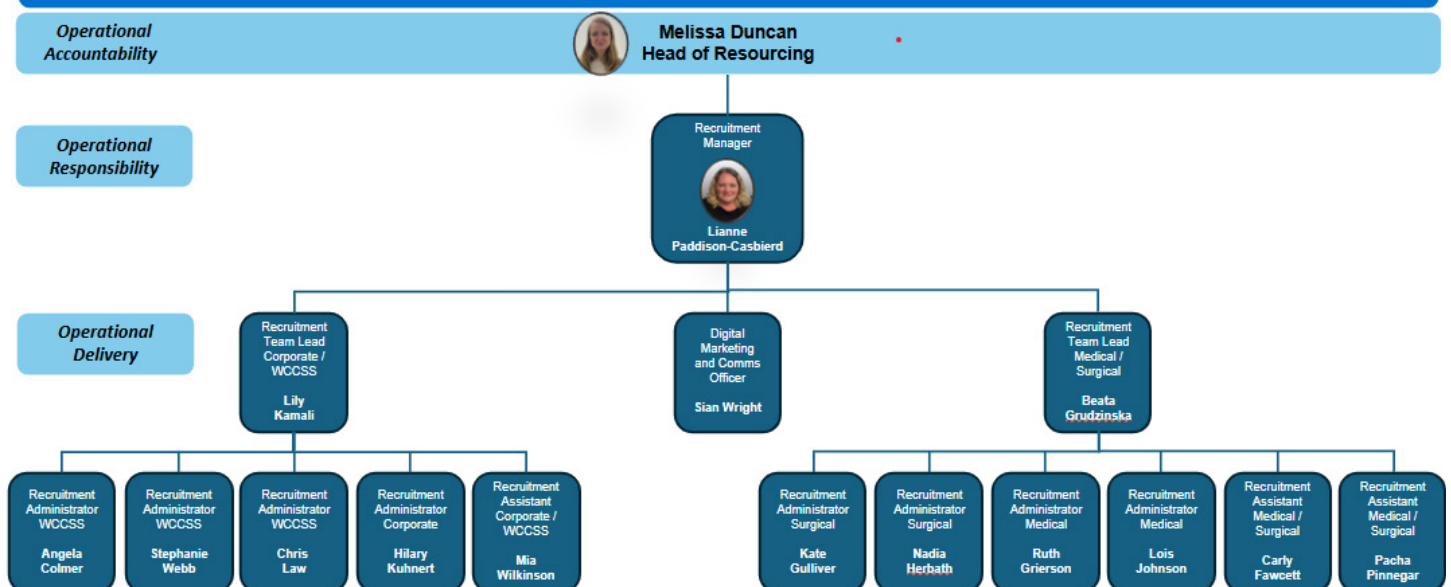
citizens advice

If you're looking for advice regarding immigration there is a dedicated team at Citizens Advice who can help. To raise a query, visit their website [here](#) and fill out the form and one of the team will get back to you within seven working days.

Top tip for recruiting managers

If you are copying a previous vacancy on Trac please can you ensure you review the cost centre, so it is accurate and isn't closed. This will help to avoid any unnecessary delays.

Workforce Resourcing (Recruitment) – Team Structure





Let's talk about IT

Multiple ICE windows - incorrect tests are being requested

It is possible to launch the ICE inter-op within EPR for multiple patients. When requesting tests for a patient you must finish the request before opening other patients' records. If you do not need to request the tests after launching

ICE, close the ICE window before moving onto the next patient. Always check the patient banner before clicking 'accept request' in ICE to be sure you are requesting for the right patient.

You must not open more than one tab of EPR on the same device. This can cause patient details to switch between patients who are open on multiple tabs.

Help shape our digital future

We're running a short digital literacy and capability survey to better understand our current experience and confidence with the digital systems and tools used across UHD. By sharing your experience, you will help shape the way we support digital development across the organisation.

[Take part here.](#)

The anonymous survey will take approximately five minutes to complete. If you would like the questions to be read out



loud, click on the three dots in the top right corner and then click 'enable immersive reader'. You can also clear the form from here if you want to start again.

If you want to improve your digital skills, we offer a range of face-to-face courses, eLearning and videos. Click here for more information. Please contact us at uhd.it.trainers@nhs.net if you want support.

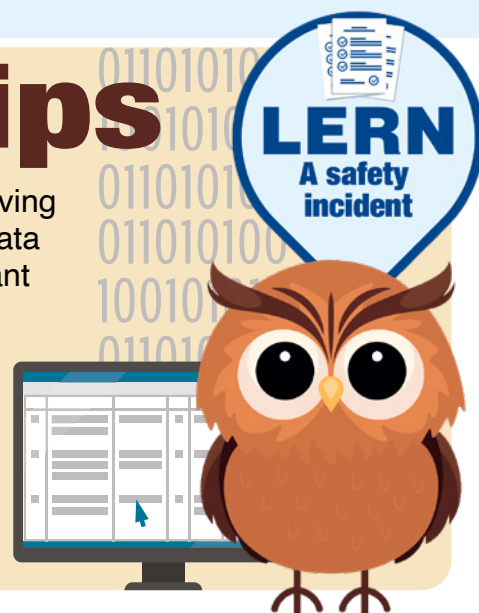
IT change freeze

Please note, the next IT change freeze will be from **15 December-5 January 2026**. Any agreed work will still proceed in this time frame.

IG top tips

Please ensure any incidents involving the handling of patient and staff data are always reported via the relevant LERN form.

It is important that all such incidents are logged so appropriate measures can be taken, and so we can guarantee data is always being handled safely.



UHD Awards survey

UHD Staff Awards 2025 nomination feedback

Did you nominate a colleague or team in the 2025 UHD Staff Awards? Please tell us what you thought of our nomination form with this [quick survey](#).

Comms sharing survey

Help us with communication sharing

Can you help us make sure your ward/department has access to important Trust updates? Please take two minutes to [fill in this form](#) and let us know how best to share information with your team.

Celebrating our radiographers

This month we celebrated World Radiography Day, an opportunity to honour the incredible work of radiography professionals throughout healthcare.

They are the eyes of modern medicine, often working behind the scenes with precision and dedication to ensure

diagnostic imaging is a key part of patient care.

A huge thank you to all our amazing #TeamUHD radiographers and technicians for your invaluable contribution; we are so proud of you all. You can view our CEO, Siobhan Harrington's thank you, [here](#).



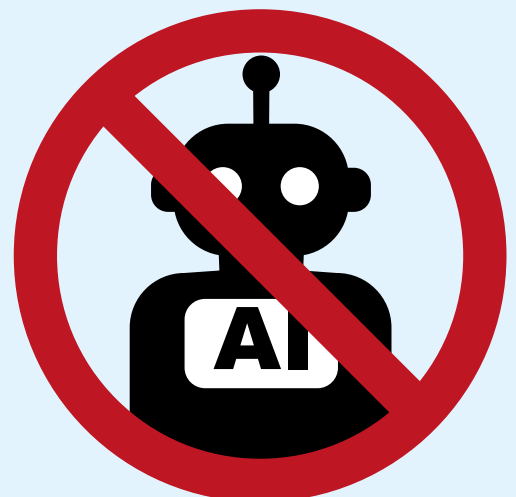
Do not use AI tools for drug prescribing or calculations

All clinical staff are reminded to use existing Trust approved prescribing systems, calculators, and clinical guidelines for all medication related decisions.

As a patient safety priority, all clinical staff are reminded that artificial intelligence (AI) tools and chatbots must not be used for drug prescribing or calculations.

While AI systems can be useful for general information, they are not clinically validated for medication calculations and may produce inaccurate results.

Please continue to use authorised prescribing protocols and reference resources. If you are unsure which tools are approved, please speak to your line manager, or department pharmacist.



Good news feed



Celebrating 50 years of play in hospitals

We welcomed our very own Mario and Luigi in Poole Hospital as part of National Play in Healthcare Week. We celebrated 50 years of play in hospitals and the incredible impact our play teams make every single day on children's health and wellbeing. Thank you to our #TeamUHD play teams for all you do.

UHD earns national recognition

As part of T Levels Week (13-17 October), our Ready2Step Team marked our success at the National Skills and Apprenticeship Awards. UHD was announced as a highly commended entry for the Southwest National Apprenticeship and Skills Awards. Great work all.



A new chapter

A very warm welcome to Carys, Jaimee and Lynette, our newest cohort of preceptorship midwives who joined UHD this month. We're thrilled to have you as part of our #TeamUHD family and wish you every success on your journey ahead.



Going for gold!

Well done to Catherine Holdsworth, part of our Christchurch Outpatient Team, who competed at the European Masters 2025 Athletics Championships in Madeira. She achieved bronze in the shotput, silver in the discus and gold in the throws pentathlon.



Congratulations Rachel

Congratulations to Dr Rachel Plant, our Medical Oncologist, who was presented with an award for Clinical Excellence in immuno-oncology by the Immuno-Oncology Clinical Network (IOCN). This was in recognition of her outstanding contribution to improving outcomes for patients receiving immunotherapy and her leadership and innovation within oncology services at UHD. *Well done, Rachel - we're so #UHDProud.*

