

TheBrief

October 2024



Page 5

Let's get winter ready together...

Get your Covid-19 and flu vaccines
with our UHDefenders

SAS Celebration Week



Page 18

Smoke free UHD



Page 10

#NHSpound



Page 22

The Brief



Spread the word – action for managers

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

Update	Shared?
<p>NHS Staff Survey: Please encourage your teams to fill out our NHS Staff Survey. Find out what we did previously with your feedback on page 4.</p> <p>Covid-19 and flu vaccines: Our UHDefenders are located around our hospitals to deliver vaccines. Find out more on page 5.</p> <p>Black History Month: Find out how you can get involved with a variety of events across the trust encouraging us to connect and support our Black colleagues on page 6. We also have a session with Patrica Miller, CEO of Dorset Integrated Care Board.</p> <p>Smokefree UHD: From March 2025, all our UHD sites will be smoke free. Head to page 10 to view our smoking policy, FAQs and support to quit for good.</p> <p>Mental health support: Our Psychological Support and Counselling service are here to support you. On page 12 you can find the self-referral form for their service.</p> <p>Transformation: Work has started on our new endoscopy centre at Poole, and we have also been hosting public engagement events open to all. More on page 14.</p> <p>Learn at Lunch: Join the UHD Safety Crew on 11 October and find out more about our new Clinical Quality Accreditation Scheme. See page 16.</p> <p>Safety first: We now have a security team based across our sites to help keep patients, staff, and visitors safe. Meet our head of security and portering on page 17.</p> <p>SAS Celebration Week: SAS doctors are senior doctors who work in a specialist role. If you want to find out more, join our multiple events next week - see page 18.</p> <p>eBNF: In accordance with national move to the eBNF, we no longer provide printed copies of the BNF and BNFc to clinical areas, prescribers or trainees. See page 19.</p> <p>ICE OpenNet: View ICE patient results from all local hospitals. See page 24 for more.</p> <p>And more: An update from our UHD Charity, Becky's blog, BU, and much more...</p>	

Your University Hospitals Dorset

An update from our Chief Medical Officer, Dr Peter Wilson



Welcome to your October edition of *The Brief*. For those of you who are used to reading my blog, this one will feel a bit different from the regular updates about my dog. I'm in the hotseat this month and I want to talk to you about being 'ahead of the curve', which of course could still be relevant to our canine friends too, as they always seem to be ahead of me.

I often feel somewhat catapulted into winter, especially after a mixed summer, but there are benefits to this too. Winter is an especially challenging time for the NHS, but we've actually been preparing all year. Being ahead of the curve actually helps us, and formulates our Winter Plan.

We have been modelling bed numbers for how many patients we can expect to have in our hospitals based on previous years. We then look at this and see what we can do to keep that number down and how we can work with our partners to support patient flow. It's a very complicated picture as we have to balance our activities and our spending with patient safety. We also have to support the welfare of all of our colleagues too to ensure any plans are manageable. The important part for me is we all have a role to play.

I am a keen cyclist and go by the Jim Ratcliffe rule of incremental changes adding up to make a huge difference to performance, so my plea for all of us is to think how we could support our patients and each other this winter.

Elsewhere, we've been getting ahead of the curve by introducing ICE in our trust. This is how we mark pathology, radiology, and cardiology results as reviewed/actioned, increasing accountability and reducing avoidable harm. Yes change isn't always easy – but we will need to do this anyway when we have a new electronic patient record in a few years' time. By doing it now, not only are we better prepared for the future but we are ensuring our patients receive safer care, and that is key.

As you'll see on page 10, another change ahead is all our hospital sites going completely smoke free in March 2025. We owe it to all our patients, visitors and colleagues to provide a smoke free environment, so I ask for your support and to take advantage of the help on offer to quit if you're a smoker yourself. There's no need to wait till March, it is Stoptober after all.

While we're focusing on our own wellbeing, please get your flu and Covid-19 vaccinations.

Our UHDefenders are out and about right now offering protection to us and our patients - bringing the jabs to you based on your feedback from last year. This is one example of where your voice brings about change - improvements do come from speaking up.

That sentiment is especially poignant this month as we continue to fill in our Staff Surveys. Have you done yours yet? The free coffee is of course an incentive, but please take a look at page 5 for what we did with last year's results. It is not a tick box, it is your opportunity to be open and honest, to celebrate what works well for you, and to highlight what needs to change.

While you're speaking out, please also remember the importance of speaking up. October is Freedom to Speak Up Month and we have lots of resources available to support you. For me, the crucial part is my own ability to listen, after all, this will play an important part in how confident people feel about speaking up again.

Thank you for everything you're doing and please continue to look out for each other. I'm here to listen if you need me.

Peter

NHS Staff Survey: Team you said, we did

NHS
Staff Survey
2024

We spoke to some teams across the trust about how they used their NHS Staff Survey results to make changes in their departments to improve the wellbeing, culture and workload of their teams.

Endoscopy admin

What did the team say?

In 2022 the Endoscopy Admin Team used their Staff Survey to highlight issues with staffing, poor communication, a toxic culture, and low morale.

What did the team leaders do?

Team leaders undertook an administrative review which led to a management restructure that supported staff better and improved team effectiveness. They also improved communication by setting out a clear vision and expectations. A team wellbeing away day was held to help



bring teams across the trust together through integration. The success of these improvements was reflected in the 2023 results which showed much higher rates of staff satisfaction.

Cancer care

What did the team say?

Members of the Cancer Care Team raised that they didn't feel comfortable with reporting physical violence at work, and some said they had faced discrimination based on their age or disability. Staff also highlighted that workload and time pressures were impacting wellbeing and team effectiveness.

What did the team leaders do?

Team leaders have worked to ensure all staff understand the importance of speaking up and know the different methods of doing so. Staff are encouraged to use team improvement huddles to recognise the value for all contributions.

A Schwartz Round is also being planned for the team to have a facilitated open and honest conversation about diversity and inclusion.

Patient First tools are being put into practice, helping to streamline meetings, avoid duplicated work and reduce unnecessary attendance. Overall team resilience has been boosted through cross-site speciality working to support last minute absence. Team workloads have been reviewed and adjusted to ensure a fair balance.

The directorate now has a dedicated health and wellbeing champion in place to ensure staff know what support is available to them and how to access it.

Pharmacy

What did the team say?

The Pharmacy Team survey results showed that there had been an increase in gender-based discrimination. Staff also shared that they did not feel they met often enough to discuss their effectiveness as a team.

What did the team leaders do?

Pharmacy team leaders have increased awareness of speaking up by discussing it in team meetings. They have also worked to create a culture where team members feel safe to talk to senior team leaders and trust that their concern



will be heard, valued and addressed. Daily team huddles create a space for all team members to talk about how they are doing and how they can support each other. A 'ways of working' team meeting has also been introduced which focuses on how they can work better as a whole team.

Has your team got improvements to share?

Email communications@uhd.nhs.uk and you could be featured!

To read more about how your feedback shapes the future of UHD, head to our [staff survey intranet pages](#).

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

Have your
say and get
a £4 voucher!



Save lives, improve
patient safety

“ Speaking up takes courage, but it is integral to patient safety. Your feedback on the way near misses, errors and incidents are reported will contribute to safer practice, improved patient outcomes and better working environments. ”

Tara Vachell

Deputy Freedom To Speak Up guardian



NHS Staff Survey 2024

#SpeakUpSparkChange

Look out for your email from
NHSStaffSurvey@iqvia.com



See our
patients sooner



Be a great
place to work



Improve patient
experience,
listen and act



Save lives,
improve
patient safety



Use every NHS
pound wisely

Get vaccinated with our



Vaccinations for Covid-19 and flu are now available and are an important part in getting us all prepared for winter. The best defence possible, the vaccines are effective in reducing the likelihood in catching and passing on both viruses and will help us protect the most vulnerable in our communities.

Meet our UHD Defenders - a wide range of colleagues, in various departments, from across our hospitals who have signed up to help protect us all. They will be coming to you or will be located within clinical areas across our hospitals.

View all upcoming clinics across our hospitals [here](#). Keep an eye on our communications channels for all opportunities to receive your vaccines. [Click here](#) to download posters for your department.

Please bring your
NHS number.

Have you been vaccinated
elsewhere? Let us know [here](#).



BLACK HISTORY MONTH

October is Black History Month, and the perfect time for us all to connect and support our Black colleagues. The diversity of Team UHD is one of our greatest strengths, and everyone who works here is a welcomed and valued part of the UHD family, no matter their race, religion or background. We would not be

able to provide the care we give our patients without our colleagues and the talent that they bring.

After hosting a series of powerful listening events following the shocking race-related riots earlier this year, we see Black History Month as a poignant opportunity to celebrate the contribution that our black colleagues have made to the NHS and our trust, both past and present.

How you can get involved:

- ▶ Celebrate with your departments and teams. Tell your stories and share pictures with us on social media using the hashtag, #BHMUHD.

- ▶ Join our events where colleagues and guest speakers will explore the month's theme of reclaiming narratives – highlighting stories of resilience, success, and empowerment.

▲ **RBH:**
Wednesday 23 October, 1-3pm with keynote speaker, **Patricia Miller**, CEO of Dorset Integrated Care Board

▲ **Poole:**
Wednesday 30 October, 1-3pm

During the month we will also be exploring key figures in Dorset's Black History which will be shared via our internal comms and social media channels.

Free LiveWell health checks

As part of Black History Month and in an effort to reduce health inequalities, LiveWell Dorset is offering Team UHD colleagues a free NHS health check. There are various sessions available to book on Saturday 19 October which will take place in the Education Centre at RBH. Please ensure you meet the [eligibility criteria](#) before booking. For more information and to book your appointment, [head here](#).

Service of Remembrance Can you show your support?



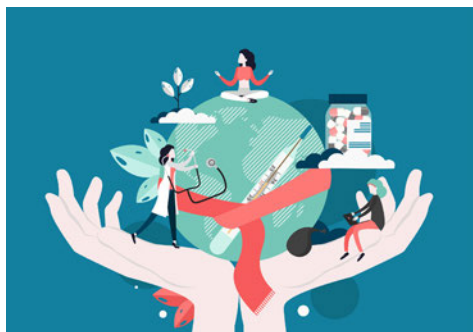
Calling all members of the Armed Forces! We will be holding a Service of Remembrance on **Monday 11 November** across Christchurch, Poole and RBH, and it would be fitting if a member of the Armed Forces Community can lay a wreath at each site. If this is something you would like to do then contact rob.hornby@uhd.nhs.uk or call on 07799 343877.



**Armed Forces
Support Group**



Empowering our patients: The crucial role of health literacy



In today's complex healthcare landscape, it's more important than ever to ensure that our patients have the knowledge and skills to make informed decisions about their own health.

A patient with low health literacy will generally struggle to read and understand health information, know how to act on this information or which health services to use and when to use them. [Here are some real examples where low health literacy has caused an issue.](#)

This month is [Health Literacy Month](#), and our Knowledge and Library Services are hosting a simulation livestream event with our simulation team

Knowledge and Library Services

on 11 October and also offering health literacy sessions.

[Visit our website to find out more](#), or contact library@uhd.nhs.uk if you have any questions.



Infection Prevention Week

This year our infection prevention and control colleagues are championing best practice to reduce the incidence of healthcare associated infections in our vulnerable patients.



Please show your support and meet the team at their stands from **14-19 October** in the atrium at RBH and the dome in Poole from **10am-3pm**, (at Poole the stand will be manned until 12noon on Friday).

You can test your knowledge on their 'spin the wheel game', matching the body site to the most common bacteria, or find out how to prevent bacteraemia's through effective hand hygiene and monitoring invasive devices. **Hope to see you there!**

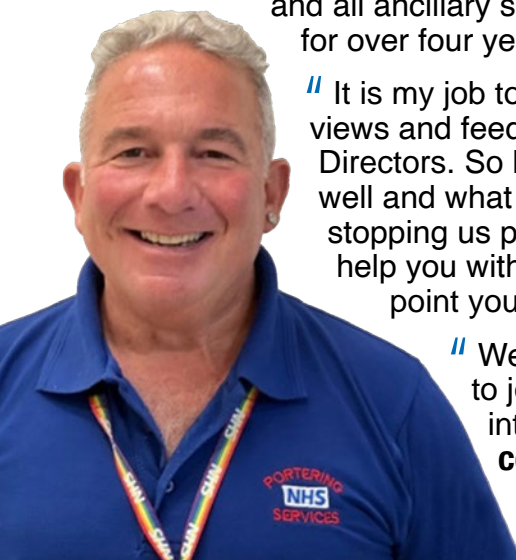


Do you know your staff governors?

" Hello, my name is Colin and I am staff governor for estates and all ancillary services. I have been a porter for over four years.

" It is my job to collect your feedback and views and feed this back to the Board of Directors. So let me know what is working well and what can be improved? What is stopping us putting the patient first? If I can't help you with individual issues, I hope I can point you in the right direction.

" We're still looking for staff governors to join our team. If you are interested, email colin.hamilton-welsh@uhd.nhs.uk "



IG top tips

Our trust iPad devices should be used for clinical purposes only. Please don't give them to patients for personal use as they hold sensitive data, and this is likely to lead to a breach of information.



Speak Up Month

Speak Up Month is a national campaign to raise awareness of the importance of speaking up and creating a culture where it is valued. This year's theme is 'the power of listening'. At UHD, we are focusing on ensuring everyone understands their role in the [Speak Up, Listen Up, Follow Up, journey](#) and promoting listening in teams.

Over the next few weeks we will be having pop up stands and visiting clinical and non-clinical areas. If you would like the FTSU team to specifically come to your area email freedomtospeakup@uhd.nhs.uk.

Supporting you
to raise concerns

Freedom to speak up



**Be a great
place to work**



**Improve patient
experience,
listen and act**



**Save lives,
improve
patient safety**



FTSU eLearning coming to your VLE 'Heart' soon

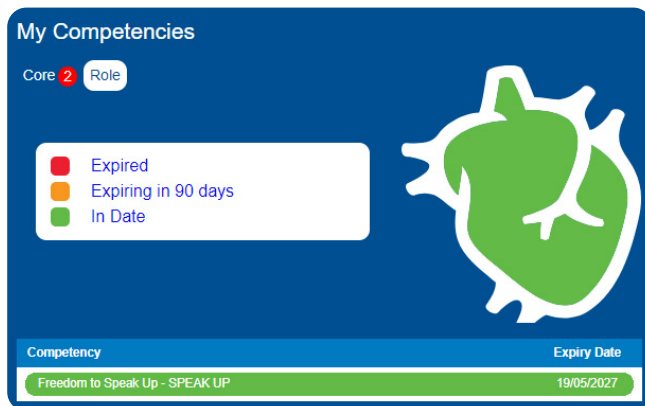
-Speak up-Listen up-Follow up→

We want all of Team UHD to feel confident to speak up.

Confidence comes from knowing that you will be listened to and that appropriate action will be taken.

On 25 October, new mandatory eLearning for all staff will appear on your VLE 'Heart'

[Click here](#) for information on how to access it.



We started the month with a welcome visit from National Freedom to Speak Up Guardian, Dr Jayne Chidgey-Clark. We shared with her the work we do with our staff networks and trust board to promote a positive culture. Dr Chidgey-Clark is a registered nurse with more than 30 years' experience in healthcare. ▼



We are open and honest

The **Speak Up** module is core mandatory training aimed at all workers including volunteers, students and those in training. This module will help you understand what speaking up is, how to speak up and what to expect when you do speak up. It takes about 45 minutes to complete. It is encouraged that all staff complete this training to understand our core value of being open and honest.

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

There is also a Listen Up module designed for our line managers. This training focuses on the power of listening and the barriers that can get in the way of speaking up. The Follow Up module is designed for leaders at all levels to help them understand their role in setting the tone for a good speaking up culture, and how speaking up can promote organisational learning and improvement.

Do you have a concern?

We have two FTSU guardians, **Helen Martin** and **Tara Vachell** and a team of ambassadors. You are safe to speak to us.



FreedomToSpeakUp@uhd.nhs.uk



0300 019 4220

You can also speak up anonymously on the UHD App. Watch [this video](#) to find out how. Visit our [intranet pages](#) for more information on who else you can speak up to, and find out more about how speaking up can promote organisational learning and improvement.



Supporting you to raise concerns
Freedom to speak up

Making sure everyone in your team has a voice

Listening is at the heart of effective communication. How we listen makes a huge difference to our patients and colleagues.

Good listening...

...improves communication and understanding. When team members understand each other's perspectives, ideas, and concerns it reduces miscommunications and errors.

...builds trust and respect. When team members listen to each other, individuals feel valued and more willing to contribute.

...encourages collaboration and innovation. Listening allows team members to share and build on each other's ideas, knowledge and skills, leading to better problem-solving and decision-making.

...improves conflict resolution. Conflicts are natural in any team but listening actively to each other's viewpoints can help resolve disputes amicably.

...boosts morale and engagement. If you feel valued and listened to, you are more likely to be engaged and motivated.

...enhances learning and growth. Team members can gain new insights, perspectives, and skills from each other.

...facilitates adaptability and agility. Listening helps the team stay aligned and respond effectively to new information or challenges.

...promotes inclusivity and diversity. Listening to all voices - especially those that are quieter or underrepresented - promotes a more inclusive environment which considers all perspectives.

Thrive building effective teams

University Hospitals Dorset NHS Foundation Trust

How to make sure everyone in your team has a voice that is heard

- Create a safe and inclusive environment**
 - Establish psychological safety: Encourage open communication without fear of judgment or negative consequences.
 - Set ground rules: Establish norms and expectations for respectful listening, no interruptions, and valuing diverse perspectives.
- Assign roles**
 - Facilitators: Appoint facilitators in meetings to ensure everyone has a chance to input.
 - Note-takers: Rotate the role of note-taker to involve different people in capturing and summarising discussions.
- Educate on bias and inclusion**
 - Training and education: Provide signposting to leadership and management development opportunities and promote inclusivity to increase awareness and improve team dynamics.
- Encourage participation**
 - Ask open ended questions: Pose questions that require more than a yes or no answer so team members can share their ideas and really engage.
- Be mindful of dominance**
 - Address dominant voices: Gently steer the conversation if one person is monopolising the discussion and welcome other voices into the conversation.
- Actively listen**
 - Paraphrase and validate: Reflect back what you hear to confirm understanding and show you value input.
 - Avoid interrupting: Let everyone finish their thoughts before responding.
- Check-in regularly**
 - Regular feedback sessions: Schedule regular sessions so team members can share how they feel about communication dynamics.
 - Encourage feedback: Encourage team members to take part in trust engagement surveys so that you can gain regular feedback.
- Diversify meeting formats**
 - One-to-one meetings: These can help individuals who are less comfortable speaking in groups.
 - Small breakout groups: Breaking into smaller groups during discussions can make it easier for less vocal team members to be heard.
- Acknowledge contributions**
 - Recognise contributions: Acknowledge ideas and contributions in meetings, emails or team forums to validate and encourage participation. If a team member's idea is implemented, follow up with them to show their input made a difference.

Search 'team development resources' on the intranet for more like this!

Thrive
building effective teams

[Click](#) to view [our team development resource](#) to help you make sure everyone in your team has a voice.

smokefree UHD

We are committed to providing a healthier environment for all and our hospitals will be completely smoke free from March 2025.

Colleagues and patients will be supported to quit for good as we work together for a Smokefree UHD...

From 12 March 2025 - National No Smoking Day - UHD will be joining the hundreds of other hospitals across England to offer a smoke free environment for our staff, patients, and visitors.

We know smoking related diseases kill vast numbers of people and as a healthcare provider we want to ensure we **support people to quit smoking** and don't put colleagues or vulnerable patients at risk of passive smoking.

Our new **[smoking policy](#)** is live on the intranet and clearly states the smoking of cigarettes or other tobacco products will **not** be allowed anywhere in the trust grounds on any of our sites from March 2025. This applies to our colleagues, patients, visitors and contractors.

Over the next few months, you will see our smoking shelters coming down and more signage going up. Please also look at our **[frequently asked questions](#)** which go into more detail about what being smokefree means for UHD including how we will support patients with the change, the health benefits of quitting smoking, how the policy will be

enforced, and where people can smoke.

You will also see our Smokefree UHD policy on job adverts and in our induction packs too.

[Vaping will continue to be permitted outside](#), but please respect patients and colleagues and vape away from buildings and windows and dispose of vape responsibly. We are



trialling a vape vending machine in Poole Hospital so we can support adults who smoke, including mums to be, to **switch** to vaping while attending our hospitals. The machine has age verification software which scans the buyer's face and checks it against their ID via a large database to ensure they are over 18. You can read more about vaping in our FAQs.

Supporting you to quit

You can find free stop smoking support from our fantastic tobacco addiction care and treatment service and smoking in pregnancy team. They support patients and staff and can be reached at **smokefree@uhd.nhs.uk**. You can also access free services from Live Well Dorset on **0800 840 1628** or **www.livewelldorset.co.uk** or from Smokefree Hampshire at **www.smokefreehampshire.co.uk**.



Malcolm's story

My mantra has been that if people are prepared to support, encourage, and give me the time and tools to assist me to quit, there are absolutely no excuses not to do so...

Meet Malcolm, electrical craftsman who has worked at UHD for seven years. Here's his smokefree story:

"I had smoked full strength Benson and Hedges Gold at a rate of 15-20 a day for the best part of 40 years. I knew that smoking would eventually be the death of me, but realisation dawned that I wanted to delay that event as much as possible."

"When I saw the stop smoking service in the Staff Bulletin, I thought 'let's give it a go'. They supplied all the support and tools with the offer of nicotine patches, vapes, inhalator, and lozenges, as well as an app to chart my progress."

"I am now over 150 days in and am still determined not to return to my old habit. Without the support and encouragement of the tobacco addiction team this would not have been possible."

The journey has had its almost overwhelming tempting moments, but the health benefits are profound."



Stoptober is a national campaign specially structured to help people quit smoking. The campaign has various tools like free apps, daily encouragement, community support and online resources. The 28-day Stoptober Challenge highlights the immediate and long term health benefits of quitting smoking such as **improved lung health, reduced risk of heart disease and cancer.**

Studies have shown that people who quit for 28 days are **five times more likely to quit for good!**



Join Team UHD this Stoptober

All month our fantastic tobacco addiction care and treatment service and smoking in pregnancy team we will be out and about in our hospitals, at St Mary's Maternity, and in the dome at Poole and atrium at RBH, promoting the benefits of quitting smoking to patients and staff. Take part in our interactive sessions and get a free carbon monoxide level test to see how smoking is impacting you.

Throughout October:

Antenatal clinic at St Mary's

- **9 October:** Poole dome
- **22 October:** RBH atrium
- **28 October:** RBH atrium



Smokefree UHD: Join the conversation

Our October Ask Me will be a Smokefree special. Come along and find out more about our new smoking policy and what it means for Team UHD.

The session takes place at 1pm on 17 October - search 'Ask Me' on the intranet or get the link to [join here](#).



Stay in the loop: Keep an eye on our comms, social media and take a look at our Smokefree intranet pages to keep up to date with all things **Smokefree UHD**.

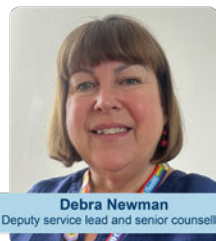
Prioritising mental health in the workplace

Thursday 10 October is World Mental Health Day, so we're shining a spotlight on our Psychological Support and Counselling (PSC) service...

The PSC service is here to support you with stress and mental health concerns that affect your wellbeing. We provide a totally confidential, evidence-based therapy and support service. Our team consists of qualified mental health professionals with specialist experience, expertise, and training in supporting NHS staff.



Dr Lorin Taranis
Consultant clinical psychologist



Debra Newman
Deputy service lead and senior counsellor



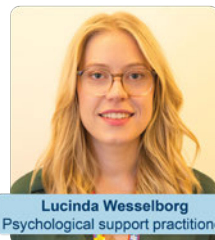
Louise Edwards
Senior psychological support practitioner



Alison Jeffries
Psychological support practitioner



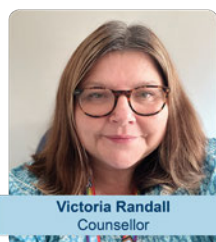
Jessica Swaryczewska
Psychological support practitioner



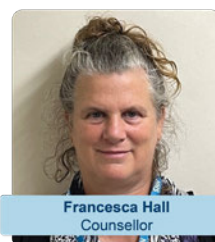
Lucinda Wesselborg
Psychological support practitioner



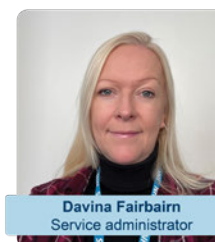
Denise Caruth
Counsellor



Victoria Randall
Counsellor



Francesca Hall
Counsellor



Davina Fairbairn
Service administrator

How we support you

We can help with a range of emotional, [mental and behavioural symptoms](#) including low mood, stress, anxiety / panic, burnout, poor sleep, and trauma.

Typically, within two weeks of receiving your referral, a Psychological Support Practitioner will contact you to talk through your concerns. This will help them understand what support you need. After this assessment you will be offered a range of options:

- **Support from a Psychological Support Practitioner**
- **Counselling**
- **Rewind Trauma Therapy**
- **Eye Movement Desensitisation and Reprocessing Therapy**
- **Signposting**
- **Onward referral to specialist services**



**Psychological Support
and Counselling Service**

How to access the service

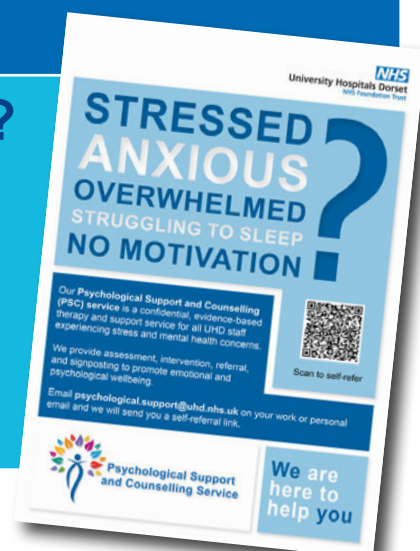
Use [this form](#) to self-refer to the PSC service. You must refer yourself. We do not accept referrals from your manager or a third party.

If you need urgent mental health support

We are not a crisis service and cannot provide urgent or emergency mental health support. If you are feeling extremely distressed, despairing or suicidal, please contact one of [these services](#).

Can you help us?

Print [this poster](#) and display it in your staff areas to help us make sure all colleagues know where to get support.





World Mental Health Day

UHD workplace mental health support



Health and Wellbeing Champions

Use this [directory](#) to find your area's health and wellbeing champion. Our team of champions are responsible for making sure your wellbeing needs are heard. If there isn't one in your area, you could [join the team!](#)



Health and wellbeing check-ins

We have created these guides to help you have meaningful [wellbeing conversations](#).

You should have regular check-ins with your line manager to discuss your wellbeing, concerns and identify any support you may need.



Can you help us?

Please spread the word with your colleagues about how they can access wellbeing support. [This page](#) has resources to help.

Physical health

Breast cancer awareness month

If you have any concerns about your breasts, chest, pecs, or armpits make an appointment with your GP. This [Breast Cancer Now guide](#) has tips and information on common symptoms.

Look out for our [UHD porters](#) who have swapped their normal uniform for pink this month to raise awareness.



Spotlight on...

WellFest for Blue Light members

The Dorset, Devon, and Cornwall Police wellbeing team invite you to join them at Wellfest 2024. Running from **7-18 October**, virtual event topics include the menopause, supporting unpaid carers, burnout, resilience, neurodiversity and routine setting as a shift worker. Head to www.oscarkilo.org.uk and search for **WellFest** to view the line-up and book your place.

Major endoscopy centre to enhance patient care

Our endoscopy services at Poole are expanding with the creation of a new, state-of-the-art centre - a significant milestone on its way to becoming the major planned care hospital for the region.

Constructed using the latest modular technology, the unit will be constructed on the current Parkview House site, featuring six procedure rooms with the potential for future expansion as a training centre. A training room and seminar room have been incorporated into the ground floor plans already.

Dr. Suranga Dharmasiri, consultant gastroenterologist and the Dorset Integrated Care System (ICS) lead for endoscopy, said: *"We're excited to see our vision come to life. The new centre will enable us to treat more patients, reduce waiting times, enhance patient experiences, and train the next generation of endoscopy professionals in Dorset."*



The £21 million development is a cornerstone of Dorset ICS's long-term vision for the Community Diagnostic Centres programme, following a 'hub and spoke' model to improve elective diagnostics. Demolition is scheduled to begin in November, with the project expected to be completed by autumn 2025. You can find out more [here](#).

Keeping the public in the loop

We have been busy hosting a series of public engagement events to inform the public about the upcoming changes at UHD.

In October, our focus is the relocation of the maternity and neonatal unit from St. Mary's, Poole, to the new BEACH Building at RBH, set for April 2025.

You can find full details of all events [here](#). Looking ahead, we're planning to take these engagement events 'on the road', visiting local communities and major retail centres - look out for more updates.



"It was good to hear about the exciting developments taking place at Bournemouth and Poole hospitals - we will be sharing with family, friends and neighbours!"



Need lockers for your team?

If your team needs lockers and can clear a space for them, the strategy, transformation, and estates team can help. Email strategyandtransformation@uhd.nhs.uk for more information.

You said, we did: RBH outpatients staff celebrate makeover

Following staff feedback and working with the Travel Team, the main Outpatients Department at RBH has undergone a transformation. Lockers salvaged by the travel team have been repurposed to replace worn-out ones, accompanied by fresh flooring and a full redecoration. The revamped space now provides secure storage for the team, including phlebotomy and reception staff.



The courtyard was also updated to serve as a tribute to colleagues who have sadly passed away in recent years.

Looking ahead



- The Wessex Fields access road is reaching completion. Once commissioned it'll be available for future use by all ID-holding staff, deliveries, contractors, and, when necessary, ambulances. Keep an eye on the Staff Bulletin for more information.
- The BEACH Building is progressing rapidly, with final road surfacing currently underway. Training is scheduled to begin in November 2024, with the 'key' handover anticipated in early 2025. The front entrance fit-out is expected to be completed by March, ahead of the first clinical relocations in the spring.

Spotlight on quality assurance

Delivering high-quality, safe, person-centred care



Our quality assurance and governance team has recently relaunched the Peer Review Tool, now known as the Quality Assurance Tool, which you can find on Formic.

The tool is aligned to the CQC assessment framework which focuses on whether services are **safe, effective, caring, responsive and well led**. Under each key question is a set of quality statements which are the commitments we make to demonstrate we deliver high-quality, safe, person-centred care. The tool also focuses on how we embrace an inclusive, supportive and positive culture of continuous learning.

Each month, teams should complete one CQC domain within the tool to promote shared learning, continuous improvement and showcase good practice. They self-rate as Outstanding, Good, Requires Improvement or Inadequate and

the results are shared with care groups and matrons, and also feed into the clinical governance group.

Months six and 12 provide an opportunity for reflection, and a step towards being accredited via our new UHD Clinical Quality Accreditation Scheme which you can find out more about at our next Learn at Lunch.



**Save lives,
improve
patient safety**

Our new UHD Clinical Quality Accreditation Scheme

Find out more with the UHD Safety Crew



**Lindsay Welch, associate
professor of nursing practice**
11 October - 12noon

See the intranet for the Teams link



Meet the team!

The Quality Governance and Assurance Team is part of the Corporate Quality and Safety Team. Kelly Ambrose is our Quality Assurance Lead, Yvonne Hunter our Quality Assurance Manager, Debbie Gritt is our Quality Assurance Coordinator and Jo Simms, is our Associate Director of Quality, Governance and Risk. You can find out more about what we do on our

[intranet pages](#). The team manage all CQC related enquiries and inspections and support with CAS alerts, National Patient Safety Alerts, NCEPOD recommendations and action plans and more...



"You said, we did..." Our new Work at Height policy

When a member of TeamUHD pointed out there was no trustwide Work at Height policy, our health and safety team jumped into action. Their newly written policy was reviewed by key partners and aligned with regulatory requirements and is **now live**! Thank you to all involved.



Keeping TeamUHD safe

Meet Stacey Fuszard, our head of security and portering. He oversees our security and portering functions across UHD, with 100 dedicated staff...

“The portering teams are well established and I am always amazed how busy they are, completing up to 20,000 tasks each month. Following feedback from the Staff Survey, we expanded our security team as well as continuing work with contracted security teams. Portering colleagues are not security officers, and I am keen to allow our porters to remain a constant, reliable support for our patients with our new security team providing visible reassurance to staff, patients, and visitors.

“As an Accredited Security Management Specialist since 2004, I have a long history with NHS security and specifically tackling violence and aggression in the NHS. Every day is different and can involve supporting clinical teams, reviewing LERN forms, issuing formal warning letters and more. In our new buildings, we are working hard to provide a security lens on the projects.

“Incident reporting is a large part of my role and helping those who are subject to violence and aggression feel encouraged to report. I share these reports with our exec team and work closely with Dorset Police to make sure those who abuse, threaten, or physically attack our staff are dealt with through the criminal courts where possible. Our team worked hard to provide support



during the recent race related riots, which was a very difficult time for many of TeamUHD.

“Knowing that the work I do with my teams contributes to the overall patient experience can be very rewarding. My role plays a vital part in maintaining a safe environment for everyone in the hospital and provides me with a strong sense of purpose and pride. Moving back to Dorset from North London after 11 years is also a huge plus as I get to spend more time with my family and friends!”

Support for families

Our bereavement team has put together special packs for our ward teams to give to families whose loved ones die in our hospitals. Inside is a condolence card, tissues, a notebook and

pen, and advice on the next steps.

Thank you to our UHD Charity for funding the packs, as well as matching property bags for staff to use to hand back the patient's belongings.

Angie Green, our Bereavement Manager, said: “These might be little changes but the feedback we have received so far shows it clearly means a huge amount to our bereaved families.”



Join us for SAS Celebration Week: 14-18 October

"SAS Week provides the opportunity for employers to celebrate the specialty and specialist doctor workforce (SAS) and raise its profile as a rewarding career and a much-valued part of the NHS workforce..."

NHS Employers

SAS doctors are senior doctors who work at UHD in a specialist role. They may have a specialty doctor contract or associate specialist contract. Some of our SAS doctors have worked in senior roles at UHD for over

20 years and are the backbone of our medical workforce.

You can find out more about SAS doctors during SAS Celebration Week, so come along and enjoy a free lunch. Please use the [link here](#) to RSVP.

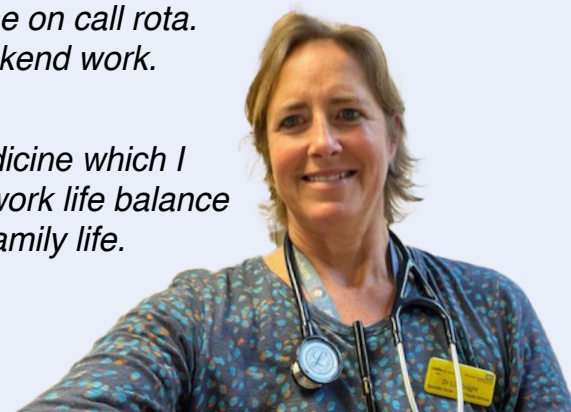
Monday 14 October	12-2pm	Poole Boardroom 1	SAS - As a Career Choice
Tuesday 15 October	12-2pm	RBH seminar room 3	The Specialist Grade Role
Wednesday 16 October	12-2pm	RBH seminar rooms 3 and 4	SAS in Extended Roles
Thursday 17 October	12-2pm	Poole Boardroom 2	Race Against Standards
Friday 18 October	12-2pm	RBH seminar rooms 1 and 2	Advocate Role and Wellbeing

Meet Liz Knight, specialist doctor in orthogeriatrics

"I completed medical training and MRCP and then became a SAS doctor mainly due to quality of life. No on calls or weekend work! I joined Poole Hospital as an SAS doctor in 2003 in older peoples' services and was included as a middle grade on the on call rota. In 2014 I came off the on call rota and carried on doing weekend work. I became a specialist doctor in 2023.

"I feel I can fully concentrate on the clinical aspects of medicine which I find the most rewarding and enjoyable. I also have a good work life balance and I've been able to get my working day hours to suit my family life.

"Us SAS doctors provide an invaluable senior role not only to patient care but also in service provision to the hospital, so enjoy it!"



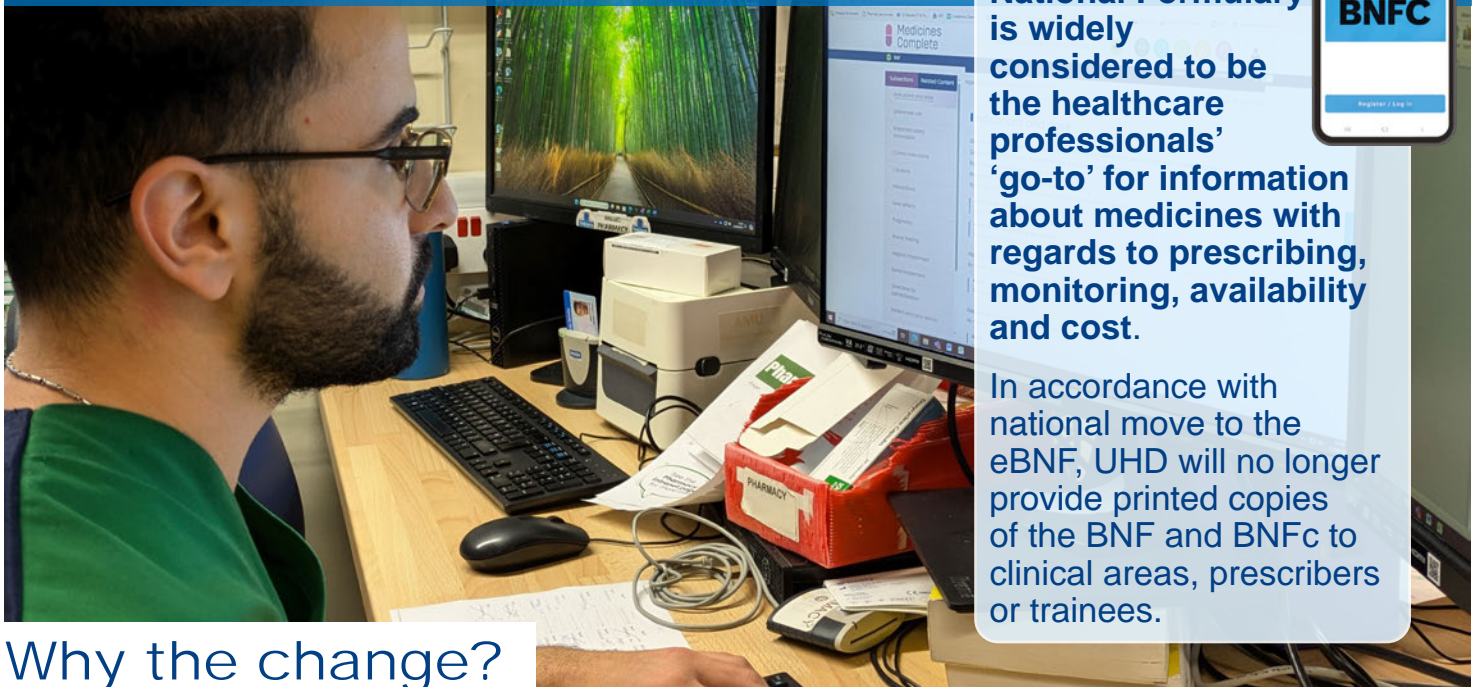
Replacement of antimicrobial guide

We are now using Eolas Medical for our antimicrobial guidelines. The layout of the new app will be very similar to the previous micro guide. The app also includes Medusa Drug

Monographs, Nice Guidelines and the BNF/BNFC. To download search the app store for 'Eolas Medical' or contact **AMT@uhd.nhs.uk**



Farewell paper BNFs... The future is eBNF!



The BNF British National Formulary is widely considered to be the healthcare professionals' 'go-to' for information about medicines with regards to prescribing, monitoring, availability and cost.

In accordance with national move to the eBNF, UHD will no longer provide printed copies of the BNF and BNFC to clinical areas, prescribers or trainees.

Why the change?

The eBNF and eBNFc are updated every month so for clinical safety

they are the preferred format. Printed copies used to cost us £60,000 a year, so going online contributes to our NHS Pound campaign too.

#NHSpound
Save

How do I access and use the eBNF and eBNFc?

1 Online via Medicines Complete

- Automatic access via an NHS device or you can login using your NHS email from other devices
 - i. UHD Managed Bookmarks> Informational
 - ii. Link on the [Medicines Advice](#) intranet page
- "How to search" video guide available [here](#).

2 App on mobile device

- Download the BNF app from the Apple Store or Google Play [How to video](#).
- You will only need to go online once a month to download the update when prompted.
- Video guides on how to find the information you want area available [here](#).

What happens if the hospital computers or intranet goes down?

The BNF app is accessed offline so we encourage clinicians to install the BNF app on their work and personal mobile devices. There isn't any patient or restricted information involved - it is all available in the public domain.

What will happen to current paper copies?

All existing printed copies must be removed from clinical areas and returned to pharmacy now. Clinical leaders/matrons will be required to check their areas with pharmacy staff and record that there are no copies remaining.

What if I need more help?

Take a look at the [medicines advice intranet page](#) or contact us at medicinesadvice@uhd.nhs.uk or ext. 4098.



Patient First

Provide excellent healthcare. Be a great place to work.

Patient First in practice: Lymph Node Pathway Project



We are proud to see our haematology team, led by Dr Renata Walewska, recognised in the [Blood Cancer UK action plan](#) for their work on improving access and reducing waiting times for our patients.



The Lymph Node Pathway Project at UHD used our Patient First improvement toolkit to design and implement an efficient nurse-led service with consultant supervision to image, review and biopsy patients presenting with enlarged lymph nodes.

This helped the team to see our patients sooner by reducing waits for diagnosis from 31 to 17 days at UHD and from 66 to 26 days for patients referred by their GP. A Cancer Nurse Specialist is on hand to provide dedicated support to patients throughout their diagnosis.



Patient First helps us deliver our improvement priorities



See our patients sooner



Be a great place to work



Improve patient experience, listen and act



Save lives, improve patient safety



Use every NHS pound wisely

Do you want to know more?

Patient First uses improvement tools to ensure we provide excellent healthcare. Get in touch to find out more.

patientfirst.admin@uhd.nhs.uk



Let's have a conversation

Join Chief Medical Officer, Dr Peter Wilson to hear more about Patient First. If you have undertaken PFIS or Patient First for Leaders we would love you to come and share your thoughts and experiences so far.



Wednesday 23 October 12-1pm
Click [here](#) to join us on MS Teams

Join our community

Click [here](#) to join our MS Teams channel.





Becky's blog

with Dr Becky Jupp, deputy chief medical officer

Well, it's been an eventful couple of weeks in the Jupp household...

While I was away in France on a short trip with my friends, my 85-year-old dad was admitted to RBH. **My dad spent all night in the emergency department corridor.** I was displeased by this, but my parents were not worried about this at all, they were just pleased he was receiving medical attention. I'm sure the ED staff did a great job of looking after him.

He was then moved to older person's services SDEC, where again, I feel he had expert care. I was concerned the 'do not attempt resuscitation' conversation would not go well with my mum (I was still in France at this point) but it was delivered with intelligence and compassion. My dad also received wonderful care in surgical admissions, Ward 15 and Ward 16.

He was well looked after from a nursing point of view and my gastroenterology

colleagues kept a close eye on him and spoke with me regularly. **My poor old dad really was unwell and one night, at 2am, he called me really distressed and in pain.** It was a hard phone call to receive. I think he thought he was going to die, and he had phoned to say goodbye. He stayed in hospital 12 days, had had fluids, analgesia and intravenous antibiotics and he gradually felt better and became 'my dad' again. He had a carefully considered ERCP procedure, without complication. He was anxious, but they put his mind at rest, and we were confident he would go home.

My elderly mum was called to collect him, and she arrived by lunchtime. They waited until 6pm but there was no sign of his medications to take home and were instructed to return the next day to pick them up. The medications weren't ready the next day either. **The ward and pharmacy staff could not have been more sympathetic and kinder, and explained the pressure they were under.** I completely

understood. It really highlighted to me that the ward doctors were finding it difficult to prioritise TTAs and could not answer the pharmacy queries as they were complex. Communication really meant everything to my mum, she couldn't comprehend that illness is complex and plans change. Daily updates would help this issue a lot, however the team didn't have time to organise his TTAs, so how would they find the time?

It's been a real rollercoaster of a couple of weeks and I'm so happy that my dad's illness was treated so expertly and the kindness in UHD is palpable. I've learnt some lessons along the way, and I really want to help improve things where I can. I wouldn't recommend 'being on the other side' but it really is a valuable experience. The important thing is my dad is at home now and recovering well. **Thank you Team UHD and I mean that from the bottom of my heart.**

Becky

Saving money with maternity and child health

Taking part in research and early intervention not only improves lives, it can save the NHS money longterm, even if these savings aren't immediately visible. Here are some examples in our maternity and child health departments:

#NHSpound
Save

Spinal muscular atrophy test

([Read more here](#))



For an early screening of spinal muscular atrophy, an extra test is done during the standard heel prick assessments in newborns. Early diagnosis of SMA means that treatment can start significantly earlier, with children having much improved outcomes, therefore saving our hospitals money. We have already recruited over 2300 newborns to this study. We hope this research will mean that it becomes the standard of care in the UK.

RSV vaccine, part of the Harmonie Trial

([BBC News](#))

At UHD, 83 families agreed to take part. The



results of the study showed that giving this RSV vaccine prevented 83% hospitalisations for RSV and 75% of admissions to urgent paediatric care. This also prevents the distress that these admissions cause parents and reduced potentially long-term impact and treatment.

Diagnosing cataracts with DIvO

([BBC News](#))



The DIvO study will determine if newborn eye screening using a newly developed digital camera, Neocam is more accurate than the current technique which uses a torch called an ophthalmoscope. Early diagnoses can prevent visual impairment and can mean less frustration that an undiagnosed visual impairment might bring.

A big thank you to maternity, child health and all our research active departments for bringing the best care to UHD and providing long term savings to the NHS



#TeamUHD has joined colleagues from across Dorset to start their senior leader apprenticeships at Bournemouth University. Patricia Miller, Chief Executive Officer for NHS Dorset's Integrated Care Board (ICB), gave an inspiring session on her motivations and experience as a leader in the NHS as part of their induction on the course. Applications for this masters level programme aimed at leaders working in Band 7/8a roles will open again next spring.

New Vice-Chancellor joins BU

Welcome to Professor Alison Honour who recently took up her role as Vice-Chancellor and Chief Executive Officer at Bournemouth University. Find out more about Alison [here](#).



▲ Habib Naqvi

BU-UHD leadership event success

Some 160 colleagues attended our first BU-UHD leadership event in September. The event focused on leadership and the role leaders can play in driving improvement. The two organisations were joined by



▲ Robert Whiteman CBE, Professor Alison Honour, Siobhan Harrington and Prof Lois Farquharson

several partners from across the region, with plenty of opportunities to network and build connections throughout the day. Featuring talks on Patient First, health inequalities, AI, sustainability and more, the day had something for everyone. To see some of the presentations from the day, please [click here](#).



Let's talk about IT

ICE OpenNet

Our clinicians are now able to view ICE patient results from Dorset county, IOW, Hampshire, Southampton and Portsmouth hospitals via ICE OpenNet. The access link can be found on the ICE Services menu page under the heading OpenNet Patient Report. All you need is your ICE Log In.

The IT Training Team has produced two user guides, one for [accessing ICE through EPR](#) and the other [accessing through ICE Standalone](#).

Queries relating to the guidance should be directed to the IT Training Team and if you have queries relating to the project, contact Elayne Goulding/Orna Lovelady.

Have you got your log in for the Dorset Care Record?

We would like to encourage all consultants/nurses/AHPS and their teams to use the Dorset Care Record. To get access, you need to complete eLearning. It takes 20 minutes and there are Teams sessions available. [Click here](#) for more information.

Dorset Council in the form of care packages from Adult Services and relationships

across both Adults and Children's services shortly. The system already has Community Treatment Orders. Read more [here](#).



The Dorset Care Record is expecting to receive further social care information from

I've heard about DCR, but what is CHIE?

The Care and Health Information Exchange (CHIE) is Hampshire and the Isle of Wight's shared health and care record. It's a secure system which shares health and social care information between GP surgeries, hospitals, community and mental health, social services, and others.

This helps by ensuring patients only tell their story once, delays are reduced, diseases risks are reduced and more.

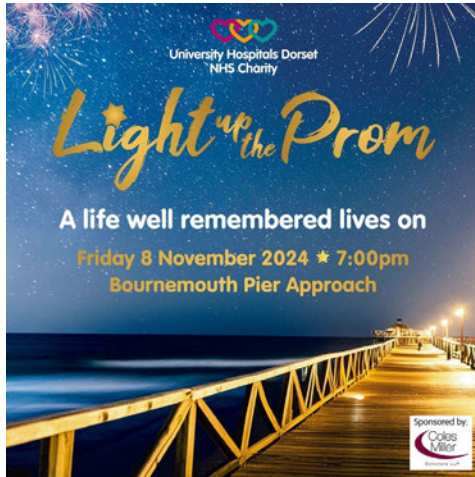
All user guides/support to clinicians are all published on the [CHIE website here](#), or [click here for the access guide](#).





Light Up the Prom

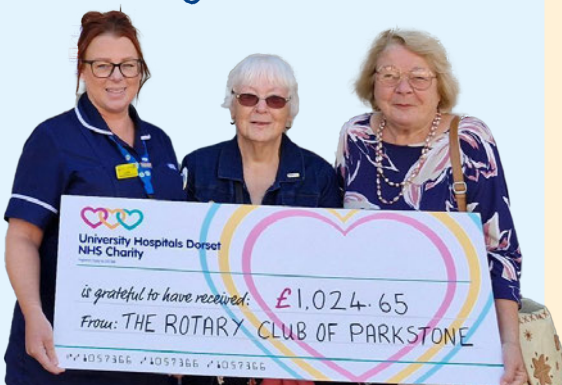
Join us for a special evening on Friday 8 November to celebrate our loved ones' irreplaceable legacy. This event offers a space for reflection and celebration of the ones who are no longer with us but remain forever in our hearts. If you would like to take part, you can share a donation and [sign up on our website](#).



Rotary Club of Parkstone raises £1,024 for dementia care services

The funds raised at the club's recent meeting and a special supper evening will make a world of difference to patients living with dementia, helping to enhance care and provide additional resources above and beyond NHS funding.

Thankyou



Harry Redknapp kicks off support for The BEACH Appeal

Watch this amazing video where footballing legend, Harry Redknapp, shares his support for this fantastic fundraiser for our new BEACH Building. Find out how you can get involved in our Beach Appeal [here](#).



JOIN US AND BACK THE BEACH APPEAL

A sky-high 'thank you' to our brave Team UHD skydivers

A big well done to Joana Da Cruz Silva, Agnieszka Taciak, Paige Morgan, Deanne Oliver, Harry Thomson, Catherine Fish and Sam Shanmigaraja for taking part in our skydive to fundraise for our UHD Charity.



Trio takes on Mount Kilimanjaro to reach new heights

Good luck to three #TeamUHD members - Deben Harris, Judith May and Fiona Sowerby - as they head off to Africa to embark on the epic journey to conquer Mount Kilimanjaro in support of our UHD Charity. These extraordinary individuals are climbing to new heights to raise funds for Respiratory Care, Parkinson's Services, Palliative Care Services and more.



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