

# The Brief

September 2024



**The 2024 Staff Survey is here: Join the conversation** See Page 8



**You said...**  
**A transformation special**

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**Going for gold**



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**National maternity award finalist**

# The Brief



## Monday 9 September - spread the word

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

| Update   | Shared? |
|--|---------|
| <p><b>NHS Staff Survey 2024:</b> Check your inbox for your link to take part in the Staff Survey and receive a £4 Costa Coffee voucher. Your feedback is important to us, see what we did with last year's results on page <b>8</b>.</p> <p><b>Patient test results:</b> We will be using ICE Standalone to support test results from 1 October. See page <b>5</b> for info on how to join our training sessions.</p> <p><b>Get in the loop:</b> The way we book leave and bank shifts are changing. Have you signed up to our new Loop app yet? See page <b>5</b>.</p> <p><b>Anti racism guides:</b> We are here to support you to navigate incidents of racism or discrimination. We have created a hub of guides, posters, and advice – see page <b>6</b>.</p> <p><b>A great place to work:</b> Our Freedom to Speak up team need your help to build a behaviour charter for Team UHD. Head to page <b>7</b> to find dates and times.</p> <p><b>Ask Me, a transformation special:</b> The countdown is on until the first team move into our Beach Building. Find out more about new rest areas, office space, our UHD shuttle bus and more on page <b>11</b>.</p> <p><b>Patient safety:</b> Join the celebrations for World Patient Safety Day, catch up on our previous Learn at Lunch sessions, meet the Patient Safety Crew and more on page <b>15</b>.</p> <p><b>UHD Charity:</b> Have you signed up to Walk for Wards yet? Sign up here on page <b>20</b>.</p> <p><b>Digital links:</b> Could you support the clinical digital nursing and professions team prepare for our new electronic health record? Find out more on page <b>22</b>.</p> <p><b>Let's talk about IT:</b> Do you struggle with Microsoft web applications? Our IT training team has a range of courses your can sign up for on page <b>24</b>.</p> <p><b>And finally...</b> Join our next Schwartz Round, meet our integrated discharge team, celebrate our bank workers, sustainability and much more...</p> |         |

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

**Department:**

**Signed:**

**Date:**



# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington



September always feels like a new term, a time to reflect on the summer we've had and to look ahead to the new challenges and opportunities that face us. My message for this term is to be realistic but optimistic, ambitious and brave, to speak up and where we see improvements to share them - across UHD and Dorset and ideally across the whole NHS.

Last week I joined chief execs from across the country and we met our new secretary of state for health and social care, Wes Streeting. He too talked of a new beginning, building on the foundations of an NHS that has always adapted and changed to meet the needs of the communities it serves.

He was very clear about the challenges we face this winter but I came away optimistic and hopeful for the medium and longer term. There is no new money and demand for our services remains high, but he encouraged us all to take difficult decisions now. Honesty should always be the best policy, and we should respect diversity of opinion. The NHS may at times feel broken by the public, but it is not beaten. And I agree.

Mr Streeting has ordered a full and independent investigation into the state of the NHS and we expect Professor Lord Darzi's findings at the end of the month. These will provide the basis for the government's 10-year plan to radically reform the NHS and build a health service that is fit for the future - shifting the focus from hospital to community, analogue to digital, and cure to prevention.

Winter will of course be a challenge, but everyone is in agreement that we go into it with patient safety at the heart of all we do, which feels timely as we mark World Patient Safety Day this month. You can read more about the work of our UHD Safety Crew on page 14.

Back to summer, and a huge thank you to everyone for

working so hard to ensure we continued to care for our patients while covering for each other as we took well-earned breaks. Sadly our summer was also tainted by the unrest experienced across the country. Our diversity is our strength and racism will not be tolerated at UHD. We held regular listening events to hear your voices, and we will continue to work together as one UHD family to ensure everyone feels heard, valued and safe.

In the spirit of listening, our 2024 NHS Staff Survey launches today and I really encourage you to fill this in. The information you provide is invaluable - indeed it helps us take the best of UHD to the rest of UHD, while also tackling the issues that are important to you.



▲ We welcomed new Labour MP for Poole Neil Duncan-Jordan to Poole Hospital

This focus on you is also the mantra behind Patient First. It is about **your** role, **your** ideas, the improvements **you** know will make a difference to **your** patients and colleagues. Our next cohort of teams have started their training - maternity, NICU, clinical site, cancer care and our Child Development Centre. Find out more on page 9.

Your improvement ideas are also at the heart of our two week 'Spring to Green' initiative, which starts on Wednesday. Spring to Green focuses on supporting staff to support patients, with each speciality picking two things that could make a real difference to how they are able to care for their patients.

When we are able to make improvements, our patients benefit. We have seen an ongoing improvement in our delivery of the 4-hour organisational safety standard and actually beat our target in August. Well done to all. We're also working tirelessly to avoid 65-week breaches by the end of the month.

Our financial position remains incredibly challenging but we are making small gains and should be encouraged to keep on keeping on. Thank you.

Looking to the week ahead, we have the NHS regional team joining us on Tuesday to talk to teams and to visit the BEACH Building. The same evening, we host the first in a series of public engagement

events for people to find out more about the improvements across our hospitals and what they mean to them. On the Thursday we host our annual members meeting, a chance to reflect and to look ahead to the future. Then fast forward to the end of the month as we roll out our 2024 flu vaccine campaign - you will spot some peer vaccinators out and about, so please protect yourselves to protect your families, colleagues and patients.

A busy start to the term - when isn't it?

Thank you for all that you do each and every day at UHD.

*Siobhan*

# Vital statistics

August 2024

- We saw **42,430** patients in our outpatient departments
- ...and an additional **8,369** virtually
- Carried out **1,680** day case procedures
- Supported the birth of more than **302** babies
- Attended to **13,227** patients in our emergency departments
- Cared for 192 patients at the end of their lives
- Started 223 patients on their radiotherapy journey

Thank you **#TeamUHD**



# New digital system for patient test results

*A message from the Trust Management Group*



The care and safety of our patients is paramount, and we do not have a robust process for acknowledging test results. This has led to documented patient harm that was potentially avoidable. Establishing this process across UHD is essential and therefore we will be implementing the use of ICE Standalone to support the electronic acknowledgement of results.

This trust-wide project will start from **Tuesday 1 October 2024** and encompasses results for pathology, radiology, and cardiology. ICE Standalone can be accessed through Microsoft Edge: Managed Bookmarks: Clinical Systems.

We will be sharing further information regarding the process of implementation in the run up to 1 October, including details of how to request

**Save lives,  
improve  
patient safety**

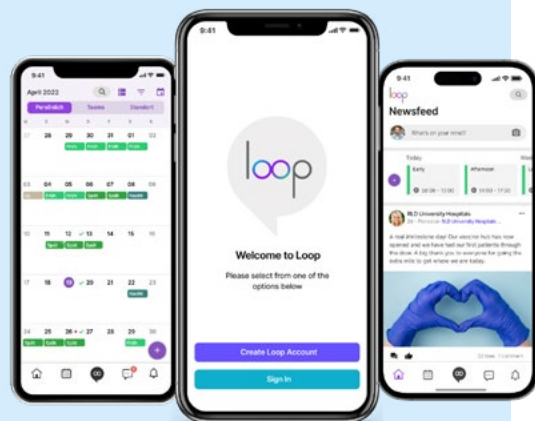
permissions from Monday 2 September. In the meantime, our IT department has created a series of online briefings to learn more about ICE and how to view and then file a report. Please go [here](#) for further details of times and dates.

## The way we all book leave and bank shifts is changing

From **1 October**, Employee Online will no longer be available to book leave or bank shifts, you will need to be signed up to Loop.

[The Workforce Systems SharePoint site](#) has a full list of information regarding [Loop](#) including scheduled drop-in sessions.

You can also call Workforce on ext. **5552** or email [workforcehelp@uhd.nhs.uk](mailto:workforcehelp@uhd.nhs.uk) if you have any questions.



## Autumn is coming...

...and it is almost time to get your Covid-19 and flu vaccinations. Plans are underway within care groups and occupational health to support the 24/25 autumn and winter vaccination campaign. Our peer vaccinators will be coming to you or be located within clinical areas. Keep an eye on our communications channels for all opportunities to receive your vaccinations.

Chief medical officer, Peter Wilson, said:

**“As healthcare professionals we all have a responsibility and a duty to keep our patients, and each other, as safe as possible. We should never underestimate the impact viruses have on our hospitals and the most vulnerable in our communities. Let’s prepare for winter together.”**



# Anti racism guidance and posters



Please [download](#) and share these posters with your colleagues online or by displaying them in your department. We have also created four guides to help you navigate incidents of racism or discrimination, feel confident about raising concerns and identify and address inappropriate behaviour.

## Did you know you can report a racist incident on our LERN forms?

To report racist behaviours via LERN, [please submit a pink 'issue' form](#). This form is only visible to quality and risk who will confidentially allocate it to the appropriate team. This form is for reporting an event or issue that did not represent our values but did not result in a patient safety or clinical incident. When filling

out the form, choose 'attitude and behaviour' from the drop-down menu next to 'concern category'. More options will then appear which you can use to specify the type of discrimination. Any incident in which a patient or member of staff was harmed should be reported using a blue 'safety incident' form.

## Follow us on Facebook

Our Dorset Bowel Cancer Screening Unit team recently set up a Facebook account. It's dedicated to providing the public with all the latest information, support, and guidance on the bowel cancer screening programme in Dorset.

Follow and share their page [here](#) to show your support. As the teams says: ***"stay informed, stay healthy, and let's beat bowel cancer together!"***

## Finalist for national maternity award

Kerry Horley, who works at St Mary's Maternity Unit in Poole, is one of four finalists in the 'maternity support worker of the year' category in the Royal College of Midwives (RCM) Awards 2024.

Having worked at UHD since 2019, Kerry is now an assistant practitioner, supporting staff with their training and development, as well as leading on innovation projects and learning opportunities.

Kerry said: ***"It was lovely to be recognised for the work I am doing across the unit, and I feel quite overwhelmed to have been shortlisted for a national award like this"***





# Help us build a behaviour charter

Our FTSU team would like your help to design a behaviour charter for Team UHD. Feedback tells us the behaviours we expect from colleagues, patients and visitors is not clear. We want to align our trust messaging and provide a standardised approach that enables and empowers everyone to tackle poor behaviours.

Do you have a spare 15 minutes to help us contribute to this important work? No booking is required.

**RBH:** Marquee by the lake on **13 September** from 10am-2pm

**Poole:** Tarrant Room in library on **19 September** from 9am-1pm

**Christchurch:** Parkin Suite on **23 September** from 9am-12.30pm

We will be visiting the other UHD sites to ensure we gain input from colleagues there too. Share with your networks and if you would like us to visit your team, please get in touch via [freedomtospeakup@uhd.nhs.uk](mailto:freedomtospeakup@uhd.nhs.uk)

Supporting you to raise concerns

**Freedom to speak up**



**Be a great place to work**

## Do you know how to raise a concern via the UHD app?

Watch Freedom To Speak Up guardian Tara's [short video](#) about how to get the best out of raising a concern anonymously using our UHD App.



## Chaplains - Here for you

“In August I went and spoke to a group of doctors at the foundation level of training. We talked about the different ways that doctors and chaplains might find themselves working together. Wards can refer any patient for chaplaincy visits - for religious support or simply a friendly face.

“Our doctors join our trust from all over the world - one asked me where they might be able to go to a Serbian Orthodox Church in the area!

However it was important to let them know that our chaplains are here for our new staff, just like we are here for you.”

**James Taylor**  
Lead chaplain



# The 2024 NHS Staff Survey

**is now live.** Look out for your email invitation from [NHSstaffsurvey@iqvia.com](mailto:NHSstaffsurvey@iqvia.com) and join the conversation.

**NHS  
Staff Survey  
2024**

Have your say and get a £4 Costa Coffee voucher!

Everyone who completes the survey will be sent a £4 Costa Coffee voucher. This will be emailed to you by IQVIA a week after you complete the survey.



**#SpeakUpSparkChange**

Could you be our most improved team?

Congratulations to our day of surgery and estates residences teams who were our most improved team last year. Encourage your team to fill out their surveys and this year it could be you! [Download](#) our email signature, Teams background, posters, social post and PowerPoint slide to help you.



**Be a great  
place to work**

What did we do with last year's results?

Read our [NHS Staff Survey you said, we did posters](#) to find out.

Do we know what you have written?

All responses are anonymous and confidential. Read our [FAQs](#) and [confidentiality and data handling](#) information to find out more.



## NHS Staff Survey - what do with your team's results

### Case study: Cardiology RBH

**We met our cardiology team to see how they actioned their staff survey results...**

**Cheryl Richardson**, cardiology service manager said: "Our 2022 staff survey results concerning 'Your health, wellbeing and safety at work' showed a slight increase in uncivil behaviour. We pride ourselves on working well as a team so wanted to address this. We are working in a very difficult and stressful time in the NHS - so it isn't surprising that emotions are running high, and we were determined to support all staff and not create a blame culture.

"In order to improve our results in this area we regularly share information about self-care, saying thank you, checking in with each other, value and appreciation, role modelling, phone/email etiquette and the negative effects of incivility on staff wellbeing and patient care.

"We have also worked to raise awareness of speaking up and the need to address any unacceptable behaviour. The Freedom To Speak

Up team supported us to give presentations about the importance of emotional intelligence and recognising our own triggers and behaviour to a particular group of staff that were struggling with uncivil behaviour and feeling undervalued.

"Our 2023 Staff Survey results showed improvement, this means that our team's hard work paid off and proves that being kind to your colleagues makes UHD a great place to work for everyone."



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





# Patient First

*Provide excellent healthcare. Be a great place to work.*



## Patient First in practice: Critical care

Critical care were represented on the 'Patient First Improvement System' training by team members from across the department with different skills and ideas. This diversity helped the training empower them to use their existing knowledge and experience to adapt the ideas presented in the training room to fit the unit and benefit everyone.

The team has worked together to make small changes to help with the smooth running of the unit and standardise work practices for bed space cleaning and set-up.

For more information about critical care's improvement journey, or to request to observe an improvement huddle at RBH please contact **Chantal.Gillard@uhd.nhs.uk**.

### What do the team think?

“ Patient First may be daunting, and it can be difficult to understand how it can work for you, but we can see the positive shift in culture in our area and staff feel listened to. Focusing on small improvements helped the team feel empowered to tackle larger problems. For example looking at the expiry date on oral medication to reduce waste and ensure every NHS pound is spent wisely.”

“ Next year the critical care units from Bournemouth and Poole will move to their new home in the BEACH Building. Patient First has helped us work together to prepare with monthly cross-site improvement meetings.”

“ Our training has helped us to see how we as a unit impact the trust objectives.”

### 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

**[patientfirst.admin@uhd.nhs.uk](mailto:patientfirst.admin@uhd.nhs.uk)**

Register your interest for training, request project support or invite us to come to your team meeting.



# You said... a transformation special

Our strategy and transformation team answers some of your questions.



**Dr Isabel Smith**  
Medical director  
for strategy and  
transformation



**Richard Renaut**  
Chief strategy and  
transformation officer

**Steve Killen**  
Director of  
transformation



**Be a great  
place to work**

## What is happening next?

► We're preparing to move our maternity services and our neonatal unit from Poole to the new BEACH Building, scheduled for 2 April 2025. View our Born at the Beach campaign [here](#). We are working with other teams involved in the later stages of the moves.



## Will the change in government affect the building works?

► No - our projects are funded through various sources. Although a significant part of our plans is linked to the New Hospitals Programme, this has already had its funding approved, and we do not expect major changes due to the new government.



## What will happen to the atrium at RBH?

► We are keeping some seating in the current atrium but creating a new main entrance between the BEACH Building and the existing hospital. A new seating area will be created, featuring different shops and coffee options. Areas like the top floor, often used for lunch, may need to accommodate patient flow, especially for those moving between the BEACH Building and theatres.

## Is there enough space to have proper respite away from our work areas?

► Having space to rest is important. We are aiming to improve communal and outdoor spaces, funded by our UHD Charity, and have plans to create additional space at RBH. Our new ward block, surgical admissions, haematology unit, and the BEACH Building, will have dedicated break areas, with a new junior doctors' mess recently opened.





**Dust and noise from the works are having an impact on my health and safety - who can I tell?**

► If you have any health and safety concerns related to the construction, please contact **healthandsafetyteam@uhd.nhs.uk**

**What is happening with office space moves? Will I be moved away from my team?**

► We are currently developing a plan to allocate clinical and office spaces across all sites. To manage this, we are creating office hubs, such as a surgical hub at the Poole site for surgical teams. Once spaces are allocated, care groups will organise their teams within the provided space. The allocation process is guided by principles set by the Trust Management Group to ensure fairness and transparency. We will share the first draft in September. We will then finalise office and admin spaces, with a commitment to keeping teams together where possible.

**I feel like don't know anything - who can I turn to for answers?**

► Contact your care group teams for information, as they are involved in the allocation process and can provide or find answers. Each care group also has dedicated transformation and project managers from the strategy and transformation team who can assist, find them [here](#).



**I will be moving to RBH soon and dropping my child at nursery/school on the way. Can I park closer?**

► We're switching to a new car parking provider on 1 November. This will offer a portal for quicker car parking permit applications and automatic number plate recognition for easier access. Childcare needs will be a key factor in prioritising parking spaces, so please include these details in your applications.

**Do we know when the shuttle bus service will start?**

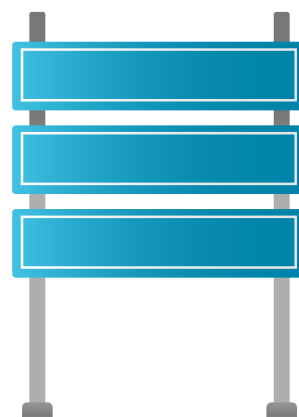
► We hope to launch in April before our maternity services move. We are currently gathering data to ensure we get the best service possible for Team UHD.

We are also considering trial days for staff in NICU and maternity to test the service, depending on arrangements with the provider.



**Patients get lost around our sites - will this be improved?**

► We are working on improving hospital navigation by creating a simple and effective wayfinding system. Supported by our UHD Charities, we are starting with RBH due to changes from the Beach Building project. This new system will greatly simplify navigation. Once the improvements are implemented at RBH, we will extend them to Poole as well.



**If you missed August's Ask Me transformation special, you can watch and read the full summary [here](#). For any queries email [strategyandtransformation@uhd.nhs.uk](mailto:strategyandtransformation@uhd.nhs.uk).**

## Research for everyone



The [Perioperative Quality Improvement Programme](#) (PQIP) was established in 2016 on behalf of the Royal College of Anaesthetists to create a high-quality data set looking at the care we provide to our patients undergoing major surgery. Our UHD research team contributed by working with almost 600 patients which has helped drive change at a national level.

Over the last six months, Team UHD has started putting the

data collected to good use for our patients. So far, we have supported local service evaluation work led by Dr Richard Harrison looking at post operative pain in our major colorectal patients, with the goal of developing a clearer enhanced recovery pathway to assist in their anesthetic care.



Our data has also successfully highlighted some excellent quality improvement work led by anesthetic trainee, Dr Tom Rawling. Tom has been working

with the day of surgery unit to implement simple interventions to ensure patients don't arrive in theatre with a low body temperature. Low temperatures during and after surgery can have consequences for the patient such as prolonged recovery times and increased post operative complications. The PQIP data has been used to feedback to the day of surgery unit to show them that these interventions are making a real difference to our patients.

**These two examples show that good quality data can contribute to national research, and support quality improvement work which has a direct impact on the care we deliver to our patients at UHD. Well done!**

## Going for gold with our therapy championships

Inspired by the Olympic and Paralympics games, our therapy team at Poole has created their own Therapy Olympics with lots of activities. Working with ITU and critical care, the team is making their way through themed weeks. In volleyball week, patients were tasked to perform a rally in bed, seated or stood. The team also celebrated the equestrian element of the games with a visit from Badger, a local Shetland pony!





# Schwartz Round Storytellers

Meet **Ali Murguia**, clinical lead at Christchurch dermatology, one of our brilliant storytellers:

“I felt privileged to be asked to be a Schwartz Round storyteller and although I knew I would feel anxious, I wanted to participate and share my experience with my colleagues. The round I took part in focused on sudden loss.



Wednesday 18 September  
1-2pm



Poole Hospital  
Lecture theatre

‘Caring in the  
face of aggression’



“On the day, I felt very nervous but the facilitators were a great support. I knew I would get very upset and I worried that I would leave out details that really mattered to me through nerves. I had so much support from my team, who attended with me, and I felt safe sharing my story.

“After the round, lots of people told me how moving my story was. I felt proud and empowered that I could talk about ‘My lovely dad’ and what losing him meant to me. I would recommend and encourage others to attend Schwartz Rounds.”

To find out more about Schwartz Rounds, visit [our intranet pages](#) or drop an email to [schwartz.round@uhd.nhs.uk](mailto:schwartz.round@uhd.nhs.uk)

**BU** and you

**BU** Bournemouth  
University

## Are you ready to take part in research?

Across Dorset we are developing clinical research partnerships and opportunities to be part of research in your clinical areas, and roles are increasing. Participating in research activity improves clinical care in your organisation and personal growth as a questioning clinician.

We currently don't know how ready we are to take part in research at UHD and we need to

understand what people need as individuals, and what we could do at UHD to support and grow a research culture.

Scan the QR code or  
[click this link](#) to tell us  
how you can get involved.



# Putting safety at the heart of Team UHD with the UHD Safety Crew



What an exciting journey we have been on together to promote patient and staff safety within UHD. At the start of the year we formed our 'crew' and said we wanted our focus to be on developing our UHD safety culture, to create an open, proactive and responsive learning and quality improvement approach to incident reporting, and to create training to support teams on all things safety.



**Save lives,  
improve  
patient safety**

**So where are we now and what can we celebrate as we approach World Patient Safety Day?**



## Talking about safety

**World Patient Safety Day**  
Find out more with the UHD Safety Crew

**Kate Heard and Amy Pollard,**  
patient safety investigation  
and liaison leads

**17 September - 12noon**

Learn at lunch

Save lives, improve safety

We have been blown away by the number of colleagues attending our monthly Learn at Lunch sessions and [catching up online](#).

We've had some excellent internal and external speakers - if you have a session idea, contact [patientsafetyteam@uhd.nhs.uk](mailto:patientsafetyteam@uhd.nhs.uk). September's session is a World Patient Safety Day special and takes place at 12noon on **17 September**. We hope to see you there.

We love being able to send out UHD Safety Crew thank you cards, post it notes and pens. Little things go a long way and filling out and sending a thank you card always makes us smile.



## Safety training

We have trained 30 staff in PSIRF Patient Safety Incident Investigation Skills. The training included an eye opening 'report writing skills' session that **focused on writing investigation reports for patients and families and not committees and regulators**.

The NHS England patient safety syllabus training is now on BEAT - over 80% of UHD staff have now completed level 1 - well done! Our team also offer training in:

- LERN reporting
- LERN reviewing (suggest attending LERN reporting first)
- Duty of Candour
- Patient safety investigations
- Risk register training Details can be found here: [Training \(uhd.nhs.uk\)](https://uhd.nhs.uk)



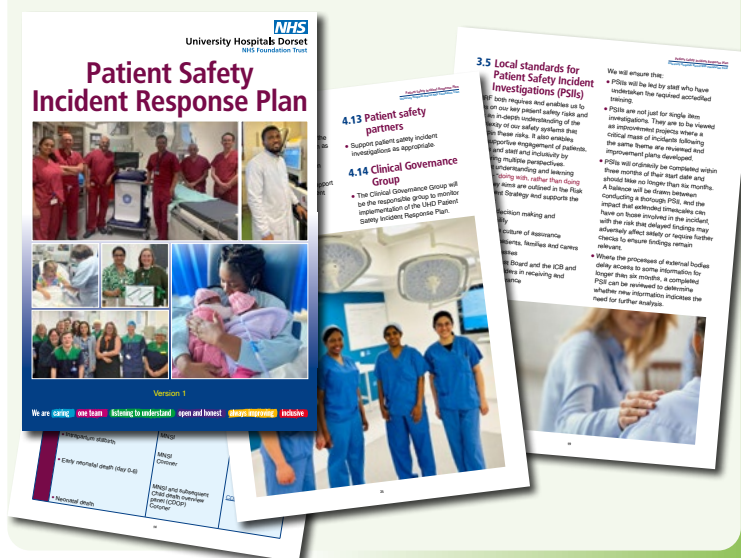
# Patient Safety Incident Response Framework

Thank you to everyone who has helped support the transition to the new PSIRF. The four main aims for PSIRF are:

- Compassionate engagement and involvement of those affected by patient safety incidents.
- Application of a range of systems-based approaches to learn from patient safety incidents.
- Considered and proportionate responses to patient safety incidents.
- Supportive oversight and governance that maximises learning and improvement.

It's been a big culture change but we are hearing some positive feedback already that the new approach is **less about paperwork and more about local learning and improvement**.

We have restructured the patient safety team to align to PSIRF governance and are delighted to have appointed Raza and Becky as our two new patient safety facilitators who are supporting frontline teams in PSIRF processes. If you haven't meet them yet I'm sure they will be coming to your area soon to talk about all the great resources they have created on the intranet to support learning responses - [PSIRF \(uhd.nhs.uk\)](https://uhd.nhs.uk/PSIRF).



# Meet the patient safety and risk crew:

**Raza Kayani** - patient safety facilitator for the medical care group and operations - [raza.kayani@uhd.nhs.uk](mailto:raza.kayani@uhd.nhs.uk) or Teams

**Becky Walker** - patient safety facilitator for the surgical and WCCSS care groups - [rebecca.walker@uhd.nhs.uk](mailto:rebecca.walker@uhd.nhs.uk) or Teams

**Amy Pollard** - patient safety investigation and liaison lead - [amy.pollard1@uhd.nhs.uk](mailto:amy.pollard1@uhd.nhs.uk) or Teams

**Kate Heard** - patient safety investigation and liaison lead - [kate.heard@uhd.nhs.uk](mailto:kate.heard@uhd.nhs.uk) or Teams

**Annie Crump** - patient safety coordinator - [patientsafetyteam@uhd.nhs.uk](mailto:patientsafetyteam@uhd.nhs.uk) or 0300 019 4014

**Lorna Wills** - patient safety administrator - [qualitysafetyteam@uhd.nhs.uk](mailto:qualitysafetyteam@uhd.nhs.uk) or 0300 019 4014

**Anne-Marie Cooke** - patient safety administrator - [qualitysafetyteam@uhd.nhs.uk](mailto:qualitysafetyteam@uhd.nhs.uk) or 0300 019 4014

**Adom Dregunas** - risk systems officer - [adomas.dregunas@uhd.nhs.uk](mailto:adomas.dregunas@uhd.nhs.uk) or Teams

**Justine George** - risk register coordinator - [justine.george@uhd.nhs.uk](mailto:justine.george@uhd.nhs.uk) or Teams

## Safety is about looking after our staff and patients



You told us you wanted more training on risk management.

We listened. Our health and safety team has written a bespoke '[managing safety](#)' course which has been approved by the Institute of Occupational Safety and Health (IOSH). The three-day course helps you recognise how you can influence, control, and monitor risk to improve safety and health issues at UHD. Book a space at [healthandsafetyteam@uhd.nhs.uk](mailto:healthandsafetyteam@uhd.nhs.uk)

11 October 2024

13 November 2024

4 December 2024

9 January 2025

6 February 2025

6 March 2025

# Meet the health and safety crew:

Our health and safety advisors are Sherri Paul, Karl Nyathie and Tony Bodycombe who are supported by our health and safety administrator, Natalie Matear. The team will be facilitating a Learn at Lunch session in November so come along and hear more about what the team do to help and support.

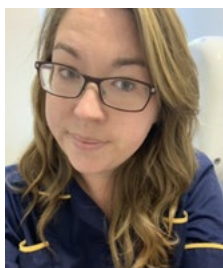
# Helping our patients get home

Welcome to the world of our integrated discharge team - a busy, thriving service providing support and advice to our network of discharge coordinators, nurses, and allied health professionals. Working closely with internal and teams out in the community, they work to resolve issues that could delay patient discharge.



**Rohit Kurian,**  
discharge  
service  
administrator

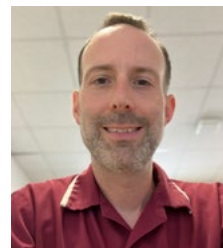
“It is my role to make sure necessary plans are in place for the patient’s discharge, including the provider of care package, destination, and transportation. My day is full of reporting and data extraction from EPR, checking updates and accuracy of each patient. We can get up to 20-30 referrals in a day to be processed. We also support our local council team, social services, British Red Cross and more. Each day is a learning curve as I never knew there was this much involved in a patients discharge from hospital.”



**Jules Holman,**  
clinical  
discharge lead

“I cover some 11 wards, including medicine, oncology, and older people’s services. We attend board rounds, attend discharge planning meetings, triage all new referrals, and ensure that referrers are opting for the least restrictive and most suitable option for the patient.”

“From a ward perspective it may feel like things are taking a long time, however there are often lots of conversations that must happen and agreement to be sought at various levels before a discharge can go ahead.”



**Chris Bowden,**  
senior clinical  
discharge lead

“I oversee and support the P1-3 discharge pathways for the Poole site, working alongside Katie Reed who supports the Bournemouth site.”

“Each day is really varied. I get to speak directly with community teams and our external partners about specific patient needs. I’m also involved with developing better pathways, reducing delays, and working with NHS Dorset to enable processes to become more streamlined. Current projects are supporting trauma and older people’s services with the early discharge planning project and developing a single universal documentation for UHD referrals.”

Want to find out more? Email [dischargeservices@uhd.nhs.uk](mailto:dischargeservices@uhd.nhs.uk) for a chance to shadow the team. Sounds like the job for you? Check out the internal vacancies page of the intranet for the current job roles.

## How can your team continually improve?

Team effectiveness creates a productive environment where communication, collaboration, problem-solving and innovation thrive.

On our team development resources intranet page, take a look at our ‘team effectiveness checklist’ to learn how this can have an impact on continuous improvement and to see if there is anything you can put into action with your team. Use our ‘time for team reflection’ questions as a tool with your team to talk about how you might grow your continuous improvement mindset together.



Be a great  
place to work

**Thrive**  
building effective teams







## Physical health

### Do you know your numbers? Book your free NHS Health Check

As we get older, we have a **higher risk** of developing conditions like **high blood pressure, heart disease or type 2 diabetes**. Your free NHS Health Check can spot early signs and help **prevent** these happening to you. **Please read the eligibility criteria carefully before booking your appointment.**



[RBH appointments](#)



[Poole Hospital appointments](#)

## Mental health

### World Suicide Prevention Day on 10 September



[Samaritans](#) has tips for talking about suicidal thoughts and how to help someone open up.



[NHS Employers](#) has information on the impact of suicide and how employers can best support their staff.

## Spotlight on...

### Being a health and wellbeing champion by Angela Cook

When the pandemic hit, I was also struggling with issues outside of work. A colleague in my department mentioned she was going to the UHD running club. I hadn't run for a long time but nervously asked if I could join. **It is not exaggerating to say that these lovely people changed my life.** They have become friends and they helped me to achieve a level of fitness I did not know I was capable of. I was keen to share with others how looking after your health and wellbeing can change the way you feel, so I applied to become my team's health and wellbeing champion.



I am privileged to be part of a team of amazing people. We are all working very differently since the merger and pandemic, and it is important the team knows there is support if they need

it. We also support each other by having regular catchups and meetings online or face to face. **We are constantly learning and adapting to make sure that everyone in our team feels valued and included.**

As a health and wellbeing champion, my role is to signpost to support and share wellbeing updates with my colleagues. **It is a lovely way to engage with like-minded individuals across the trust.** We are supported with learning and development opportunities.

**Knowing I may have helped or inspired anyone in a small way is rewarding.**

**Could you be a [health and wellbeing champion](#)?**





# Peter's ponderings...

with Dr Peter Wilson, chief medical officer

**I can't believe that summer is almost over. This year has disappeared in the blink of an eye.**

I hope that all of you have had some time to rest and recuperate. It is so important that we look after ourselves. This is always difficult in the NHS, but even more so currently. For those about to have some time off, enjoy.

I always remember that for those of us who come from far away, that holidays are always a little bittersweet. Quite often separated from family and friends which is difficult, and my thoughts are with all of you.

The last few months has been tumultuous. The riots across the country have shown a side of people that is never acceptable. I was on holiday and sat watching the events unfold. I have not been that angry, sad, and embarrassed for many years. It was an important lesson for all of us that words matter. How we talk to each other, and about each other over time, can cause immeasurable harm. This was not something that suddenly happened, this was the culmination of years of not paying attention to each other, showing civility, or caring.

I cannot convey my apologies watching the scenes unfold

and how all of you affected were in my thoughts.

Coming back into the organisation after that week was tinged with both sadness and incredible pride. Listening to the stories of many of you who had to think about how to keep yourselves and your families safe was awful.

No-one should ever have to feel like that. I was also struck by the incredible support, love and caring across the organisation, as well as the measured approach from those affected. The conversations were both harrowing and outstanding and I would like to thank all who took part for their bravery. I was so proud of how Team UHD collectively responded. The need for us to listen, talk, understand, and support each other is so important if we are

going to build an organisation everyone wants to work in.

I am so grateful for all the work you have all done over the last months in keeping our patients and our staff safe.

I thought I would end with pictures of my Daisy - she also had a summer holiday of playing with her friends, living her best life, and chasing ducks.

**Peter**





# Celebrating our bank workers with **Communit**ea 2024

Bank CommuniTea is back, our annual event to celebrate and engage with our fantastic bank workers.

Launched in 2023, Bank CommuniTea was created in response to feedback from our bank staff. The event is an opportunity to connect with other bank members, learn about available opportunities and resources, and engage in open conversations with senior teams. There also might be some goodies available...

**Everyone is welcome**, whether you're currently on the bank, considering joining, or a team

with bank members. Full details can be found [here](#).

**RBH:**  
17 September from 12-2pm

**Poole:**  
23 September from 12-2pm

If you want to support our bank members or showcase your department and resources, contact [siobhan.stainer@uhd.nhs.uk](mailto:siobhan.stainer@uhd.nhs.uk).

**We are**  
**#ProudToBeBank**



## Join our European Network

Come join our next network meeting on **18 September** from **2-4pm** in **RBH Marquee**.

Our hosts Fardowsa Ahmed-Timms and Gianluca Bisquadro will lead the meeting with special guest, Richard Renaut our chief strategy and transformation officer. The meeting will be a safe space to ask questions, tell stories or share concerns. Everyone is welcome.



## Do you know your staff governors?



“Hi, I’m Kani, the staff governor for nurses, midwives, and healthcare assistants. It gives me great pleasure to be the first staff governor to write in *The Brief*.

“I qualified as a nurse and a midwife in 1989 and have been nursing for over 34 years both abroad and the UK. I currently work in the trust as a discharge facilitator for complex cases in the trauma department. Though I love nursing, I truly believe **‘happy staff equals happy patients’**.

I am fully committed in helping you feel fulfilled in your roles by supporting you.

“Some of my responsibilities include holding non-executive directors to account for their performance, engaging with staff and taking part in key decision-making processes.

“Being a staff governor is a rewarding voluntary role which needs your time, commitment, and a passion to improve our services. **Could you join us?** If you would like to get in touch with me for any reason or would like more information on becoming a staff governor, email [kani.trehorn@uhd.nhs.uk](mailto:kani.trehorn@uhd.nhs.uk).”



## Walk for Wards is almost here - are you ready to make a difference?

Lace up your trainers and join your fellow Team UHD colleagues at Upton Country Park on Saturday 28 September for an amazing 3km, 5km or 10km walk in support of our hospitals.

Every step you take and every penny you raise will make a huge difference for our incredible wards and departments, going beyond what the NHS can fund. Colleagues from the Alcohol Care and Treatment Services (ACTS), NICU, radiology department and more have already signed up - and you can join them in showing your team spirit!

Grab your gear, rally your friends, and sign up today by [clicking here](#).



## The Beach Appeal reaches a fantastic £200,000



The Beach Appeal has raised £200,000 of its £1.5m target in the first three months since its launch to the public in April.

Donations to The BEACH Appeal will help fund additional items like an additional CT scanner in the heart of the new emergency department, a wellbeing garden for critically unwell patients and much more. If you want to join in and make a difference, [click here](#) to learn how you can fundraise or donate.





## Dorset dad raises over £5,100

Local dad John McDermott took on the challenge of running 100km from London to Brighton, fundraising for Gully's Place in memory of his son Alfie. After over 18 hours of running, facing blistering conditions and a torrential downpour, John finished the run and raised a fantastic £5,122.47 for Gully's Place.

John's wife Jennifer, their kids and family friend Jess were with him every step of the way, and their collective effort is a beautiful testament to their love for Alfie, who passed away unexpectedly in 2018.

## Twilight Walk raises phenomenal £20,700 for breast cancer care

Thank you to the hundreds of community members and NHS colleagues who took part in Twilight Walk 2024. Every penny raised will support the breast health team to enhance the experience of those receiving care from their services and help acquire state-of-the-art equipment for our hospitals.



## TAKE ON AN EXCITING CHALLENGE IN SUPPORT OF OUR HOSPITALS!



**SNOWDON SEA TO SUMMIT**  
JULY 2025



**LAND'S END TO JOHN  
O'GROATS CYCLE**  
SEPTEMBER 2025



**MOUNT KILIMANJARO TREK**  
OCTOBER 2025

Email: [uhd.charity@uhd.nhs.uk](mailto:uhd.charity@uhd.nhs.uk) to find out more.

 University Hospitals Dorset  
NHS Charity

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





Team UHD says goodbye...



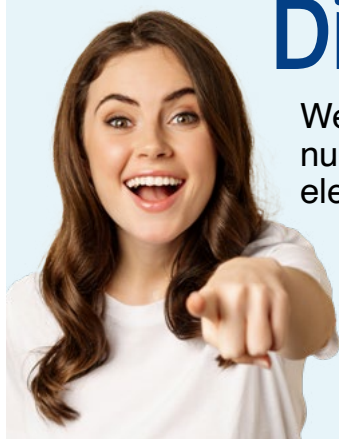
# So long, Keith

Goodbye to Keith Joy, a long-standing part of our molecular pathology team. Having worked for over 40 years for the trust, Keith has been an exemplary member of #TeamUHD and a 'joy' to work with.

Keith said: *"Over the years I have worked with lots of colleagues many of whom I consider as friends. The last two years have been particularly exciting - and challenging - as we have finally moved into the purpose built One Dorset Pathology Hub. I now feel the time is right for me to finally hang up my lab coat for the last time."* Happy retirement Keith and thank you.



## Digital links: we need you!



We are seeking skilled communicators to support the clinical digital nursing and professions team in preparing for a new electronic health record.

If you work in a clinical area and are enthusiastic about digital advancements that can improve your area of practice, please scan the QR code or [follow this link](#) and leave us your name and the area you work in, and we will be in touch.



## Are you printing responsibly?

There has been a noted increase in printing across UHD which costs more money and can have a negative impact on our environment.

Did you know you could save time and money by using the print centre at UHD for printing anything over 30 pages?

You can order work by emailing [print.centre@uhd.nhs.uk](mailto:print.centre@uhd.nhs.uk) or [click here](#) to find out more information. Please dispose of all paper via the confidential waste service, this is the cheapest and most sustainable waste stream for paper. **We can all make a difference.**



## Meet our volunteers

Volunteers are an incredibly important part of Team UHD. We asked Paul, a volunteer in our health records team, why he took the plunge to join Team UHD...

“After 36 years in retail management, I could no longer continue and experienced a breakdown. After completing multiple courses I struggled to get a job due to lack of experience. I was then recommended volunteering with the NHS, and joined shortly after.

“What I found most fulfilling about my role was the knowledge that I was contributing positively. Even a minor contribution to the health records department helped maintain essential operations behind the scenes, allowing the hospital to function effectively. This role has also been instrumental in helping me rebuild my confidence and self-esteem.”



Could you join our volunteering team?  
[Click here](#) to find out more.



# Reducing medication waste

Our trainee pharmacists have collaborated with 13 sites around the UK to build a national picture of how our patients dispose of unwanted medicines. Improper disposal can affect our ecosystems, cause accidental misuse or even poisoning.

## Did you know:

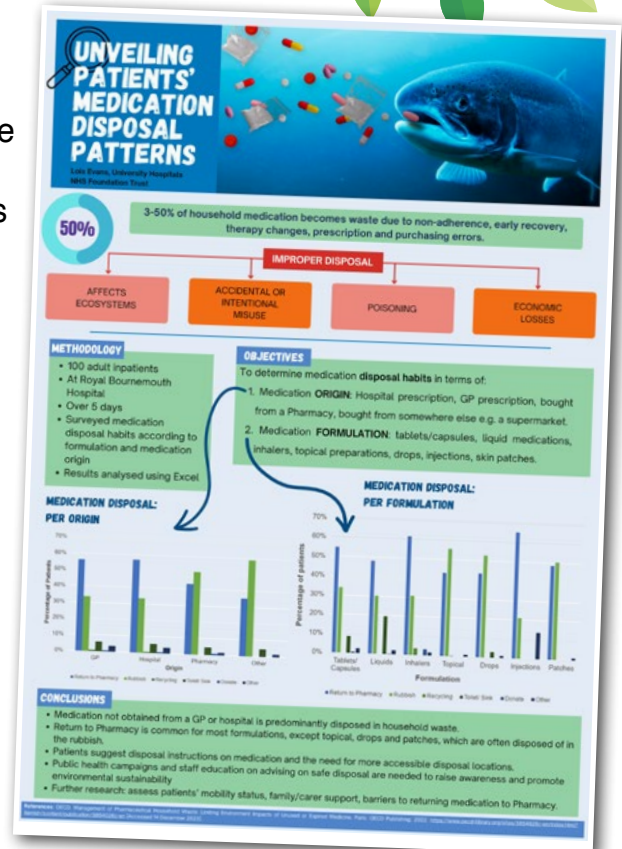
- All waste patient medicines (regardless of where they came from or what formulation they are) should be returned to a community pharmacy for proper disposal? (community pharmacies in England have been commissioned to receive these medicines since 2004).
- International studies show that patients dispose of medicines differently according to the source and formulation of the medication.

Our team of pharmacists found that medicines from a hospital were most likely to be

disposed of correctly - advice from healthcare professionals had a huge impact on behaviour. Topical products such as creams and eye drops were least likely to be managed properly, with liquid medicines most likely to be emptied into the toilet and sink! Working closely with the BU Medical Sciences Programme, the team discovered they've documented pharmaceutical contamination in our waterways across Dorset.

Our brilliant pharmacists have used the work to:

- Add medicine disposal advice to patient discharge letters
- Create an award-winning social media campaign
- Work with health professionals to encourage correct disposal.



Sustainability pharmacist, Tracy Lyons, said:

***"This was an absolutely brilliant project. Helping patients to understand the correct way to dispose of their medicines is a concrete way to improve this situation, to the benefit of the entire community."***



## Sustainability challenge with Forest Holme Hospice

A big well done to our Forest Holme team for taking part in a monthly sustainability challenge. The challenge was designed by the team to encourage good habits like walking to work, using sustainable products and more. Want to take part? [Click here.](#)



# Let's talk about IT

## New Microsoft courses

Are you struggling with Microsoft web applications? Our IT training team are launching new training courses. [Click here](#) for details or email [it.trainers@uhd.nhs.uk](mailto:it.trainers@uhd.nhs.uk).

## Sharing images quickly and safely

Our Dorset Strategic Integrated Imaging Solution (SIIS) Programme objective is to build a Dorset Image Sharing Domain by 2024/2025.

Our aims include:

**Improved patient care:** easy access to prior imaging studies from other facilities enhances diagnostic accuracy, preventing unnecessary duplication of exams.

**Enhanced collaboration:** specialists across different locations can consult seamlessly, leading to faster diagnosis and better treatment planning.

**Reduced costs:** eliminating repeat imaging exams saves healthcare systems and patients money.

**Research and education:** large pools of shared image data facilitate research advancements and better training for medical professionals.

## New Alertive app coming soon

Our new Alertive clinical messaging application will replace our multitone paging system on 29 October. Features include task assignment, message, sending attachments, notifications, and the ability to be accessible anywhere. We will be launching training materials and events soon - keep an eye out! For further information or if you would like a demo booked in for your team contact [alertive.rollout@uhd.nhs.uk](mailto:alertive.rollout@uhd.nhs.uk).



# Alertive

## IG top tips

If a patient is requesting access to their medical records, refer them to [subjectaccessrequests@uhd.nhs.uk](mailto:subjectaccessrequests@uhd.nhs.uk).

If they are looking to obtain information or data held by the trust relating for example to spend, policy, number of procedures please direct them to [foi@uhd.nhs.uk](mailto:foi@uhd.nhs.uk).

