

The Brief

September 2023



We need

The 2023 Staff Survey is coming - join the conversation

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South Asian Heritage Month



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Walk for Wards



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Valuing our volunteers



Your University Hospitals Dorset

An update from chief executive, Siobhan Harrington



As we emerge from the latest industrial action and from what has continued to be a busy summer period, I want to thank you for all you have done. I hope many of you have managed to have a break and also realise that it is a time when we are, or have been, covering for others. As schools restart and we consider the winter ahead, it is a good time to pause and reset, considering what we have ahead over the coming months.

This has also been a difficult few weeks working in the NHS when public confidence has been impacted by the experiences in Countess of Chester Hospital. It is horrific to hear that a nurse has been convicted of murdering babies in a neonatal unit. As a nurse and a hospital chief executive I have reflected a lot as I know many of you have done and are doing. We come to work in the NHS to care for people and this series of events will impact on us all for some time to come.

Across the NHS we welcome the independent inquiry to help ensure we learn every possible lesson from this tragic and awful case, and we will continue to focus on improving our safety culture across the NHS and here at UHD.

The spotlight now has quite rightly turned to the importance of speaking up and that people feel psychologically safe

to speak up and talk about concerns. Since I came to the trust last year this has been incredibly important to me. As colleagues, managers and leaders we need to listen and respond - please in your areas encourage people to speak up - not only about concerns, but also about what is good and what needs improving.



Supporting you to raise concerns

Creating a culture of good communication in teams and across the trust is important. There are many ways to speak up, through your line managers, HR, occupational health and much more, and our Freedom to Speak Up service is here for us all. A special Schwartz Round is being planned for October around the importance of speaking up and crucially, being heard, and the September People Pulse survey will focus on speaking up. You can read more on page 4.

Our 2023 NHS Staff Survey will be also be live on 12 September and is a really important opportunity to tell us if something isn't right, while also celebrating what is good - and I see lots of good every day here at UHD. Every single voice

counts so please do add yours. Read more on page 7.

Our hospitals remain extremely busy, and the impact of industrial action continues to be felt across UHD, with a very human impact on the patients we care for. Understandably, people are questioning the impact of the strikes and I want to reassure you that we are making it very clear at a national level just how disruptive and unsettling they are for everyone involved. A huge thank you to all of you for your resilience and camaraderie during this time, and for your absolute commitment to providing safe care. We will be increasingly focusing on our plans for winter this year and maintaining our strong Team UHD spirit will continue to be important.

Improving patient safety and seeing our patients sooner are two of our UHD objectives. This month our emergency departments are running a 'Seen in 60' rapid improvement event. The focus is on reducing our wait to be seen from over two hours to under 60 minutes - improving flow and critically improving patient experience and outcomes. Find out more on page 8.

What I love about UHD is that despite the challenges we face, we have teams of people who are hugely passionate about what they do and who are doing amazing, innovative things every day.

This weekend, we host our Annual Members' Meeting at Poole Hospital where we celebrate these

very teams, reflect on the last year, take a closer look at our performance and our trust finances, and look ahead to the future. Everyone is welcome to attend, ask questions, and be part of the conversation. After all, it is all of us who will be shaping our future, and ensuring it is as sustainable as possible in this difficult economic and financial climate.

This month we are embarking on the next phase of our Patient First programme with training sessions for leaders across

UHD. This is all part of a wider culture change that will ultimately improve the care of our patients and the wellbeing of our teams. It's not a quick process, things do take time.

So as we embrace September, I hope we get a last burst of summer to provide some respite from the challenges, and to fuel us for the months ahead.

Remember, if you're worried or are concerned about something, tell someone; if things are good and you are proud of something, tell us and let's celebrate those things. There is much to be proud of.

Thank you for everything you do.

Siobhan


University Hospitals Dorset
NHS Foundation Trust

Annual Members' Meeting (AMM)

10am Saturday 9 September 2023

FREE PARKING

Lecture Theatre, Education Centre, Poole Hospital


Live streamed through Microsoft Teams

Information stands and refreshments will be available from 9.30am

Presentations from:

 **Siobhan Harrington**, chief executive officer
2022/23 Annual Report and 2023/24 Forward Plan

 **Pete Papworth**, chief finance officer
2022/23 Annual Accounts

 **Sharon Collett**, lead governor
work of the Council of Governors during 2022/23

If you would like to submit a question at the AMM and/or book your space, please email FTMembers@uhd.nhs.uk or call 0300 019 8723 by Saturday 2 September 2023. Questions submitted in advance will be prioritised at the meeting and booking is encouraged due to limited capacity.

An Understanding Health Talk on Safeguarding Adults will immediately follow the AMM

Vital statistics

August 2023

- We saw **34,692** patients in our outpatient departments
- ...and an additional **7,238** virtually
- Carried out **1379** day case procedures
- Supported the birth of more than **309** babies
- Attended to **13,907** patients in our EDs
- Cared for **227** people at the end of their lives
- Started **212** on their radiotherapy journey

Thank you

#TeamUHD

The importance of speaking up

Following the outcome of the trial of Lucy Letby, the NHS nationally has expressed its profound apologies to all the families involved.

Although these appalling crimes were the actions of a single individual, this case is a stark reminder of how important it is that the NHS listens carefully to the concerns of patients, families and staff. You can read their full response [here](#).

Here at UHD, we want to encourage you to speak up about the things that get in the way of us doing our job and delivering great care for our patients.

Speaking up is about anything that gets in the way of providing good care.

There are lots of ways you can raise a concern, including via your line managers, occupational health, staff governors, using our LERN forms, chaplains, education team and our HR team.

Our Freedom to Speak Up service is also here for all of us if there is ever anything you want to raise, or if you ever have any concerns about the care being provided to our patients. You can contact the team at freedomtospeakup@uhd.nhs.uk or by leaving a message on ext. **4220** or via the UHD app You can also find out more about the service [here](#).

Special Schwartz Round:

A special round is being planned for October on the importance of speaking up and being heard. Keep an eye on our communications for more details.

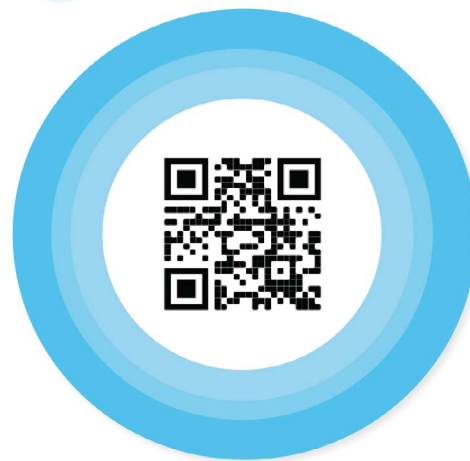
People Pulse

This month's People Pulse survey questions will f

on speaking up. We want to hear your feedback on your experiences of speaking up and if you chose not to speak up about something, we would like to know why, so we can make changes to make the process more positive for you.

What will we do with your answers?

The psychological safety of anyone who speaks up is vitally important. We aim to create a culture at UHD in which everyone has the freedom to speak the truth without fear of the consequences. We will use your feedback from the survey to analyse the effectiveness of the speak up process and if needed make changes to achieve our aim.



Supporting you to raise concerns

Further dates for industrial action

The British Medical Association (BMA) has announced that its junior doctor members have voted for a further six months of strike action and will walk out for four days alongside its consultant members this September and October.

Consultants will be striking on 19 and 20 September, with Christmas Day levels of cover. Junior doctors will join the strike on 20 September, also with Christmas Day levels of cover. They will then continue to full walkouts on 21 and 22 September.

Both consultants and junior doctors will be striking on 2, 3, and 4 October, again with Christmas Day levels of cover. Further details on the BMA website. We are working through our plans for these dates and will send further updates

Improving patient safety

Meet Sean Weaver, our new medical director for quality and safety.

Having worked at RBH for 18 years, with a short time away working with the Healthcare Safety Investigation Branch, Sean has learnt a lot about safety and how to implement investigations.

“In this new post for the trust, I will be working with our chief medical officer to improve our skills in safety and quality and create strategic plans to provide better care and safety for our patients,” says Sean.

“It can be difficult talking about safety in healthcare, it can be scary to talk about investigations. I am keen to embrace an open, no blame culture around safety and encourage everyone to talk openly. Our new Patient Safety Incident Response Framework (PSIRF) is being introduced nationwide later this year and will underpin the ‘Patient First’ quality agenda.

“I would love to visit your department to see how you work. If you have any knowledge about how to manage safety in your areas - I would love to link up with anyone with any knowledge on human factors, safety, and see what you are proud of.”

If you would like to invite Sean to your area or ask any questions, email sean.weaver@uhd.nhs.uk.



Do you know about our new patient property policy?

If a patient's property has gone missing, you must:

- Complete a LERN - also inform security if an allegation of theft is made.
- Ward leaders must investigate within three days and decide if financial redress is to be provided and how much to pay.
- We are only liable if we have assumed responsibility for patients' property, if patient property documentation has been completed as per policy and patient has capacity.
- If essential personal items such as glasses, dentures and hearing aids are lost, redress should be in line with the standard NHS help for health costs.
- If you decide not to pay financial redress, send a letter to the patient/family advising of this and upload this to the LERN you have completed.
- If you have decided to provide financial redress, you then send the completed lost property form, located in the policy, and a copy of the letter you have sent to the patient/family to the patient experience team for processing.

There are letters available in the policy for your use to send to patients/relatives regarding your decision following an investigation. [Click here](#) to view.

NHS Staff Survey - What to do with your teams' results

Case study - temporary staffing service

Did you know we have over 2,500 exclusive bank workers at UHD? 2022 was the first year that these colleagues were able to fill out the NHS Staff Survey.

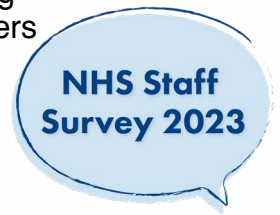
Their responses told us that bank members felt disconnected with the trust in terms of communication and lack of input into changes in the workplace. We also found that during the recruitment process, new bank members felt uncertain about the next steps between recruitment and 'being on the shop floor'. In order to improve in these areas, we need to ensure bank members are embraced into Team UHD.

We also identified a lot of positives, including scoring highly on questions around work/life balance.

In response to this feedback, we have launched our new bank handbook. This has been made accessible to our bank workers, where traditional comms has not been available to those not using UHD emails. We have created key rings so that they can be scanned anywhere, and worn

safely at work (wipeable!). The document has been created with bank workers in mind, covering topics such as the induction process, how to raise a query, understanding and viewing payslips, contact details and more.

As well as our new handbook, we have organised 'Bank CommuniTea'; an occasion for bank workers to be celebrated and meet other bank workers and team members. This is an opportunity for bank members to bring their ideas for change to us in an informal and laid back setting. We would love nothing more than bank workers to feel comfortable telling us how they would like to shape their working environments.



#SpeakUpSparkChange

Bank Communita

An invitation to our bank members

We invite our bank members to join us to relax, connect with fellow bank workers, meet the temporary staffing team while enjoying some delicious treats.

This event will be especially beneficial to those who are exclusively on the bank who would like to connect with other members of UHD. However, we welcome everybody to join us in celebrating our bank community.



Christchurch

25 Sept
Parkin Suite
12noon-2pm

Bournemouth

26 Sept
Marquee by the lake
12noon-2pm

Poole

28 Sept
Education Centre
7-9am

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

NHS Staff Survey 2023 - #SpeakUpSparkChange

NHS Staff Survey 2023

#SpeakUpSparkChange

The 2023 NHS Staff Survey will be live from 12 September. Don't miss this opportunity to join the conversation. Your feedback will help us make improvements and celebrate the things we do well. Take a look at [what we did with last year's results](#) to find out how teams used their results to have open and honest conversations and create change.

This year all surveys must be completed digitally. Check your email for your personal invitation from **NHSSTAFFSURVEY@iqvia.com**. All responses are confidential. Read our [FAQs](#) to find out more.

Everyone who completes the survey will be sent a £3.50 electronic Costa Coffee voucher. This will be emailed to you by IQVIA on the Friday after you complete the survey. If you do not want to receive a voucher, you will have the opportunity to opt out of receiving this when you fill out your survey.

We'll be giving £200 to the UHD team with the most improved response rate. Last year, it was the antenatal ward team who spent it on some off-site team building events. Encourage your colleagues to fill out their surveys and this year it could be your team!



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



Start on our 'Patient First' journey



Work as one team, fit for future changes

IG top tip



Do you use WhatsApp? Please remember that WhatsApp must not be used for exchanging patient information. MS Teams is our approved platform for sending instant messages. Please make sure that you are familiar with the [social media policy](#) before using any free messaging services.

Seen in Sixty

ED's first 'rapid improvement event' takes place in RBH on 11 September and Poole on 13 September, across both emergency departments. These will focus on improving the 'wait to be seen' for patients attending the department.

The event will be over a number of consecutive days on each site, testing improvement, measuring impact and putting in plans to sustain the change. This approach is so that we don't just talk about ideas - we put them in place.

We move from 'can't do' to 'can do' and we do it collaboratively with our teams and wider colleagues. We will focus on reducing our wait to

be seen from over two hours to under 60 mins - improving flow and critically improving patient experience and outcomes. We will be using this well-known QI methodology where as a team we devote ourselves over a short period to analysing and improving a narrowly defined process.

The main advantages of this approach are:

- our staff are fully engaged in the process and feel empowered to make changes
- greater 'buy-in' achieved
- real change in real time, at pace
- mutual accountability and empathy



- walking the journey together - joint learning
- improved relationships
- ensuring safe, superior care and experience for our patients

Contact michelle.higgins@uhd.nhs.uk if you have any questions or would like to be involved.

Keeping up with our staff governors



To showcase our staff governors, we have created a new page on the intranet just for them - [click here](#) to view. You can also find information about the staff governor elections and details on how to apply.

There is a noticeboard at RBH and a small post box for staff to be able to post feedback or questions if you have any.

Transformation update

Countdown begins to the opening of the BEACH building

in **2025**

Take a look at our new artist impression images of our new hospital entrance in the BEACH building. The area will provide a modern new look as well as first-class facilities for staff, patients and visitors.

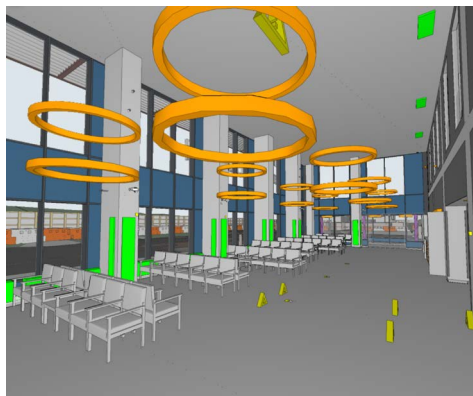
As part of the first phase of clinical moves, we are exploring whether the maternity team and some of the services provided on the current RBH site like critical care, would be the first to transfer into the BEACH when it opens at the end of March 2025.

Richard Renaut, chief strategy and transformation officer, said:

“We are delighted to be able to confirm the opening date and details of the first phase of clinical teams who will be moving into the development.

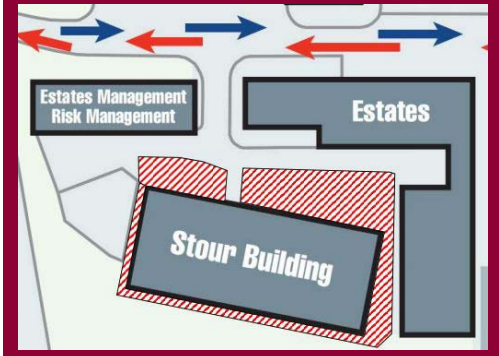
“The new entrance will deliver a great new space for everyone. We’re looking forward to bringing high street retail, alongside food and beverage offers to provide a great service, quality and choice.”

You can see the [countdown clock](#) to the opening date and more details of our transformation programme at the Investing in our Hospitals portal [here](#).



Scaffolding at the Stour

Access in and around the Stour building at RBH will be affected this autumn as scaffolding is erected as part of the creation of the new central processing kitchen. If you have any questions, contact estates.helpdesk@uhd.nhs.uk.



Listening to you on travel

Look out for the ‘travel trolley’ visiting your area in September. Supported by our senior team, union partners and staff governors, the trolley will be visiting your department to hear from you about your questions about travelling to/from work and across our sites.

The travel staff survey earlier this year showed colleagues wanted to know more about the options and choices available now - and looking ahead to travelling to a different site. The trolley will be loaded up with goodies and FAQs to help answer any concerns about the current situation and for the future. Click [here](#) to find out when we are visiting you.

If you would like to invite the team to your area, to help shape our thinking about planning travel over the next few years, email travelteam@uhd.nhs.uk

Let's get appraising

We are now in the final month of appraisal season and there are just a few weeks left for you to have yours.

Here is what some appraisers and appraisees had to say about their experiences...

“As a new appraiser, I wanted to make the appraisal as valuable as possible for my staff. I wanted to better understand what skills and practices I could draw on, and the eLearning was a great starting point for this. For example, I hadn't really considered how the place where I was holding the appraisal could influence how effective and meaningful a discussion it would be.”

“I want my staff to realise that the appraisal meeting is all about them and I want them to feel valued. This year I have been more mindful of the amount of time I set aside to have these discussions - it is important that they don't feel rushed and as though the appraisal is a transactional process.”

“I had my appraisal last week and it was helpful to have the opportunity to not only consider the last 12 months, but to spend a lot of the conversation looking ahead. When it's very busy, sometimes that reflection of how you are getting on and how you want to develop gets lost, so I welcomed the time and space to do this with my manager.”

Our final appraisal drop-in for any questions is on 13 September, 12-12.30pm. You can join the session [here](#).

Have you already had your appraisal?

Do you want to talk further about your workplace wellbeing? Health and wellbeing check-ins have just launched. Find out more [here](#).



BU and you

BU Bournemouth University

Sign up to our data and digital leadership programme

Our new BU-UHD data and digital leadership course starts on 27 September and the application process for the three modules is still open.

The programme is suitable for all staff and can be taken as CPD, degree or even masters level. You can find the application form [here](#)

and look through the [CPD quick guide](#) to help you answer any questions you or your manager may have. Successful applicants will be contacted by email for further information. If you need further details/support in the application process, please contact susan.varley@uhd.nhs.uk or afeigenbaum@bournemouth.ac.uk.

Pushing yourself to become a better leader

“I have taken that huge step to move out of the comfort zone, I dare say I am in the fear zone. It can be quite crippling but with it also comes the excitement to learn new things, embrace more challenges and make an impact...”

Last year, Funke Adewoye, a practice educator nurse involved in training and pastoral support, started the FNF Windrush Leadership Programme.

“The leadership course was a complete package and truly transformational,” said Funke.

“We had about 8-10 sessions with each highly impactful, however the sessions that stayed most with me was ‘building your authority’ with The Royal Academy of Dramatic Art. We were encouraged to let go of our comfort zone,

and embrace the fear and selfdoubts as they are essential ingredients in growing.

“I took part in a quality improvement project and based my project on ‘Cross Cultural Body Language: Bridging the Gap’. My aim was to improve awareness and clear misconceptions about body language, to improve quality effectiveness in communication across the trust and to improve cross-cultural communication among staff, patients and relatives, improving quality of patient care.

“During my programme we also hosted the first ever Cultural Celebration Day. Working closely with our EDI lead and staff networks, I learnt how to network with senior leaders, board members and execs. I also chaired the planning committee which helped my leadership skills,

delegation, communication, time management and helped me work on difficult conversations.

“Leadership is about influence, showing you care and getting to know what touches people deeply. I still recall the lessons from my leadership programme, and I would encourage anyone to attend any programme organised by the [Florence Nightingale Foundation](#).”



South Asian Heritage Month

To mark South Asian Heritage Month, we spoke with trust doctor Sofia Salman, healthcare assistant Lata Khanal, and estates electrician Louis Gnanapragasa, who all joined UHD after moving to the UK

from South Asia. Read on to hear about their roles, how they stay connected to their cultural heritage while living in England and how their culture has shaped the people they are today.

Dr Sofia Salman

I was born and raised in Pakistan, in a culture very different to the UK. Being a developing country, I watched my parents striving to give me and my siblings a good life and better future. I was taught to have dreams and turn them into reality by putting in the effort.

Pakistan is a country full of culture, values and extraordinary cuisine. There are many things that I value, but the most important thing that I would like to share is our family values. We respect our elders, take care of our younger ones, and look after each other.

Before coming here two years ago I was very scared, but the day I joined UHD, everyone tried their best to make me comfortable.

The thing I enjoy the most about my job is taking care of patients. Seeing them satisfied makes me feel that we are doing something good. I enjoy working with my colleagues; working in a hospital can make you feel isolated and lonely but if you have good workplace relationships, it really helps you overcome the stress.

Read more about Sofia [here](#).



Lata Khanal

I came to the UK from Nepal in 2013 and have been working at UHD since 2015 as a healthcare assistant in the eye unit at RBH. I came to visit the UK with my husband, but I liked the country so much I decided to move here. I live with my husband and two sons.

It doesn't cost anything to be nice to others and help, if you can, those who are in need. I was still relying on my parents before I came to this country. I was very sensitive and delicate. I think exposure, responsibility and independence made me the strong lady I am now. I believe in hard work, honesty and selflessness.

Louis Gnanapragasam

Before coming to the UK in 2005, I was working as a chief electrical engineer in Sultanate of Oman. I currently work as an electrician in the estates department at Poole Hospital. Coming to the UK made me independent, proactive and practical. This journey made me more confident and gave me the skills and tools to manage different situations. Religion is a very important part of me and I always want to improve myself and help others as much as I can. I live here with my wife and three children. My wife Suja works as a nurse in the endoscopy department at UHD. Throughout my childhood, I was always taught to welcome everyone by my mum. She was a great influence in my life and I want to extend that warm welcome to the UHD community.



Going green with endoscopy

Making sustainable changes to your workplace can feel like a daunting task. We caught up with staff nurse and green lead, Sarah Baxendell, to find out how her team is making changes...

“As a service, we have achieved JAG accreditation - awarded to high quality gastrointestinal endoscopy services. Part of this is reducing the environmental impact of our service.

“We are proud to represent the variety of roles in our department - from consultants to admin colleagues. We all have a part to play, and this allows us to make improvements in all areas.

“We have noticeboards across our department, one for patients and staff with our sustainability aims, and another for education and training. We also reserve a space in our morning meetings for ideas and make sustainability a part of our away days by providing updates or training. This gives everyone the chance to raise queries and makes sustainability a part of the running of our department.

“We have ensured recycling bins are in all rooms, improved our knowledge on safe waste management, especially disposing infectious waste efficiently. We have implemented potable water, for flushing through the endoscope biopsy port channel, instead of using plastic sterile bottles. This has reduced plastic and saved money, and most importantly, it carries no greater risk, keeping our patients safe.

“We have also stopped using bedside kits to clean equipment after a procedure. These kits were in a plastic container, with a small sachet of cleaning solution, and were very expensive. We now have reusable metal bowls we can clean and bulk buy disinfectant.

“We have found online endoscopy groups to be supportive and useful for sharing ideas. Working together across the country, we all hope to make changes to the NHS.

“Our advice for anyone would be to learn about the price of items in your department. Many of them may shock you and inspire you to search for a cheaper, sustainable solution. Remember to switch off lights and computer stations if you can - everyone in our hospitals working together will make a difference.”

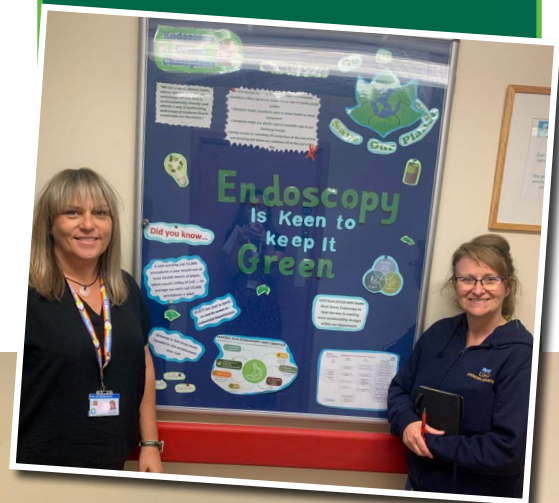
Stuart Lane, sustainability and carbon manager, said: “Along with a growing number of staff in UHD, the endoscopy team has taken the initiative to review their working practices and find ways to reduce environmental burdens and financial costs. This is what sustainable transformation looks like. Well done!”

What can you do?

Read our [UHD Green Plan](#)

Sign up to [EcoEarn](#)

Join our [Green Champions Group](#)



Recruitment ROUND UP



Patient administrator open day success!

On 3 August the team at Canford House hosted a recruitment open day for patient administrators, resulting in **17 offers made**. A huge well done to everyone who made the day a success, we're looking forward to welcoming our new recruits very soon.

Our next healthcare support worker open day coming soon...

Our hugely successful recruitment drive for healthcare support workers continues with another open day taking place on 30 September in the Education Centre at Poole Hospital. If you know anyone who is interested in kickstarting their career in healthcare let them know to come along.

Making your job adverts stand out

Do you struggle writing job adverts and want help making them stand out from the crowd? Please get in contact with sian.wright@uhd.nhs.uk

Recruitment events/activity calendar

A reminder that you can access our recruitment events and activity calendar on the intranet on our recruitment pages or [click here](#). This is updated regularly with specific activity we have planned or are undertaking including paid media campaigns and open days.

Want a job promoted on socials?

If you're hiring for a vacancy and want it posted across social media, please get in touch with sian.wright@uhd.nhs.uk. There are options for paid ads if you want your role to reach a wider audience or if you have a niche/specific role.

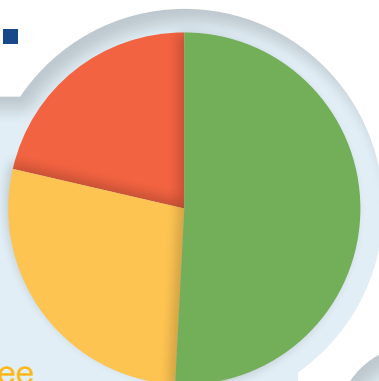


People PULSE

You said...



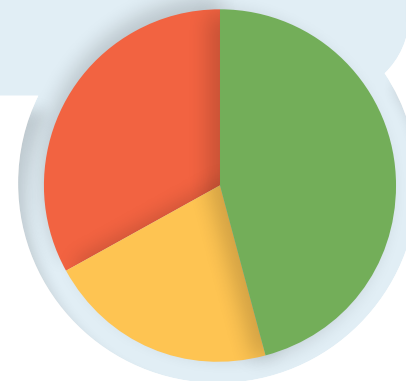
“ My organisation is proactively supporting my health and wellbeing ”



51.1% Strongly agree / agree
26.7% Neither agree nor disagree
21.3% Strongly disagree / disagree

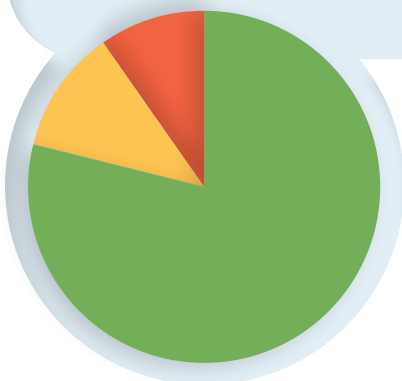
“ I feel well informed about important changes taking place in my organisation ”

45.9% Strongly agree / agree
21.3% Neither agree nor disagree
32.8% Strongly disagree / disagree



“ In my team we support each other ”

79% Strongly agree / agree
11.4% Neither agree nor disagree
9.6% Strongly disagree / disagree



How are you feeling?

Just under a fifth (18.9%) of colleagues said they were **cop**ing. Others said they were **demotivated** (17.7%), **calm** (13.2%), **stressed** (11.1%), **happy** (9.9%), **motivated** (7%) and **optimistic** (6.2%).

What are we doing?

We will continue sharing monthly wellbeing updates via the new 'Thrive wellbeing' intranet pages.

We will ensure that leaders use the new health and wellbeing check-ins to have more effective conversations with their teams. Head to Thrive wellbeing / health and wellbeing check-in on the intranet to learn more.

We will encourage teams to use the new team newsletter template to share department specific information with each other. To request a template, email communications@uhd.nhs.uk.



For more information about the People Pulse in our organisation, please email organisational.development@uhd.nhs.uk

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

A guide to Thrive - your new wellbeing intranet pages

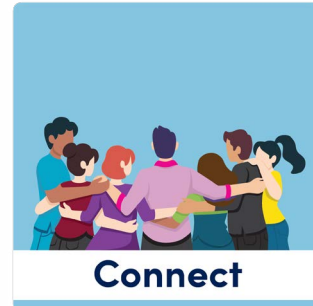


We've been busy refreshing your Thrive Wellbeing intranet pages which have been updated with all the information on our health and wellbeing support.



Mental health

Mental health - This is where you'll find links to all of the support available to you, including the psychological support and counselling service, mental health first aid and TRiM.



Connect

Connect - This is all about building relationships with your colleagues to improve your wellbeing. Here you'll find our staff networks, health and wellbeing champions and your Team UHD community noticeboard.



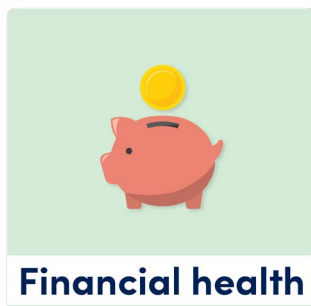
Physical health

Physical health - We have staff physiotherapy, Be Active and Health Passports, as well as advice and resources to support your health and safety at work.



Development

Development - Here we feature the personal development opportunities on offer to all UHD staff including coaching and support for leaders.



Financial health

Financial health - You'll find links to a range of information and confidential support to help you manage your money.



Health and wellbeing check-in

Health and wellbeing check-ins - The place to go for training, information and resources to help you have open and honest wellbeing conversations with your teams.

Express coaching

Could you benefit from short-term, focused support to help you with a workplace issue?

Do you have an upcoming difficult conversation and want to prepare to get the most out of the meeting?

Are you navigating a particularly high workload and need some help in working out a strategy to manage this?

If so, a one-off, 'express' coaching session could be for you. You will have the opportunity to meet with one of our UHD coaches who will support you through asking open-ended questions about your challenge to encourage you to reflect and explore different possibilities.

Coaching and express coaching is available for every staff member of #TeamUHD. If you would like to find out more information about our coaching offers, you can check out this quick guide [here](#), or search 'leadership coaching' on the intranet. If you would like to request an express coaching session, [click here](#).

UHD building effective teams month

In November we will be holding our first ever 'UHD Team Month'. This will give #TeamUHD the opportunity to focus on the importance of building effective teams and recognise their purpose, identity and potential.

Successful teams work together effectively through change, while ensuring the safety of their patients and running an efficient service. We all have a role

to play in the success of our team, so it is important that we understand how we contribute and what impact we have.

UHD Team Month will be an opportunity for all of us to take part in masterclasses, network and build an understanding of our own roles. We will also be sharing stories, best practice and resources.

[Click here](#) for a taster of what you can expect.

We will be adding more in the coming weeks, so look out for our UHD Team Month badge in our trust communications.

UHD
Team
Month
2023

Supporting UHD teams to thrive

Physical health



Health kiosks coming soon!

Keep an eye out in the restaurants at RBH and Poole Hospital for our health kiosks, arriving 18 September. The kiosks carry out a 'Health MOT' by testing key indicators of general health and wellbeing including blood pressure, heart rate and BMI. You will receive a personal confidential printout of results.

Financial health



Get to grip with your finances this autumn

Moneyhelper offer free, confidential and impartial support for a range of concerns including debt, travel insurance, budgets and benefits.



Spotlight

Do you regularly check-in with your team?

Talking to your team about their health and wellbeing - what impacts it and how it can be protected and nurtured - creates a culture in which your team feel heard, valued and respected. Use our managers' guidance, self-directed learning and personal health and wellbeing plan on our Thrive wellbeing intranet pages and the @UHDapp.

Ask

Assess

Assist



Scan to view your UHD health hub online and share with your teams

Mental health



World Suicide Prevention Day 10 September



Samaritans can help you start conversations and support someone having suicidal thoughts.

Are you having suicidal thoughts?

Call Dorset Connection on 0800 652 0190, Samaritans on 116 123, or contact Shout by texting the word 'SHOUT' to 85258.

Full list of support on our Thrive wellbeing intranet pages / mental health / other support.

Do you know the real me?

Schwartz Rounds connect clinical and non-clinical staff by putting the focus on the human aspects of our work. The next round (13 September) is about highlighting the importance of inclusivity and reflecting on how our behaviour may impact others. You do not need to book, just turn up from 12.30pm in the conference room, post grad centre at RBH.



Do you have an interest in supporting health and wellbeing?

Do you have a passion for social wellbeing and a desire to support your colleagues to be fit, healthy and well at work? You could become a health and wellbeing champion.

Keep an eye out in our October Health Hub for more information on how to apply.

Valuing our volunteers

Every month join us as we take a moment to celebrate our volunteers, who form an essential part of our hospitals and the care we provide to our patients. If you would like to shine a spotlight on your volunteer, send us an email to communications@uhd.nhs.uk.

When we walk to meet Gill, a volunteer at Christchurch Hospital for over 14 years, we find her at the start of her shift, in the heart of the department, arranging the mugs she will go on to use to greet the visitors to the ward that day.

Speaking about her role, Gill says: “When my husband passed away, I did not know what to do with myself. I saw the volunteer job advertised on a Thursday, started within the week and have never stopped. I love talking to the patients and doing anything for the staff. I just really like being around people.

“My top priority is making sure patients are happy. Patients can be nervous, and I am here on hand with a cup of tea. If they are coming back for a future appointment, I’ll tell them I will be here waiting for them and it’s like a weight has been lifted.

“Most patients know they can have a coffee before their appointment so come in early. On busy days I welcome patients to their exercise groups and most stay for a cuppa after their appointment!”

So what else does Gill get involved in?

“I get involved with anything. I knit for the patients and made a special set of gloves for one man who had had a stroke and felt cold down one side of his body. He was going to buy one pair of gloves for one side, and some fingerless gloves for the hand he was using - so I made a bespoke pair combining the two!

“I have been busy preparing for our Halloween display and

twice a year I run a tombola. Last year I raised over £300 for the hospital which went towards materials and equipment.

“This job is so rewarding. When some people finish their treatment, I get a big hug and a thank you for being part of their journey. There is nothing else I would rather be doing with my time - I just love it.”

Walking with Gill, it is clear to see the high regard in which all of Christchurch hold her. It’s no wonder she won the Volunteer of the Year award at our first UHD awards in June.

Thank you for everything, Gill!





Ruth's reflections

with Dr Ruth Williamson

The beginning of September is a 'new term' in my head, for looking forward to the year ahead and the work to be done...

This month it's my birthday. Our new buildings are taking shape and after a walkaround of the BEACH building, the size of the task of moving into our new spaces became very real indeed. Travel and transport are on people's minds and we will be visiting ward areas to share what is in the mix and hear what is still needed. If you would like a visit please email travelteam@uhd.nhs.uk.

The move is very much more than just getting to work - there are the logistics of a series of house moves. With such wide-ranging teams at UHD, we need everyone to speak up to ensure that we don't miss a key service or equipment, on which you are the experts.

Speaking of speaking up, I'm sure many of you will have been thinking about the conviction for murder of a former staff member at Countess of Chester hospital.

My thoughts are with the families and colleagues impacted by this. We have an amazing Freedom to Speak Up Team who are able to support staff from all backgrounds to tell us when things don't feel right. Click [here](#) to find out more.

Concerns are best heard in an open and honest culture where all staff are treated inclusively with civility and respect. To that end we have recently been recruiting UHD culture champions to hear what is still to be done in building UHD to be the best it can alongside the Patient First continual improvement journey. You can expect to receive invitations to the BIG UHD conversation in the upcoming weeks.

On a lighter note, and because Jane from the communications team won't let me get away without giving you a new recipe, I have been inspired by the apple tree in our garden which now means that apple pie, crumble, and all things apple will be on my breakfast, lunch and dinner table for the next couple of months.

This is a frugal take on Nigella's apple and walnut cake - without the walnuts as I'm not a fan and without the walnut oil because any old

veg oil will give a very similar taste and identical texture. You can also leave out the sultanas, rum and cinnamon and still get a pretty decent cake. It's also a good way to make apples that have gone a bit wrinkly and soft into something you want to eat. My cut price easy version here:

- 1. 150 ml cooking oil, 200g caster sugar and 2 eggs** - beat together till it looks like mayonnaise
2. While this is beating in the mixer, peel approx. **500g of any old apples** - dessert, cookers, windfalls etc. cut into 1cm chunks
- 3. Mix together 350g plain flour and 2 teaspoons of baking powder** plus optional teaspoon of cinnamon/nutmeg and add to the wet mix
4. Then add the apples (sultanas/walnuts are optional extras) it creates a pretty stiff mix.

Bake in whatever cake or loaf tin you have in an oven at 180 degrees for about an hour. When you smell cake test it with a skewer/piece of dried spaghetti - the skewer should come out with no gooey stuff.

Share with friends, family or colleagues! Enjoy.

Ruth

Ask Me transformation special

Join us at 12noon on Thursday 21 September for 'Ask Me', hosted this month by Dr Isabel Smith, our medical director for strategy and transformation. It's a great opportunity to ask questions about anything, raise concerns or share your views.



Isabel will also be joined by some of her transformation colleagues so if you want to know more about what's happening at our hospitals and how it might impact you, now is a great time to ask.

You can join the meeting [here](#) and if you'd like to send any questions in advance, pop them through to communications@uhd.nhs.uk and we can ask on your behalf.

SCHWARTZ ROUND

Wednesday 13 September
1-2pm

Open to all UHD staff

lunch available from 12.30pm

'Do you know the real me?'
A time I felt I didn't belong

RBH in the conference room, post grad centre

Annual Members' Meeting (AMM)

10am Saturday 9 September 2023

FREE PARKING
Lecture Theatre, Education Centre, Poole Hospital

Live streamed through Microsoft Teams

Information stands and refreshments will be available from 9.30am

Presentations from:



Siobhan Harrington, chief executive officer
2022/23 Annual Report
and 2023/24 Forward Plan



Pete Papworth, chief finance officer
2022/23 Annual Accounts



Sharon Collett, lead governor
work of the Council of Governors during 2022/23

If you would like to submit a question at the AMM and/or book your space, please email FTMembers@uhd.nhs.uk or call 0300 019 8723 by Saturday 2 September 2023. Questions submitted in advance will be prioritised at the meeting and booking is encouraged due to limited capacity.

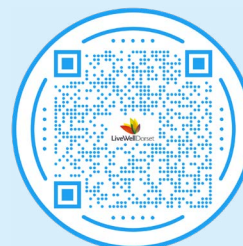
An Understanding Health Talk on Safeguarding Adults will immediately follow the AMM



Get ready for Stoptober 2023. Throughout the month we'll be focusing on the benefits of switching to a vape as part of your journey to quit for good.

Keep an eye out in the next The Brief, Staff Bulletin and intranet for details about our upcoming Teams session with the tobacco addiction team, who will be answering your questions about the safety of vaping and the process of making UHD a smokefree site.

Scan the QR code for access to quit smoking support from [LiveWell Dorset](https://www.livewell-dorset.nhs.uk).





£16,695 raised from Twilight 2023

A big thank you to our amazing supporters who walked their way to £16,695 to help improve the treatment for women with advanced ovarian cancer.



An Enrico Caruso opera night for music therapy

Enjoy an evening of opera with an Enrico Caruso recital at Church House, Wimborne on Saturday 23 September at 7pm. Dr Andrew Foot from Leybourne Surgery is raising money for the music therapy services at Poole Hospital. Email foothart@gmail.com for tickets.

Super supporter spotlight: Penny Jarvis

Penny Jarvis has been supporting us for 41 years, ever since she worked for our hospitals. Not only has she pushed herself to brave new challenges and marathons, she's raised an incredible £50,000 for the UHD Charity. Thank you, Penny.

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

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

Taking the Dorset Chamber of Commerce for a BEACH tour

We invited the Dorset Chamber of Commerce and Industry (DCCI) for an exciting tour of the transformation of our BEACH building. It was great to look at the incredible fundraising opportunities and projects to come.

DCCI ambassador, Helen Stacey, said:

“What a fantastic tour. The organisation and planning behind this project is off the scale. It is going to be an amazing building for our local community.”



Walk for Wards - free food with your entry

There's just two months to go until the Walk for Wards event. Choose to walk 3k, 5k, or 10k around the beautiful grounds of Upton House and Country Park and raise funds for your chosen ward.

With your ticket you will also receive a burger meal, or vegetarian option, alongside a hot or cold drink to enjoy after the walk. It's £5 a ticket for an adult, £3 for children and children under 5 go free. Sign up [here](#).



Win an IKEA gift card with our new super draw

Sign up and support our hospitals today and be in with the chance of winning weekly cash prizes!

If you enter before Saturday 30 September, you will be in with the chance of winning a £1,500 IKEA gift card. Enter now [here](#).



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

SPOTLIGHT ON: Stopping to smell the roses...

In May, Dr Rachel Hall, consultant haematologist, and myeloma clinical nursing specialists Lisa Hammond and Nicola Naraine, volunteered at the RHS Chelsea Flower Show, representing UHD and Myeloma UK at the myeloma “A Life Worth Living” show garden.

The purpose of the garden was to raise awareness about myeloma, an incurable blood cancer, and its debilitating symptoms.

Rachel said: **“Across UHD, we care for approximately 300 patients who require extensive chemotherapy support, stem cell transplants, long-term treatment and active monitoring. We can see as many as 60 new patients a year. The team regularly uses resources from Myeloma UK and felt it would be a good way to say thank you to the charity by volunteering at the garden.”**

The team added: **“We all had very interesting encounters with visitors to the garden. Some were patients undergoing treatment or in remission, and relatives of patients who had passed away. It was a very emotional day for all of us.**

“The myeloma garden provided such great focus that day for the visitors and highlighted the journey a myeloma patient and their families take to navigate their way through diagnosis, treatment, and changeable outcomes.”



A big thank you the trio for representing the myeloma team - including haematology consultants, HODU, ward 11, BMT team, research team, Macmillan support workers, pharmacy, admin, and local hospitals.





Let's talk about IT

ICE OpenNet

From 14 September clinicians will be able to view ICE patient results from the South 6 group (Dorset County Hospital, Isle of Wight NHS Trust, Hampshire Hospital, University Hospital Southampton and Portsmouth) via ICE OpenNet.

The access link can be found [here](#) and on the ICE Services menu page under the heading OpenNet Patient Report.

The IT training team has produced these user guides, one for accessing ICE through EPR and the other accessing through ICE Standalone:

- [IT Training Portal - ICE OpenNet via EPR interop.pdf - All Documents \(sharepoint.com\)](#)
- [IT Training Portal - ICE OpenNet ICE Standalone QRG.pdf - All Documents \(sharepoint.com\)](#)

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

Evolve has now moved to the cloud

Evolve v42 has successfully moved across to the cloud, a huge achievement for medical records and informatics. The update went smoothly, a testament to the teamwork needed in these large projects.

This allowed us to decommission approximately 20 servers on site, which were old and failing. We hope to decommission more shortly.

UHD branded phishing emails with QR codes

IT is aware of an increase in phishing emails which contain QR codes, which request the recipient to scan the QR code to complete an action, for example review security update or multi-factor authentication. These emails can look legitimate and be branded from Microsoft with a UHD logo.

Neither Microsoft or the IT department would request staff to scan a QR code to complete updates. If you receive any emails with QR codes that request security related actions please ignore and delete. More information about scam and phishing emails can be found [here](#).



Next eNA update available in early September

We are pleased to announce the next eNA update (4.1) will, subject to successful testing, be available early September. Changes will include:

- single UHD MUST assessment
- new enhanced alcohol assessment (CIWA)
- the foot assessment will become standalone
- date/time will persist on the Obs charts within QuickView
- Scale 2 will be made available on the RBH site
- protocol monitoring
- updates to endoscopy WHO checklist

For further information and support, contact lisa.brinkman@uhd.nhs.uk

New EPR clinical letter

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

This new function is optional and can be used as an alternative to eCaMIS letters or in addition to. The clinical letter function does not include the speciality of the letter at this time but will be available in the next EPR upgrade.

The admin team on AMU said: *“We are really pleased with the new clinical letter option on EPR. While we were speedy before in terms of letter turnaround time, we are super speedy now and usually get them out the same day that they have been produced! This is great for the GPs and everyone else waiting on correspondence.”*

The Brief



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

Update	Shared?
<p>Freedom to Speak Up: Following the trial of Lucy Letby, the NHS and UHD is shining a light on the importance of speaking up. There are lots of ways you can raise a concern at UHD, find out more on page 4.</p> <p>Industrial action: Our junior doctors and consultants are taking part in further strike action throughout September and October. Find out more on page 4.</p> <p>Improving patient safety: Dr Sean Weaver is our new medical director for quality and safety and you can invite him to your department to show him what needs improving, and what you are proud of. See page 5 and look out for the launch of PSIRF.</p> <p>2023 Staff Survey: The 2023 NHS Staff Survey is live from 12 September. Don't miss this opportunity to join the conversation. All surveys will be sent by email. Read more on page 7 and find out what we do with the results on page 6.</p> <p>Seen in sixty: ED's first rapid improvement event takes place in RBH on 11 September and Poole on 13 September, aiming to cut the time to be seen to under an hour. See page 8.</p> <p>Transformation: See the latest artist impressions of the BEACH building and get a visit from the travel team to find out more about travel options and discounts – page 9.</p> <p>Appraisal deadline: We are now in the final month of appraisal season. See page 10 for experiences of appraisers and appraisees on why appraisals are so important.</p> <p>Wellbeing: Our wellbeing intranet pages have been refreshed to make it clearer the support available to you (page 16) and read the latest edition of our UHD Health Hub on page 18.</p> <p>And finally... see The Brief for upcoming events, sustainability, updates from our UHD Charity and IT, recruitment round ups, team spotlights and more!</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date: