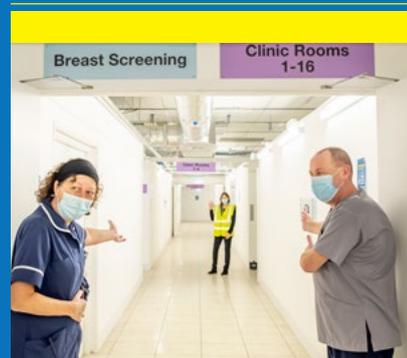


The Brief

December 2021



12 roles of
Christmas Page 4



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outpatients
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clinic Page 8



Have
yourself
a merry
green
Christmas Page 13



Thank you to our patients from
our paediatric unit at Poole for
making these Christmas drawings for Team UHD

Your University Hospitals Dorset

An update from chief executive, Debbie Fleming

Well, here we are in December just days away from Christmas and at the end of yet another year we shall certainly never forget. So much has been sent to challenge us in 2021, both personally and professionally, yet you - our fantastic UHD staff - continue to do your very best for your patients and their colleagues.

In this past week alone, when we found ourselves facing yet another critical incident and working under the most sustained pressures we have ever seen, I have been full of admiration for your team spirit, your “can do attitude”, the constant search for solutions, and the spectacular efforts being made to support our patients. In the midst of such difficult times, the commitment and dedication of our teams continues to give me a real sense of hope for the future.

So thank you. Thank you for pulling together and for making sure that our much-loved NHS continues to provide compassionate care and makes such a difference to so many people - especially at this time of year. I know many of you will be working in our hospitals over Christmas,

and we highlight just some of those roles on pages 4 and 5. Others of you will be doing all you can to get patients home for Christmas, or supporting them in their own homes so they don't need to come into hospital in the first place. Maintaining the flow of patients could not be more important, and this continues to be a priority with partners across Dorset, especially those in social care.

Of course, this “busy-ness” isn't just a feature of UHD; the same situation can be found within every trust in the country. Statistics released this month show our NHS is the busiest it's ever been, and this winter is probably the most challenging ever, given the uncertainty around the new Omicron variant, the implementation of 'plan B' and more recently, the stepping up of the national vaccine campaign. Alongside this, we have the national Covid inquiry starting, and a new national directive requiring the mandatory Covid vaccinations for our frontline staff. I know some of you are feeling anxious about this, so please do join our chief medical officer, Dr Alyson O'Donnell, for a special session she is hosting on this matter. See page 6 for details.



▲ Our therapy teams are working hard to provide equipment for patients to stay at home

A huge thank you of course goes to all our vaccinators, who will be stepping up again to provide all doses of the vaccine, as well as the flu jabs. You have been a huge source of pride to us this year and made such a difference in protecting our staff and patients. Congratulations also to those staff working within our research hub. Your work has played a vital part in the battle against Covid, and it was great to see your news about the effectiveness of the Covid vaccine trials - read more on page 7.

While we have been extremely busy inside our hospitals, great progress has also been made in taking forwards our exciting building plans. I am enormously impressed with the progress that's been made, and you can see just how far we've come in 2021 in developing our hospitals for the future on page 9. Thank you to everyone involved in this work, which is clearly moving at pace.

When I think about all the innovation that has taken place over the past year or so, I get very excited about the possibilities for the future. And I can think of no better way to be led into 2022 than with the official opening of the Outpatient Assessment Clinic at Beales, due to take place later this week. This is a great example of how facing an enormous challenge can result in the most innovative of solutions. We were tasked with 'thinking big' - and the result is something we should all be immensely proud of, and that has gained a lot of attention, both nationally and locally. Here we have a specialist outpatient facility opening in the heart of the community, devised and designed by frontline clinicians, supported by a group of project managers and logistics specialists, assisted by an army of volunteers, and championed by the whole of Team UHD, including our governors. This facility will help us to tackle the long outpatient waiting lists that have come about as a consequence of Covid-19 in a truly innovative way, while providing patients with a great experience. Turning this idea into a reality within such a short timescale has been truly impressive, so huge congratulations to everyone involved.

We know the strength of our organisation is of course its people - and your creativity, talent, skill and compassion all stand us in good stead for 2022. Our top priority for the coming year will be to prioritise initiatives that will reduce the pressures on you, so that UHD continues to be a great place to work. We are all working really hard to appoint new staff where they are needed to fill gaps; where recruitment is difficult, we are working together to develop new roles and introduce new



▲ A very warm #TeamUHD welcome to our international nurses joining us from Ghana, Nigeria, India and the Philippines

ways of working that will take the pressure of our colleagues; and of course, most importantly, we are taking action to address the things you tell us are important in the workplace - for example, ensuring the provision of appropriate office accommodation or places to get a break, sorting out persistent IT problems, and making it easier to travel to and from work.

As our organisation develops, and our new structures "bed down", I know UHD will go from strength to strength. We employ some truly amazing people, and we have established a strong set of values, that are shaping the way in which we behave towards our patients and each other. Moving forwards, we must ensure these values are lived out every day, so everyone working within UHD feels appreciated and supported.

As you know, from April next year, UHD will be led by a new chief executive, and I am looking forward to telling you more about that in the all staff briefing due to take place next week. Please do join me and my executive colleagues for that event - details are on page 10.

So, I would like to close by saying another enormous thank you to you all. I could not be more proud of Team UHD. I wish you all a happy and healthy festive season.

Debbie Fleming
Chief executive



12

roles of Christmas

The lights are never off in our hospitals and you do an incredible job of caring for our patients every single day. Here are just some of Team UHD who are doing their bit to spread the festive cheer at this special time of year...



Rachael and Sahreefa, community midwives

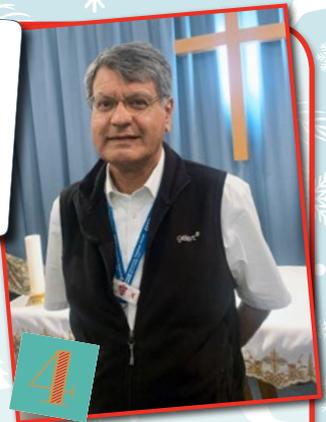


We're community midwives covering the Bournemouth area and while Santa is delivering presents to good children on Christmas Eve, we will be on call to deliver any babies born at home!

Holly Jolly



Patrick, chaplaincy team



We feel privileged to offer 24/7 support and to bring you the Christmas message of peace, hope and goodwill. There'll be services, readings and performances by the Salvation Army Band on the big day, as well as spaces for peaceful prayer and reflection.

Christmas Holiday



Angela Storey advanced occupational therapist



My role involves helping children achieve independence, including sleeping, feeding and dressing. For those babies spending Christmas on the unit we arrange fabric scent cloths and stockings full of gifts from a local craft group.



Michelle Meyrick, speech and language therapy



We are involved in the Christmas parties and lunch groups, tweaking foods and drinks to safe swallow consistencies so our patients can join in festivities on the ward and with their families.



Housekeeping team



We ensure the wards are as clean as possible for all our patients, visitors and staff who find themselves in hospital over the festive period. Being friendly and approachable is so important so patients feel at ease while staying with us at what can be a very lonely time.

Merry Christmas



Day Hospital, Christchurch

As part of the Day Hospital team, we aim to prevent patients coming into hospital over the Christmas season so as many patients as possible have the opportunity to enjoy celebrations in their own homes, and to help them get safely home again when they are discharged from our wards.



David Kind,
chef



This year we will be cooking and serving up hundreds of Christmas meals for our patients, making sure they have tasty, healthy and happy Christmas. Although they are in hospital we will try to make it as special and festive as possible to make it feel homely.

7

Christmas James Nolan and Eric Beattie, porters

No one wants to be in hospital over Christmas so we try to make their experience as positive as possible. We will always don a festive hat and have many Christmas jokes up our sleeves to relax the patients during their visit.



10

Holly Jolly Barry Wilson, Macmillan Caring Locally



If a patient is with us on Christmas Day, we ensure they and their families have a really special Christmas Day - turkey with all the trimmings, Christmas crackers, party hats, bad jokes and even a visit from old Saint Nick!

8

Mike Jones, physiotherapist, Christchurch



We are very excited this year to be able to decorate our reception area to welcome all our patients and visitors. As it gets closer to Christmas we play carols and songs in the office and we are all looking forward to our socially distanced Christmas lunch!

11

Christmas Amanda Brampton, specialist cancer nurse



We aim to get as many patients as possible home for Christmas. If they are too poorly, we'll make them as comfortable as possible and will try to personalise Christmas and join in with any traditions they may have.

9

Christien Watts, general maintenance assistant



This Christmas I will hopefully get the job of decorating one of our amazing Christmas trees which I hope will give a warm welcome every day to staff, visitors and all our patients.

12



Mandatory Covid-19 vaccinations for frontline and other staff

All NHS frontline health workers should be fully vaccinated - i.e. had both first and second doses - against Covid-19 by 1 April 2022, unless medically exempt.

Almost 90% of Team UHD have now had both vaccinations, which help protect our most vulnerable patients against infection, as well as ourselves, our colleagues and our families.

The national regulations apply to staff in all patient-facing roles, for example doctors, nurses, therapists, healthcare support

workers and porters, but also those who work regularly in close proximity with our patients, such as housekeepers, some receptionists and others in ancillary roles. This includes substantive, fixed term and bank workers.

To meet the 1 April deadline, colleagues yet to be fully vaccinated will need to have their first vaccination by 3 February to allow time to receive the second dose.

How do I get my vaccine?

To support you, a new series of in-house Covid vaccination clinics have been set up. Full details, including how to book, are on the intranet [here](#). Please take advantage of these clinics (which also offer the chance to be vaccinated against flu as well).

Alternatively, book your vaccination through the national [NHS booking website](#).

Find out more

If you would like more information about the Covid-19 vaccination programme, why it matters and what's involved, and a chance to raise your vaccine questions, join an all staff briefing on 16 December, from 12.30-1.30pm on Teams - [click here](#) to join in. If you can't make this date, the briefing will be available to watch later, and a Q and A will be shared shortly afterwards.

In the meantime, if you would like further information on Covid-19 vaccinations or have a question now, email occupational.health@uhd.nhs.uk, or get in touch with hroperations@uhd.nhs.uk if you have a query about how the national mandatory vaccination programme might affect your role in the trust.

Covid inquiry

Earlier this year Prime Minister Boris Johnson announced that there would be an inquiry into the Covid pandemic starting next year, covering many aspects, including the contribution of the National Health Service.

As an acute trust with a clear role in the pandemic we expect to be asked to take part in this and have set up a steering group to prepare for this, chaired by Professor Paula Shobbrook, our chief nursing officer and deputy CEO. We await the exact aims and remit of the inquiry that will be confirmed in the terms of reference and announced after a chair has been appointed, which should be by Christmas.

The last two years have been unlike any other and so the inquiry presents an opportunity

for UHD to mark our contribution to the Covid response: to celebrate all that we have achieved in our care for patients and our support for each other, and also reflect on where we experienced challenges, how we responded to these and what we have learned. Your voices and the sharing of our experiences will be a valuable part of this work and so we are keen to

involve our UHD team in this, with all support given to staff invited to take part.

We will be sharing further details about the inquiry as they are released, and in the meantime have begun collating any information which might be relevant to this work.

If you have any questions about the inquiry and the support available, please contact Mandy Baker, quality support manager, or Marie Cleary, organisational development practitioner and staff governor.



Covid-19 vaccine booster study success

Six Covid-19 vaccines are safe and boost immunity for people who have had two doses of AstraZeneca or Pfizer-BioNTech, results from the UK-wide COV-BOOST trial show.

The world-first study, which was led by University Hospital Southampton and recruited volunteers at the Dorset Research Hub based at UHD, was key to shaping the UK booster programme and gives vital evidence for global vaccination efforts.

Dr Patrick Moore, GP and local investigator for the study, said: *"I would like to thank our trial participants who continue to generously give their time to support this important research. Their contributions have significantly informed the UK booster programme."*

"I am proud that the Dorset Research Hub at University Hospitals Dorset continues to play such an important role in the fight against Covid-19. I hope the results of this trial, particularly the safety data, helps to reassure those who are now being called for their booster vaccination."

You can read all about it on our website www.uhd.nhs.uk/news



Photo courtesy of University Hospitals Southampton



Welcome to our outpatients assessment clinic



This week sees the first patients being welcomed to our brand new outpatients assessment clinic. This purpose-built centre on the top floor of Beales Department store in Poole's Dolphin Centre will play a vital part in tackling our waiting lists and increasing the volume of our life-saving screening as part of our Think Big initiative.

It's hard to imagine the idea for carrying out large assessment clinics in the community rather than in our hospitals was only thought of in March this year. Looking at the lessons learnt from the creation of the Nightingale Hospitals at the height of the Covid pandemic, and the mass vaccination centres such as at the BIC, plans were quickly developed. Much of this work was done in April in the BIC itself where our clinicians and planners mapped out the new centre using tape on the floor. It was also a great opportunity to set the culture of the whole project - where all team members worked together

as one to develop the ideas through their workstreams.

The outpatient assessment clinic will start seeing ophthalmology and dermatology patients, with breast screening clinics running too. There are plans to further expand to include AAA screening and more orthopaedic clinics very shortly. The fantastic transport links at the Dolphin Centre and the great facilities for the patients will help ensure a positive experience for all.

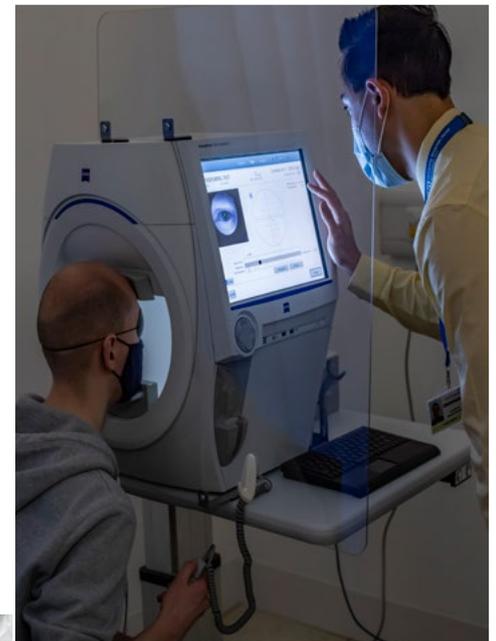
This project has been developed in close partnership with the Dorset CCG and there are plans to further develop the concept in the west of the county following the successful launch of a new outpatient assessment centre at South Walks House in Dorchester. We are also working closely with LiveWell Dorset who will be offering support for our patients from their dedicated space on site.

Opening our clinics before Christmas this year is a phenomenal achievement and we are very grateful to all colleagues who have played their part, including our army of volunteers who will play such a large role in welcoming patients and improving their experience. We have also been working closely with Beales and Legal



and General, the landlords of the Dolphin Centre, to make this new and innovative centre a reality. Thanks to them for all they have done and also to our construction partners CFES, architects BDP and Innova who supplied us with many of the materials used in the build from the Nightingale Hospitals.

Watch: Take a look back at the build of the outpatient assessment clinic at <https://youtu.be/-2iDdlrLBbs>



Transformation update

A year of transformation in pictures

January

New artwork means Poole patients have something amazing to look at during the building works.



July

New outpatients pharmacy at RBH open for business.



February

“Proud to be able to do my part...” Stuart Dixon, IHP senior manager, features in our latest Poole construction newsletter.



August

Refurbished Avon gym at Christchurch Hospital ready for patients.

September

Construction work at Poole gathers pace using new 50m tower crane.



March

Just in time for spring, staff at Poole can now enjoy our new seating area.



October

It's official! RBH's new construction is called The BEACH Building (Births, Emergency care, And, Critical care and child Health)



April

Showcasing our plans, new information boards are erected at Poole Hospital.



November

Breaking ground for The BEACH Building - ceremony marks the first of 515 pile positions.



May

‘Positive afternoon’ for our theatre teams as they plan their future together.



December

Thanks to our transformation and IHP team for all their hard work this year.



June

Dr Farhad Islam explains plans for RBH's transformed emergency department in a new film.



UHD noticeboard

Flu vaccinations

Our drop-in clinics on each site end on 17 December. If you would like your jab after this date, you can get this at the Covid clinics. [Details here](#). Alternatively the flu jab may be available through your GP - contact your practice for more information.

All staff briefing

Join us at 12.30pm on Wednesday 22 December for the final virtual all staff briefing of the year, hosted by our executive team. It's an opportunity to highlight what plans we have in place for the next few weeks, to reflect on the year and to thank you for all you've achieved. 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.

Kindness at Christmas Schwartz Round

The next Schwartz Round focusing on 'Kindness at Christmas' will take place tomorrow, Thursday 16 December, between 2-3pm - details on the [Schwartz Round pages](#).

Schwartz Rounds are a way for us all to come together to talk about the emotional and social challenges of working within the NHS and caring for patients. Christmas can be a difficult time of the year for many of us, especially with Covid. It is often the random acts of kindness, particularly at Christmas, that connect and unite us together, and can have a positive impact on our patients.

Schwartz Round
at kindness at Christmas
Teams event Thursday 16 December 2-3pm

This event is predominately a Teams event however, a small number of staff (due to social distancing) can attend the two locations the Schwartz Round is being run from. One location will be on the Poole site and one from RBH.

Open to all UHD staff

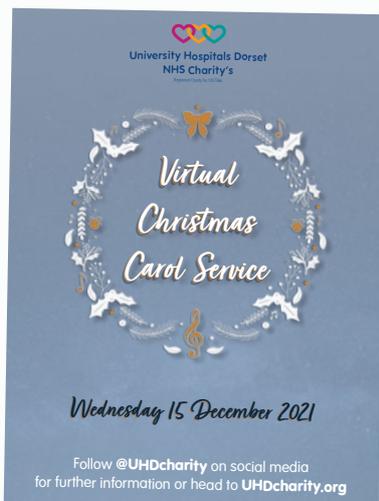
KINDNESS

For more information including the Teams link, please visit the [Schwartz Round page](#) of the intranet.

UHD Charity Virtual Christmas Carol Service returns

Hospital staff, patients and their loved ones are invited to tune in to our virtual carol service, which will be available to watch from today, **Wednesday 15 December**.

The festive celebration will feature readings and prayers from the UHD chaplaincy team, as well as musical accompaniment. You can access the service at UHDcharity.org or via the @UHDcharity social channels. We hope you'll join us and help spread some Christmas cheer from the comfort of your own homes.



AHP support workforce questionnaire

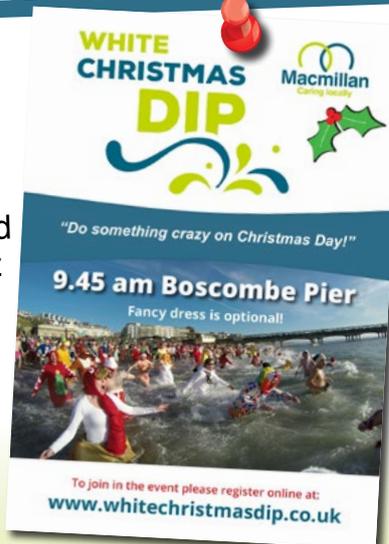
If you are an AHP support worker and this questionnaire hasn't dropped into your inbox yet, please contact Karolina or Sam at karolina.cryer@uhd.nhs.uk or sam.jacobs@uhd.nhs.uk and they will send it to you. It's your chance to be heard - don't miss out!



Make a splash this Christmas!

Do you want to do something truly special this Christmas Day to support Macmillan Caring Locally, and the Macmillan Unit at Christchurch Hospital?

After the break last year, we are delighted to announce the return of the much loved White Christmas Dip, the biggest charity Christmas dip on the south coast. Join in from 9.45am on Christmas Day at Boscombe Pier. You can come in your wetsuit, your swimming costume or in fancy dress! To join the event register online at www.whitechristmasdip.co.uk



Understanding menopause - catch up now

Our latest UHD Understanding Health Event ran earlier this month and was extremely popular. Amanda Hillard, menopause nurse specialist at UHD, talked about what menopause is, what happens and some of the symptoms that women can experience. She also explained possible long term affects, for example osteoporosis, and treatments currently available and how they work. A recording of the talk, including a very useful Q and A, can be found [here](#).

More Understanding Health events are being organised for 2022 so keep checking the [events page](#) of the UHD website to stay up to date.



Meet your new UHD chief residents

Ellie Cox, senior registrar in respiratory medicine based at the RBH site, and Christina Baker, senior registrar in obstetrics and gynaecology based at Poole, have recently been appointed as chief residents (CR) for UHD.

The CR role is a one year post which allows Ellie and Christina protected time to act as a bridge between our junior doctors and the senior leadership teams. They are also available to support the wellbeing of junior doctors and link with the safeguarding team.

Ellie said: *“Becoming chief resident has been a real eye opener in understanding the complexity involved in running a hospital. I’m excited to be able to mix my clinical expertise with managerial skills, and to have the*

opportunity to contribute and take the lead for improving the provision of healthcare within UHD.”

Christina added: *“In my experience, improvements and issues can best be addressed by taking the time to listen and to understand barriers from multiple perspectives. Wellbeing and a positive culture are vital to a productive workforce.*

“I’m looking forward to working with the UHD senior leadership team on trust wide projects and representing the junior doctor voice.”

You can contact Ellie and Christina via email on **eleanor.cox@uhd.nhs.uk** and **christina.baker@uhd.nhs.uk**



▲ Christina Baker, senior registrar in obstetrics and gynaecology based at Poole



▲ Ellie Cox, senior registrar in respiratory medicine based at RBH

Supporting quality improvements on national ‘Fab Change’ Day

Our annual NHS Fab Change Day provided a great opportunity to shine a spotlight on projects that are improving patient care. A wide range of examples were displayed on the day, all telling

stories of improvement. The celebration event also included an extensive digital campaign which saw tens of thousands of views and almost 1,000 people engaged on our social media channels.

Commenting on the day, Debbie Fleming, UHD’s chief executive, said: *“With one of our values being ‘always improving’ we knew that staff would be keen to tell us about improvements in their ward, department, or area. The high standard of the projects submitted was a testament to the ongoing commitment of teams across the trust to improving services.”*

More information on the day can be found [here](#) or via the Qi [portal](#) on the UHD intranet.



Have yourself a merry green Christmas

Some of our UHD green gurus share their top tips for a more eco-friendly Christmas...



GUHD

Stuart Lane Sustainability and carbon manager



Why don't you try wrapping your presents with newspaper and then recycling it after? Twine or string can be a good eco alternative to ribbons and plastic bows.

Lauren Redwood Foundation pharmacist



Old Christmas cards can cut up to be repurposed into gift tags for the following Christmas. You could also decorate presents with reusable dried flowers or little bells for that festive feeling!



Emily Young Recovery nurse



Purchase some handmade linen napkins to dress up your Christmas table every year instead of paper ones.



Be mindful that food products that have lots of packaging that may not be recycled; try visiting your local greengrocer or plastic free shop for your Christmas lunch.

Shelley Barr Gastroenterology and hepatology nurse



Invest in a reusable advent calendar this year which can be enjoyed next year and beyond to make the run-up to Christmas more eco-friendly and sustainable. Fill with your own treats such as food, coffee or even wine!



Tracy Lyons Pharmacy

Remember last year when all we wanted was to see our friends and family?

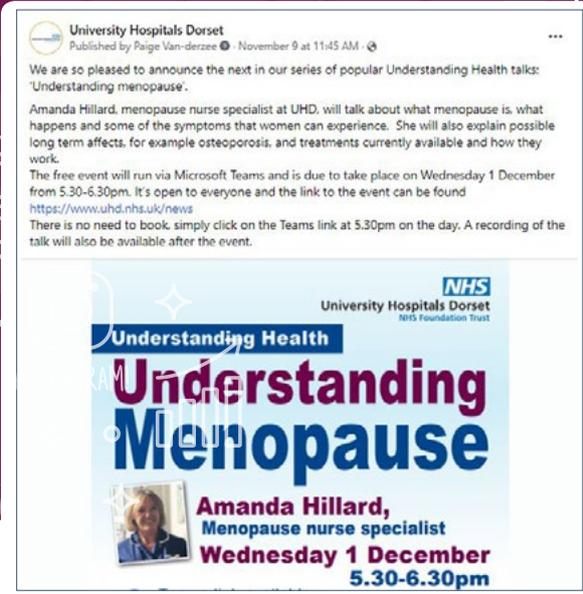
This year try gifting an experience, meal or day out to create memories rather than disposable presents that will contribute to landfill. A memory will last forever!



We've had a busy month on our UHD social media channels, packed with daily news updates, health information and of course, celebrations of the amazing work of #TeamUHD.

Our Twitter posts were viewed over 224,900 times, while over on Facebook our posts were read over 311,491 times. Some 1,212 people interacted with our content on Instagram and our YouTube videos received 2,582 views.

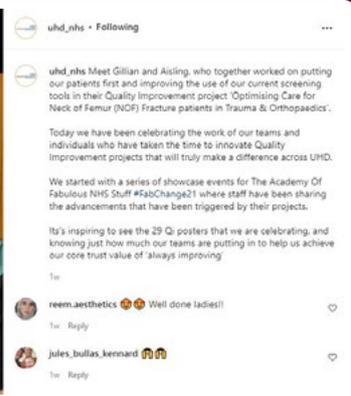
Let's get social



f On Facebook our top post reached over 16,250 people, with details of the latest Understanding Health talk hosted by menopause nurse specialist Amanda Hillard.



t Our top Tweet was of course our fond farewell to BJ Waltho as she retired following 45 years of service to the NHS.



i 1,209 people saw our Instagram post celebrating our Qi Fab change day and the inspirational Qi projects happening across UHD.

YouTube And on YouTube, 861 people caught up with our BBC South Today report on how we are relieving pressures across our emergency departments using the Same Day Emergency Care (SDEC) team.



Join the conversation: Have some good news you would like to share? Get in touch with the communications team on communications@uhd.nhs.uk

Network news



LGBTQ+

“Working together I believe the network will support UHD in cultivating and maintaining an inclusive, welcoming and supportive environment for LGBTQ+ staff, patients and visitors, ensuring respect and dignity are delivered within the values of the organisation every time, for everyone...”



This month we have shared an update from our new network lead and deputy chief nursing officer, **Dr Matthew Hodson**, which you can read [here](#).

We are also delighted to share that we are one of 40 NHS trusts accepted onto the Phase II NHS Rainbow assessment programme. This is a collaborative programme with NHS England, LGBT Foundation, Stonewall, the LGBT Consortium, Brighton and Hove Switchboard and GLADD.

A working group including managers, LGBTQ+ network members and patient representatives will be working through a programme to audit and assess our inclusivity and be accredited with a foundation, bronze, silver or gold award.

This is an excellent opportunity for us to audit and assess our inclusivity and work with our LGBTQ+ staff network, colleagues and our community.

We are

#TeamUHD

Pro Ability network

We celebrated Purple Light Up Day across UHD on 3 December and we were overwhelmed with support as our network members shared their stories on social media. Purple Light Up was an opportunity not only to celebrate the contribution of our colleagues with disabilities, but to encourage others to share your disability with your manager so we can support you in the workplace. With support from our executive team, lived experiences from our network leads, and talks from influential outside speakers, the day really encouraged us all to ‘listen to understand’. If you missed any of the videos or content you can catch up on UHD’s [Facebook](#) and [YouTube channel](#).



Armed Forces Support Group

Our Armed Forces Network has worked with the trust to access funding to employ an armed forces community advocate for two years. Recruitment to this post is underway and the postholder will be working across the Dorset healthcare system, ensuring veteran and serving armed forces personnel receive the right support and access the most appropriate treatment pathways.

We have also been accredited as a Veteran Aware trust - find out more next month!



We report to LERN - learning from LERNs

We all know how important it is to learn when something doesn't go to plan or when we have a concern about safety or patient care. Sharing concerns and reporting incidents and near misses allows us to improve safety standards, support high quality care and reduce harm.

What we sometimes forget however, is how important it is to share and learn when things go well - to champion each other and our successes and to try and spread good ideas. There has long been a focus on reporting 'adverse events', but the real question is 'how do we learn from every event?'

Learning Event Report Notification (LERN) forms are replacing the Adverse Incident Reporting (AIRs) and Datix forms across UHD.

The name embraces the UHD values of being open, honest and always improving and focuses on learning from the things that go well, as well as when things don't always go according to plan.

We want to learn from LERNs

The four forms are for:

- when an patient or staff safety incident has occurred and someone has, or could have come to harm
- when you need to raise a safety issue
- when something has been, or someone has, done really well
- when you have a safety improvement idea



Help us build on our open learning culture by completing a LERN form whenever something goes right or wrong and if you have a concern or a suggestion to improve the way we do things.

Join the campaign, get involved and share. LERN because we all can!

"It's good to a raise a LERN so we are aware of trends in incidents and we generate learning opportunities..."

Mel Ivory, Matron on AMU

"I love a LERN. I particularly like how they help look for trends/potential risks, they inform the topics we have on our study days and can be really useful in identifying which staff need further support. Used correctly they are the best learning tool. Used poorly they become a weapon or a threat which is not what they are designed for..."

Tash Kelly, Sister on AMU



Alyson's Blog

Alyson O'Donnell, chief medical officer

It feels to me that December is bringing the year to an end loaded with uncertainties and challenge after a year that has been characterised by uncertainty and challenge. I don't know about you but I am struggling to find the time to even think about Christmas with all that has been going on. This year more than any other it will be so important for us to pause during the festive season with our loved ones to have a time for joy. We don't have any youngsters in the family at the moment which does take some of the joy and magic out of it but I still get a lot of joy out of decorating the tree and making the house look pretty. My other half is a bit of a bah-humbug who a couple of years ago spent quite a long time digging through a basket of glass letters to see if he could spell bah-humbug! Thank goodness there weren't enough U's.

It goes without saying - but still has to be said - that I am really grateful about how individuals and teams have really gone beyond the extra mile over the last few weeks while our hospitals have been under such pressure. Every single person I have met has made a difference in helping us to deliver care safely. I have received a number of thank yous from people who have been struck by the

kindness and caring of staff despite being able to see just how busy it has been. To be able to maintain civility and kindness in the midst of everything is a testament to you all. To maintain a sense of humour, which I have seen a lot of evidence of, when you are all so tired is even more remarkable. Thank you.

One of the things that has made people worried has been the emergence of the Omicron strain of Covid-19 and the sequential increase in restrictions that we have seen. I completely understand why this is of concern. At the moment we still don't know the impact and evidence will be emerging all the time. The messages in how to keep yourselves and others safe remain the same. Get vaccinated, do your lateral flow tests twice a week (and report them) and pay attention to the basic infection prevention control measures - back to reminding everyone of Hands - Face - Space as a start. I know how good it is for morale to be able to celebrate with friends and colleagues but please think of how to do this safely.

Vaccination is obviously a hot topic at the moment following the government's announcement it will become mandatory for all frontline

staff. This means, in order to be double jabbed, you need to receive your first vaccination by the first of February. I know it has been difficult for some of you to access vaccination slots on the national booking system so we will be making daily slots available from now for first, second and booster jabs. We will also run some weekend sessions as we did before. Look out for me as I've volunteered as a vaccinator again.

I know some people will be really worried about being asked to take the vaccination when they have been hesitant to do so and what it means for them if they are not vaccinated. Although almost 90% of you have been fully vaccinated to date, we want to understand why some of you are reluctant to have the jab and will be offering support and 1:1 discussions to provide you with all the information you need. Please also join the Teams talk which is being held on Thursday 16 December where we hope to be able to answer all your questions.

So finally have a wonderful Christmas and New Year. Enjoy the festive season and don't eat too many mince pies (is that possible?) Meanwhile I am off to write the list of who has been naughty and nice and try to construct some sort of shopping list I might achieve before Christmas Eve. Is it too late to start knitting scarves for everyone?

Alyson

UHD leadership development

At the heart of UHD, we want to support our leaders to be inclusive, collective and compassionate; who strive for excellence and role model our trust values. We have faced huge challenges over the past 18 months with the pandemic and merger, placing enormous pressure on health and care staff and its leaders, wherever they work. The demand for leadership development has only increased so as an organisational development team, we have worked hard to try and adjust the way we offer these opportunities to ensure you are supported in your leadership roles.

Over the past year, we have responded to the current climate by offering bitesize leadership skills workshops, including Coaching Conversations and Leading Teams through Change. These have been run via two

hour virtual workshops and the feedback has been very positive...

"The leading teams through change workshop was a really valuable couple of hours. I benefitted from working with others, hearing their experiences and learning from them. It is reassuring to know that we are all going through the same thing."

"I found the whole session extremely useful. Before this I did not know the difference between coaching and teaching and I feel like my new skills will be extremely helpful."

"The content and resources in the workbook are excellent. I will be using them in my future work with my team."

"The virtual workshop meant I was able to be flexible with my time by joining from home."

Find out more

We have developed our leadership development intranet pages where there are now a wide range of resources available. We also post current opportunities from our external partners such as the Leadership Academy on here.

As we move towards 2022, we will be working to bring you more bitesize workshops around giving feedback and how to lead effective teams. We also hope to reintroduce our leadership programmes, so make sure you visit our intranet pages for updates and opportunities in the new year!

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

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Leadership Development

- Being a Leader at UHD
- Leadership development training
- National and regional development
- Talent management
- Online tools and inspiration
- Blog
- Feedback and questions
- Appraisals
- Other Current Opportunities
- Leadership Resources

Leadership Development at UHD

We are currently developing our UHD leadership development offers. Keep an eye on our trust communications and our intranet pages for updates.

In the meantime, please use the links below to see what is available. If you have any questions or would like to talk to one of the team, please email Organisationsal.Development@uhd.nhs.uk



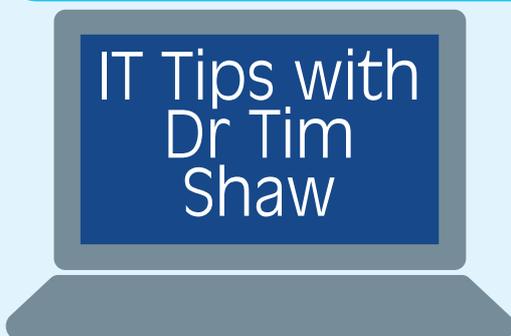
Let's talk about IT

IT support for cardiology patients

Our eForms team were asked to create a software solution for endocarditis multidisciplinary (MDT) meetings, and came up with a two part solution. Part 1 is completed via the eForms portal prior to the MDT. The second part is completed in ImageNow during the meeting, enabling participants to update the form in real time. Once the patient has been discussed, the completed form is then archived in ImageNow and a PDF of the form is sent into the patients EPR tree.

Dr Peter O’Kane said:

“The rapid development of the eForm has been an incredible success and a major quality improvement project. The IT team were brilliant at guiding us through the process, building the form and troubleshooting early versions.”



How to choose the landing pages in EPR and Evolve: Take a look at this [short video](#) to choose the landing pages in EPR and Evolve. These are the pages you first see after logging into a program. This video is also available on the IT training pages on the intranet along with other helpful videos. Hope you find it useful.

Having trouble accessing the eForm portal?

Following recent updates to Chrome, some legacy desktop shortcuts will no longer work, including the ‘tree’ icon for the eForms Portal and other clinical systems. You can access these systems using the managed bookmarks feature in your preferred browser (Edge, Chrome or IE) on any machine in the trust:



Please note: If you are unable to locate the bookmark you need, please check another browser before an issue to IT. Some systems such as eForms Portal (Chrome / Edge) and ESR (IE11) are browser specific and will not show in incompatible browsers.

Accurate patient information

High-quality patient information is of benefit not only to patients themselves, but also to clinicians by enabling efficient use of their time. Time is wasted when clinicians haven't got patients contact details and so refer patients back to GPs.

When our patients visit for consultations and treatment, we are great at updating eCaMIS. However sometimes our patients only tell their GPs when their information has changed and eCaMIS does not get updated. We have two

systems that enable us to view the patient details on the GPs systems, SCR and DCR.

The Dorset Care Record (DCR) is a great place to start for our local patients. It is accessible via EPR and includes GP records from all surgeries across the county and much more. To request access visit [Dorset Care Record](#).

If you have a patient out of our local area, the [Summary Care Record](#) (SCR) is the national spine system. To access SCR, visit Summary Care Record. You need to email workforce.help@uhd.nhs.uk to request a smartcard if you don't already have one. Please contact IT Training via it.trainers@uhd.nhs.uk for training options.

Home for Christmas

This week sees the launch of our #HomeForChristmas campaign. We want to support as many patients home safely for Christmas. This is going to be a huge team effort involving our clinicians, therapists, ward-based discharge facilitators as well as partnership working with the discharge team, social care and community health services. We are also calling on families to do what they can to support loved ones in the community as well.

The questions we want you to be asking of all your patients are: why not home? Why not today? If not, when? We need to prioritise the patients who no longer need to be in our acute hospitals and then focus on creating a plan to help support them leaving.

So over the next fortnight at the daily board rounds each patient will be discussed to work out what we can do to support them. For patients requiring a package of care for discharge - staff need to ask if all care visits requested are essential for the patient to go home and ask has the family or informal support network been approached to identify if they can support care on discharge from hospital. We need to acknowledge there is a shortage of domiciliary care this winter so we need to ask these networks to do more.

For patients requiring a community hospital or care home placement - has the 'Leaving hospital to another place of care'



leaflet been discussed with the patient and friends and family to avoid delays and manage expectations for discharge.

Do get involved and remember to ask of every patient - why not home? Why not today? If not, when? #HomeForChristmas.

A jolly Molly Christmas

Molly Marshall, one of our junior physiotherapists, brings us a special version of Silent Night for the festive season, produced by our fantastic Noel Tadman from the communications team. Thank you to both of you.

Proud to Care awards

Congratulations to our UHD volunteers and to Kathy Lett, who works at Forest Holme, for being shortlisted for the Bournemouth Echo Proud to Care Awards 2021.

The winners were announced last week and Kathy won the Palliative Care Worker of the Year category!

Speaking about her win, Kathy said: *"I want to thank my friends and colleagues for nominating me for this award. It was such a lovely surprise to have been nominated - let alone win it! It really belongs to everyone at Forest Holme as we all work so hard."*

Well done to everyone involved.

