

# The Brief

October 2022



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# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington

Welcome to your October edition of *The Brief*, and what a busy month it is already shaping up to be!

Just last week we had a visit from the CQC to both our Poole and RBH sites. It was a really good opportunity for us to showcase what we do really well, and also to speak to them about where we can make improvements for both our patients and staff.

With that in mind, we're meeting with staff from all areas of UHD to discuss a new approach to quality improvement. 'Patient First' is all about giving frontline staff the freedom to identify opportunities for positive, sustainable change and the skills to make it happen.

There's overwhelming evidence that patients receive better care in hospitals where staff are motivated and feel they are able to make a difference. We know people are flat out so this will give us a chance to change things. We've already held some engagement sessions and I am keen everyone feels able to contribute. We would also like to personalise the approach with a name which resonates for UHD so get in touch with your suggestions.

Your views are absolutely central to what we do here and I want UHD to be the best place to work in the NHS. The annual Staff Survey, now live, is your opportunity

to tell us how it is. Last year only 37% of staff completed the staff survey. Why? Well you've told me nothing will happen if you do, that you don't have time or that you're worried it's not anonymous. So this year I will make sure we use all of your responses to make improvements across the trust. So please, tell us what we can improve and #SpeakUpandSparkChange. Read more on page 7.

October is also Freedom to Speak Up month, and you may see people wearing green on Wednesdays to show their support. The theme is 'Freedom to Speak Up for Everyone' and you can read all about why it's so important on page 8. If something isn't right, it must be safe for you to speak up and equally, we must listen.



Indeed, listening is at the heart of the work of our staff networks. It's a busy month for them, especially as we celebrate Black History Month and our rich culture here at UHD. The networks really are a force for good and I am so proud of all the work they're doing, and especially proud to see the growth of our newest

Women's Network. Read more on page 19.

Our wellbeing pages are also a great source of information, with a special focus this month on mental health. I'm also really pleased to see the peer to peer surgical support programme - it is often those who walk in our shoes all the time who can offer the best support.

One vital way we can look out for each other is by having your Covid and flu vaccinations. The southern hemisphere is seeing a bad flu season so we are expecting similar here. Please take this opportunity to protect yourselves and each other - see page 6 for info on how to book and a huge thanks to our vaccination team.

Vaccinations are a central part of our winter planning, and we continue to work with our system partners to review and strengthen our winter plans. Working closely with BCP and Dorset Council, there will be a sharp focus on patient flow this month. We're also planning the expansion of discharge teams for a seven-day service offer, increasing our SDEC provision at both sites, bringing in an external provider to manage cohorting patients in our emergency departments to improve ambulance waits and increasing the use of our departure lounges.

We're also continuing our efforts to reduce our waiting lists. It was great to see

439 fewer patients on the list in August, and really encouraging to see our Outpatient Assessment Clinic in Beales - set up to help tackle the backlog - scoop no less than three patient experience awards just last week. Crucially though, every patient on our list is a person who needs our care, and I'd like to thank all those working tirelessly to see them as soon as possible.

In September alone we saw 37,317 patients in our outpatients department and an additional 8,261 virtually. We carried out 1,334 day-case procedures, supported the birth of 362 babies and attended to 12,953 patients in ED. I am very proud of all of you for this achievement and thank you for your hard work and resilience after such a challenging few months.

There's lots more going on in this edition of *The Brief*, so please do take a look and meet more of your colleagues, read some really lovely success stories, and see what's coming up in the next few weeks. It will be busy, isn't it always?

Thank you  
**Siobhan**, chief executive



# Heart to heart

Congratulations to all those who took part in a very special 10 hour bike-a-thon at RBH last week, organised by our brilliant Bournemouth Heart Club.

Money raised from the event will help fund up to 20 places at the club's Keep Well Hub for people on low income who need to exercise regularly but cannot afford a regular gym membership.

BBC South Today came along and spoke to club members, staff and former football manager, Graeme Souness, who explained why the club is so important for people who have survived major cardiac events. You can tune in [here](#).

To find out more about the new self-referral Keep Well Hub, call **0300 019 4522** or visit [www.bournemouth-heart-club.org.uk](http://www.bournemouth-heart-club.org.uk)



# You said...

As part of her September all staff briefing, Siobhan asked you to name one thing you are proud of working at UHD. You told us...

- Working with a team who genuinely place our patients and families, as well as their colleagues, at the heart of care delivery
- So many people really do go the extra mile consistently, and really care about doing their jobs effectively. Proud to work with these people!
- Team spirit
- Can do attitude and team working
- The hard working nursing staff

- Helping the hospital to achieve targets/ savings / objectives which will help the community and staff
- The drive from the exec team to support front line staff
- That we are a big, research active teaching hospital
- The hard working, dedicated and diligent staff
- The behind the scenes staff, e.g cleaners, cafe staff, admin who ALL work hard
- Our team support over at Christchurch Day Hospital! Such a good team morale
- Vaccine service

Siobhan also asked what more we could be doing to support you. Our executive team have been working through your feedback...

## Staffing/management

- Encourage managers to allow staff to work flexibly - there is a lot of presenteeism.
- More visibility of the senior management team.
- Increase staffing to improve discharges.
- Don't forget the 'behind the scenes' staff. We are working really hard too!



**Dr Ruth Williamson**  
Acting chief medical officer

### ▶ Ruth says:

“Flexible working is a good idea - please ask your manager about what flexible

work arrangements might be possible in your area.

### ▶ Mark says:

“Increasing visible leadership is vital and we've been out and about across all our sites. If we haven't visited your area please let us know. You can also chat to us at the briefings each month as we attend in person.



**Mark Mould**  
Chief operating officer

Ruth said: “Behind the scenes staff are indeed the glue. I'd love to see more of what you do so please invite me to see what happens behind the scenes so I can walk a few steps in your shoes.”

Mark added: “I will make a personal commitment to focus my visibility around the support functions of our organisation.”

## Recruitment and retention

- Recruit more people for UHD. We are all under pressure. Perhaps try to attract more people for the positions by offering apprenticeships.
- Advertise vacancies earlier so that there's not such a long time between someone leaving and a replacement starting.
- Promote opportunities for mentoring, shadowing, coaching more effectively. Will help with staff development and embedding 'Team UHD'.



**Karen Allman**  
Chief people officer

### ▶ Karen says:

“We have a lot of recruitment activity ongoing and are working hard to fill all of our vacancies as quickly as possible.

“We had a very successful open day at the beginning of September to recruit more healthcare support workers and are planning to carry out similar days in November and December as well as attending recruitment fairs and events locally. Later this month we are hosting a newly qualified nurses event too. We also have a really successful apprenticeship programme - you can find out more under ‘a’ on the intranet.

“We had the highest number of medical staff joiners in August and over 111 new staff joined through general recruitment which was the highest number since April.

“Our recruitment teams are very keen to advertise vacancies early so that we can reduce any gaps in the workforce - we need recruiting managers to start their recruitment planning as soon as they know that someone is planning to leave.

“Mentoring, shadowing and coaching are all good ideas that are already in place across the trust. Do talk to your line managers and staff at appraisals and regular 1:1s.”

## Cost of living and wellbeing

- The £10 contribution towards Christmas parties we have previously had would really make a difference to staff morale.
- Continue supporting and expanding the occupational health counselling team.
- More help with mental health for staff.



**Deb Matthews**  
Director of organisational development

### ▶ Deb says:

“Our UHD charity has agreed some funding per head for some winter treats - watch this space for more detail!

“Our psychological support and counselling service has also received charity funding to continue. You can be referred via our occupational health team, or ask your manager.

“We also have wellbeing ambassadors, mental health first aiders and trauma risk

management. Turn to page 12 for a special article on mental health support.

“We continue to work with Dorset partners to offer support to staff with the cost of living crisis.”

## Green transport and parking

- More facilities for people that cycle.
- Can we put transport options in place prior to the majority of transformation work happening?
- Support with parking for community-based staff who are contractually required to use their car.
- Allow staff who park very rarely (e.g. once or twice per month) to have a reduced cost for day parking. Three days of parking is as much as a permit.
- Lower cost parking for those paying to park off site, for example at the Poole stadium.



**Richard Renaut**  
Chief strategy and transformation officer

### ▶ Richard says:

“The site project teams are planning improved cycle hub facilities at the main sites, containing lockers, drying areas and showers close to the cycle stores. Our travel team is also plotting best routes and times for a shuttle bus service.

“Our UHD parking policy enables staff who need to use their car for their role to reclaim their daily expenses for fuel/mileage and parking to ensure they’re not out of pocket. Local drop off areas and exchange parking places are still being finalised through our staff travel group.

“Our occasional permit allows you to buy parking for £3 per day, up to 12 times a month, and our Liftshare scheme launches this month - see page 15 - which is a good option for permit holders using cars infrequently.

“Our off-site rented spaces are very limited. Unfortunately if the parking charges for these sites reduced, less spaces would be available.

“We will continue to look at ways to improve our parking offer to staff.”

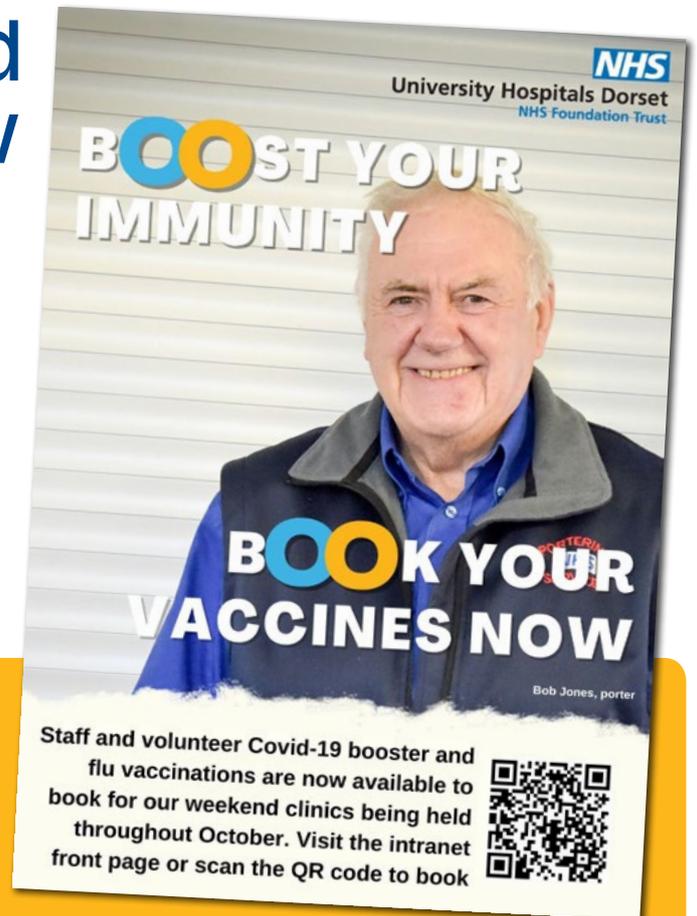
# Book your Covid and flu vaccinations now

Covid booster and flu vaccinations are available in October, with all of us encouraged to take up the offer of both vaccinations to protect ourselves this winter. These will be provided in weekend clinics in the same appointment.

The Covid vaccine booster provided this year is made by Moderna and is bivalent, and offers protection against the highly transmissible omicron variant, as well as a number of other strains. The vaccines not only protect you but those around you, and directly support our hospitals in delivering safe, effective care as we move towards winter and the anticipated further increase in activity this brings.

Clinics will run during at weekends in our outpatients departments for four weeks, alternating between Poole and RBH, starting at RBH on the weekend of 8-9 October. See the front page of the intranet, the Staff Bulletin or the UHD app to access the UHD booking portal.

If you can't make our weekend clinics, NHS staff registered with a GP can book a free Covid booster - or any of the preceding doses - via the national Covid-19 vaccination booking portal [here](#), or search 'NHS Covid vaccinations' online. For flu vaccinations, please contact your GP practice or local pharmacy to find out if you can have the jab there, which is also free for NHS staff. We are also looking at offering you the flu vaccination through our occupational health teams - look out for details of this in *The Brief* and all the usual places.



If you have either job elsewhere, please tell us! Knowing how many staff are protected helps inform our planning and provides the trust with an understanding of our resilience, as an organisation, to flu or Covid-19. Telling us is easy - use this online form [here](#) or see the occupational health section of the intranet or the UHD app.

# Excellence Awards

It's been another great month of nominations for our UHD Excellence Awards - congratulations to our winners so far! Keep your nominations coming via our UHD app or using the QR code on our [dedicated intranet page](#). There are amazing people living our values every day at UHD, so let's give them a shout out.



# NHS Staff Survey 2022

Your chance to speak up and spark change



#SpeakUpSparkChange

Look out for your personal invitation and have your say by 25 November

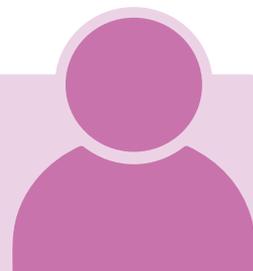


## Does my feedback really make a difference?

Your answers tell us what's working, what's not, and where we can do things differently.

We're committed to listening to your views and acting on this year's results and making changes to improve in the areas you recognise need it.

## Is the staff survey really anonymous?



Yes. No one at UHD will see your completed survey or be able to identify individual responses.

An independent company - IQVIA - will receive and anonymise your answers, which the trust receives as summary reports. Reminders and competition draws are organised by IQVIA, which the trust doesn't see.

Scan the QR code to watch a useful video about the confidentiality of the survey.



## How long will the staff survey take to complete?



10-15 minutes  
All managers are asked to provide 20 minutes during the working day for staff to complete their survey.

## Any other reason why I should complete the staff survey?

Absolutely! This year everyone who completes the survey will be entered into a prize draw for a chance to win £20 for 20 winners.



The team with the most improved response rate will win £200!

## Are the results useful for me and my team?

Our survey provider IQVIA provides us with lots of reports which help us to understand staff feedback at a trust wide, Care Group, department and team level.

Managers and their teams are encouraged to make the most of their team reports and using them to make meaningful local change.

# It's Freedom to Speak Up month

Speaking up enhances all our working lives and improves the quality and safety of care. Listening and acting upon matters raised means that Freedom to Speak Up will help us be the best place to work.

Speak Up Month in October is an opportunity to raise awareness of how much we value speaking up at UHD. The theme for Speak Up Month 2022 is '**Freedom to Speak Up for Everyone**' with each week having a specific focus including safety, civility, inclusion and for everyone. Watch this space for key messages over the month.



**Siobhan Harrington**, our CEO, said:

***"It's very important to me that all staff feel able to talk about things that are difficult or challenging. We need staff to feel safe to speak up. Use this month to listen to colleagues and encourage***

***your team to have difficult conversations. Help us make UHD the best place to work and the safest place for patients."***

An important part of our journey is to encourage everyone to complete the e-learning 'Speak Up, Listen Up, Follow Up' modules which are aimed at anyone who works in healthcare. Divided into three modules, it explains in a clear and consistent way what speaking up is and its importance in creating an environment in which people are supported to deliver their best. You can self-enrol on BEAT in 'Find eLearning' by typing 'Freedom to speak up'. Here are some key messages from this training:

**Speaking up** is for everyone and everyone is encouraged to Speak Up if something is not quite right or can be improved. Speak up to your line manager, HR, via LERN, our unions, our staff governors or the Freedom to Speak Up team.

**Listen Up** - everyone should feel that when they speak up they are listened to. Our values are clear that we are listening to understand and open and honest; key components of embedding our speaking up culture. When someone speaks up to you, we should say 'thank you', respond appropriately and escalate matters where needed so that the right actions happen.

**Follow Up** - leaders should ensure that they follow up and use the information and intelligence that speaking up brings for learning and improvement. Remember to check in frequently and ensure we maintain a compassionate, caring and supportive working environment.



**Helen Martin**, FTSU Guardian, said:

***"We know from our surveys of Freedom to Speak Up guardians, that only 45% of respondents believe that managers support people to speak up. Managers themselves can also feel unsupported and unsure of how to handle matters appropriately."***

***"This training aims to offer us support and help foster a positive speaking up culture which ultimately leads to better care for patients. I have completed the modules and took so much away from it. I would recommend that you do too."***



Supporting you to raise concerns

# Transformation update

## See you at the BEACH

If you've ever wondered what's going on behind the scenes at the new BEACH Building at RBH, today's your lucky day!

Monthly site visits will give you a glimpse into the new working environment and an update on how the facility fits into our overall transformation strategy. Just email [strategyandtransformation@uhd.nhs.uk](mailto:strategyandtransformation@uhd.nhs.uk) by Friday 14 October if you're interested.

Things to note ahead of the tour:

- each session will last 1 hour - allowing 15 minutes to put on PPE with a short video/presentation and then a walk round the site
- you will need the consent of your line manager to attend
- some slots will be allocated specifically for key clinical teams to have a bespoke tour for their area



- we will be arranging similar tours to Poole theatres and the Dorset Pathology Hub in the near future - more information to follow

When the building opens in 2024 it will include a new purpose-built maternity unit, children's unit, enhanced emergency department and a modern critical care unit. Services provided in the facility will help reduce numbers of patients transferring between hospitals, put less demand on ambulances and hospital services, and achieve better outcomes for patients.

Thanks in advance for your support and look forward to seeing you at the BEACH!

**Steve Killen**, transformation director.

## Goodbye to the crane at Poole

We said a 'fond farewell' last month to the 50m crane that supported the construction of our new theatres complex. This is a significant milestone in the construction of the major planned care centre for the region on the hospital site. You can see time-lapse footage of the site preparations [here](#) and more about the theatres complex [here](#).



## RBH Atrium Café closure

Our Atrium Café at RBH is going to be closed for refurbishments from 7 November to 12 December. We are improving the behind the counter facilities so that we will be able to serve a wider range of food and drinks to our patients, visitors and staff.

We will also be introducing a new 'click and collect' online ordering service when the cafe reopens. Our other cafes and the Shelley Restaurant will remain open during this time. For any questions or comments, please contact [strategyandtransformation@uhd.nhs.uk](mailto:strategyandtransformation@uhd.nhs.uk)

For more information on the wider catering plans, see the [August edition of The Brief](#).

## 'Sophisticated solutions' for pathology

Look at the fantastic progress being made on the Dorset Pathology Hub on our RBH site. The main contractor, Amiri Construction, has shared these great images of the 'sophisticated solutions' being used, especially in the complex air handling system to maintain high levels of air purification once the facility is open next year. You can watch their latest video update [here](#).



# Royal reflections

During the period of national mourning, we had time to collectively reflect on our memories of Her Majesty Queen Elizabeth II.

In July 1969, Dorset received a Royal visit when the Queen officially opened Poole Hospital.

Hilary Fenton-Harris, our Poole-Africa link co-ordinator and RCN lead steward, was a second-year student nurse at the time of the visit. She recalls the very special day...

*“It was an exciting day, full of anticipation. The student nurses and pupil midwives were asked to form a guard of honour when HM The Queen and HRH Prince Philip arrived at the hospital.*

*“I was part of the guard, outside at the back of the dining room, when the Royal party came along the path. We all had to curtsey as they passed close by, sometimes stopping to talk to people. Some of us were fortunate, including myself, to also attend the opening ceremony in the dining room.”*

Despite plenty of people and a heavy media presence, Hilary notes the visit still had an air of intimacy for staff. *“With social media these days, it can sometimes dampen special experiences, when images and videos of an event are so quickly and readily available for the world to see. Something like this, it was our memories to experience, a moment in time, of a very happy day for us all. The Queen’s visit to Poole Hospital is one I will certainly always remember.”*

Click [here](#) to watch Hilary’s story as told by her, and featuring more fantastic photographs from the day.

Poole Hospital nurse, Hilary Fenton-Harris



The Queen at Poole

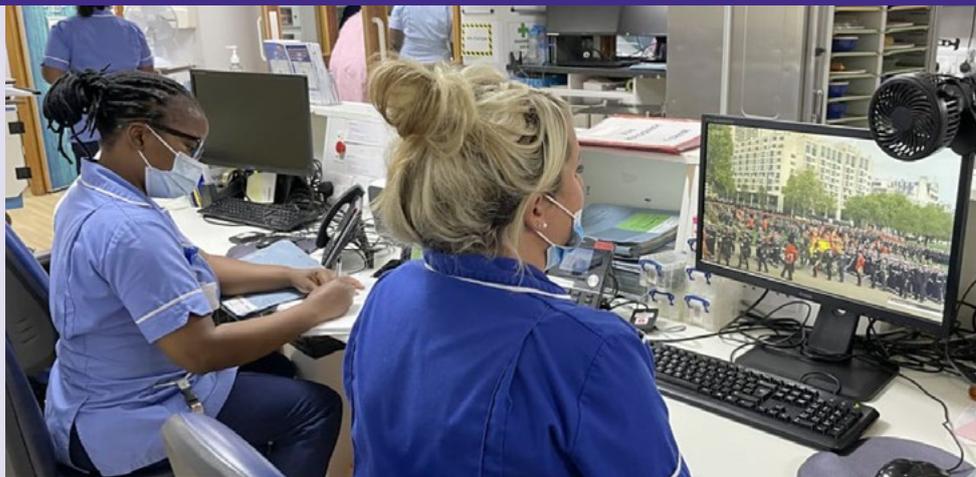


Queen visit Poole Hospital 11 July 1969



The Queen at Poole

# And a big thank you...



...to every member of Team UHD who worked over the bank holiday to care for our patients during what was a very busy period. Screens broadcasting the state funeral were available for staff and patients, enabling them to tune in and pay their respects. [Click here](#) to listen to a Radio Solent clip featuring nurse Amy and healthcare assistant Tia, who took time during their shift to honour the Queen.

## When our now King came to visit

Duncan Ridgeon, chaplain at UHD, recalls a very special visit in May this year...

*“King Charles recently came to RBH to recognise all that NHS staff and patients have been through during the past two years. During his visit he visited our new operating theatre and then officially opened our new Lavender Garden, dedicated to the memory of colleagues who have died and a special area for staff to rest and reflect.*

*“I was stationed in the Lavender Garden to meet King Charles and was very excited. However the special occasion made the monarchy more personal to me as King Charles wanted to give each person present his undivided time. He asked friendly questions to help us talk to him and I left wanting to spend more time with him talking about gardening and how precious our Lavender Garden is. Meeting him with my colleagues and my wife, a volunteer at the hospital, made the moment even more special. I will never forget meeting him.”*





# #YouMatter

Wellbeing Support for you

## 'First Responder' surgeon support programme

The surgeon support programme is a new peer-to-peer support programme designed to help surgeons deal with the impact of complications and investigations. It's confidential and distinct from any formal processes - it's

administered through the MSC office.

A cohort of surgeons, from both sites and across a range of specialties, has been trained to fulfil the role of a surgical 'First Responder' and can provide

prompt peer-to-peer support. If there is ever a circumstance where you would like to talk to a colleague about an adverse event, then please contact [sally.stroud@uhd.nhs.uk](mailto:sally.stroud@uhd.nhs.uk) in the MSC office.

## World Mental Health Day

Monday 10 October is World Mental Health Day. There are lots of little things we can all do to look after our mental wellbeing, including being active, practicing mindfulness and connecting with others.

### Every Mind Matters - NHS ([www.nhs.uk](http://www.nhs.uk)):

Take part in the Every Mind Matters' quiz to receive a free mind plan with tips to help you deal with stress and anxiety, improve your sleep, boost your mood and feel more in control. The website includes video guides to [reframing unhelpful thoughts](#) and [living a healthy life](#).

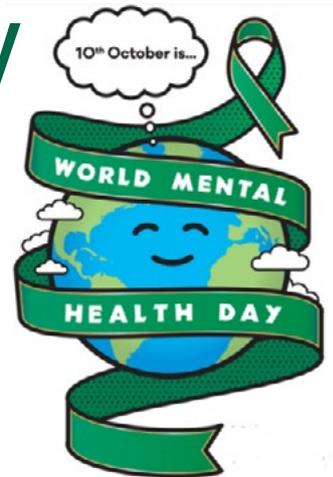
**Financial wellbeing:** 'Where Money Meets Feelings' is a webinar on how to overcome financial overwhelm at source. Thursday 20 October, 12-1pm. Join the meeting [here](#).

**Psychological Support and Counselling Service (PSC):** The Psychological Support and Counselling Service is here to support UHD staff with stress and mental health related symptoms and difficulties that affect their wellbeing at work. It provides assessment, intervention, referral and signposting to promote the emotional and psychological support of all staff.

**Mental health first aiders:** Our UHD mental health first aiders are staff volunteers with an in-depth understanding of mental health issues. You can contact them [here](#). If you are interested in becoming a first aider, you can find out more [here](#).

Check out WellNet Dorset's events page to find local events on topics such as sleep, anxiety and worry or mindfulness in life and work.

For more resources to help with mental wellbeing, visit our [#YouMatter](#) and [Mindfulness](#) intranet pages. Topics include menopause, being a compassionate leader and bereavement support.



## Urgent or emergency support services



**Dorset Connection**  
0800 652 0190

Crisis helpline for mental health advice and support. Also, for friends or family members.



**SAMARITANS**  
116 123

Crisis support to anyone in emotional distress, struggling to cope, feeling suicidal.



**Contact Your GP**  
Phone your GP Surgery or call 111  
Request an emergency appointment.



**Shout**  
Text the word 'SHOUT' to 85258  
Free, confidential, anonymous text support service, providing crisis support if in emotional distress, struggling to cope or feeling suicidal.



**Stay Alive**  
[www.stayalive.app](http://www.stayalive.app)  
Suicide prevention app containing information and tools to help you stay safe in a crisis.



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

# Time to BRAG

On the second anniversary of merger, we're using the latest update from our Benefits Realisation Assurance Group (BRAG) to look back at recent achievements and to share best practice.



- Our maternity teams have completed their final step in moving across all services to Poole Hospital. The antenatal clinic at RBH closed its doors for the last time mid-September, with teams launching a combined antenatal clinic and maternity triage service from St Mary's Maternity Unit at Poole. Services will remain there until the completion of the BEACH Building, due to open in 2024. Until that time, all antenatal appointments and in-hospital birthing options will operate from the Poole site.

**“A huge amount of behind the scenes work has taken place in streamlining clinics for pregnancy. The clinical and transformation teams on both sites are to be commended for their work and support of each other during this project, which signifies the first phase of merging maternity care across Bournemouth and Poole into one organisation. Well done everyone!”**

**Christine Smith**  
inpatient maternity matron.

- By reusing and recycling computer equipment we have reduced waste and cost (the latter giving us back c.£75k - that's two nurses!)
- By sharing one security provider, Allied Security, we're providing out of hours and weekends support to ensure consistent, effective support for patients and staff.
- Our unified end of life team launched 'Hospice at Home', providing 30 patients with support at home in their final days - avoiding admissions when their wish is to be at home.
- Through working more closely together, our SDEC (Same Day Emergency Care) teams are offering a broader service - potentially reducing length of stay by 15,000 hours.
- Our procurement systems have been re-booted, reviewing processes and combining our high-use orders to get better value.
- With a single works system, our estates team have made a major improvement in response times as well as creating a broader 'knowledge base' for more complex works.
- We're making 2,500 special red hearing aid boxes available to improve communication with patients who have hearing difficulties.



You can find out more about these achievements and others in our 'Time to BRAG' archive [here](#). If you think there's something we've missed, and you want to 'BRAG' about it, then please email [helen.rushforth@uhd.nhs.uk](mailto:helen.rushforth@uhd.nhs.uk).



# Ruth's reflections

with Dr Ruth Williamson

In the most recent trust Board meeting, a colleague pointed out that if someone throws a tennis ball at you it will most likely be caught, but if they throw six at once you risk dropping them all. With so much going on it feels like we are facing a battery of tennis ball machines right now.

So I'm trying to focus on the positives and will use this column to highlight some good stuff.

Both our Freedom to Speak Up guardian and guardian of safe working reports were presented at the Board, highlighting how important it is to speak up when things aren't as they should be. Understanding the themes informs how we make decisions in our organisation. What we are hearing is that workforce gaps are incredibly stressful and we are working to ensure that our medical nursing and support staffing templates reflect the way we work now, not the way we worked even three years ago. We are also hearing about the impact of people not being kind and courteous, you will have heard Dr Matt Thomas talking

about how civility saves lives- there is evidence it does.

October marks Freedom to Speak Up awareness month. There is training on our BEAT which all of the trust Board have pledged to complete before the next Board meeting - if you are interested go to 'find e learning' (the orange box top right) and in the search box type 'freedom' and then enrol in the courses, they will then appear in your heart. If you want to show your commitment then please wear something green on Wednesdays.

## B: M2022

DIG DEEP, LOOK CLOSER, THINK BIGGER

October is also Black History Month where we will be celebrating people and events which were not taught when I was at school. I did not hear about Mary Seacole until I was an adult and had to Google the UK's first black doctor. John Alcindor trained in Edinburgh qualifying in 1899. An interesting short read [here](#). We have come a way since those days but there

is still much work to do to be a truly inclusive NHS. Here is a link to our intranet web page - thank you to the team who have put together such a rich range of resources [Black History Month 2022 \(uhd.nhs.uk\)](#)

Getting feedback is really important for all of us to make things better. We have had a series of visits from the CQC and other peer review to help us see our work with fresh eyes and learn from others around the country. It's also that time of year to feed back in the annual staff survey - read more on page 7. Please, please tell us what it's like for you working here right now. It's anonymous and with a new chair and chief exec, it's the ideal time to tell the senior leaders what is working, and what needs to change.

Finally, we've heard recently that Dr Alyson O'Donnell will not be coming back to her chief medical officer role. We are hoping to lure her back to work on some important projects but I want to use this column to recognise her contribution to UHD. She has done much which is visible and even more behind the scenes so a big thank you for everything that you have done Aly.

Ruth



Bon voyage to our Poole Africa Link (PAL) team who have travelled to Lira in Uganda, the first trip in over three years due to restrictions caused by the pandemic.

The team will be teaching at Lira University, Lira University Hospital and Lira Referral Hospital. They will also be taking out various items of kit for colleagues already out there.

The two-week tour will be led by Dr Frankie Dormon (intensivist) who will be joined by Dr Luke Turley (GP), Dr Pasco Hearn (consultant microbiologist), Dr Ben Cambers (anaesthetist), Emily Seddon (midwife) and Rosie Farnworth (midwife). They will join Judy Mella (surgeon), who has been involved with PAL for several years and who is currently undertaking a breast care project in Lira.

You can find out more about our work on [www.pooleafricalink.org.uk](http://www.pooleafricalink.org.uk) and follow the team's activities via the PAL Facebook page or follow them on Twitter [@poole\\_africa](#)

# Liftshare - protect your pocket and planet!

UHD is joining together with Liftshare and other NHS trusts in Dorset to help you to save money on your commute and reduce pollution.

Liftshare is free to use and enables you to find other NHS staff on your route, so you can share the journey. You can either offer someone a lift or look for someone to give you a lift.

Liftsharing helps you to:

- **Save money** - by splitting the cost of driving, regular car sharers save on average over £1,000 per year!
- **Find a parking space** - as our trusts grow, it is going to be more challenging for staff to find a parking space. We are also providing priority Liftshare only parking bays on

our sites to make life a little easier.

- **Reduce congestion and air pollution** - the NHS represents about 5% of road traffic in the UK. Help reduce the number of cars on the roads, reducing congestion and air pollution.

The platform goes live on 10 October and having an account is like having a bus stop at the end of your road - it's there when you need it.

## Fast facts

- During rush hour 90% of cars have just one person travelling in them.
- 92% of commuters have at least one colleague they could share a lift with.

- If your team member cancels, we will help you get home via the 'Guaranteed Ride Home' scheme.



For more information click, visit our [Liftshare pages](#).



# Building a Net Zero NHS

The route to net zero emissions for a system as large as the NHS can seem particularly daunting and scary. To understand how we can get there, we all have the responsibility to educate ourselves further. To learn about what net zero means for you, your team and the wider trust, online learning has been launched on our BEAT VLE with Health Education England to help us understand the changes that need to be made to reach our internal and national targets.

Our clinical audit team has completed the learning and has already started to think of ideas on improvements they can make. Maria, clinical audit facilitator, said: *"I had a great time with the learning. It offers*

*a different view on sustainability and as a team we are starting to think about how we can make changes individually and together. In my role, I often visit departments to meet new colleagues and teams and I am excited to share what I have learnt."*

The training is available for anyone, so log on and search 'Building a Net Zero NHS' on your BEAT VLE and begin your sustainability journey today.

You can also log your training in EcoEarn for extra points and the chance to win a prize. Just go to the EcoEarn app which you can find within our UHD staff app. Click on the 'Get Learning' activity and submit a line to describe one thing that you learnt from your

training and bingo - 200 points! There are other EcoEarn learning opportunities including links to the UHD and Dorset consolidated green plans, travel and air quality information.





# Understanding Health talks

face to face and via Teams

**Wednesday 12 October**   
at **St Mary's Longfleet Church Centre,**  
opposite **Poole Hospital**

**Understanding Neurodevelopmental Conditions in Children**

**Dr Mark Tighe**, consultant paediatrician and  
**Dr Laura Royce**, Consultant Community Paediatrician

at 10am



**Understanding how to take care of yourself while pregnant**

**Kerry Taylor**, head of midwifery at UHD

at 1.30pm

**Understanding patient flow in our hospitals**

**Alex Lister**, group director of operations at UHD

at 3.30pm



Places at the talks are limited so booking is essential.

Email [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk) with the names of the people attending the talk, which talk you'd like to attend and an email address to secure your place.

Talks will also be live streamed and recorded. Links to the Teams events will be available on the events page of the UHD website and recordings will be added to the health talk library.

Please note that there are no catering facilities onsite, and parking is very limited so please use public transport if possible.

# Free bike maintenance

Bike Fixed will be returning to our sites this month to offer a free bike tune up. The team will be available from 9am-4pm at RBH on 12 October and Poole on 13 October.

A limited number of appointments are available on each date. If you'd like to book your bike in, please email [travelteam@uhd.nhs.uk](mailto:travelteam@uhd.nhs.uk) and include a mobile/office contact number in case the mechanic needs to contact you.

If you have a specific issue please email in advance [dave@bike-fixed.com](mailto:dave@bike-fixed.com)

# 'Loved and never forgotten'

To mark Baby Loss Awareness Week (9-15 October), a special service for those who have experienced the loss of a baby will take place at the Chapel of St Luke at RBH on Thursday 13 October at 7pm. Led by Reverend Duncan Ridgeon, with support from the hospital's specialist nurses and local charity 'Our Angel Bears', the service will be an opportunity for bereaved parents, as well as their friends and families, to commemorate the lives of lost little ones. Those of all faiths or none are welcome to attend. For more information, call the RBH chaplaincy team on ext 4221.

# Annual Members' Meeting (AMM)

## And Transformation of our Hospitals talk

**Monday 17 October in the lecture theatre, education centre at Royal Bournemouth Hospital 5pm**

**4.30pm - Information stands and light refreshments**



Live streamed via Microsoft Teams - link available on the UHD website events page.



2021/22 Annual Report and Accounts presentations by chief executive, **Siobhan Harrington** and chief finance officer **Pete Papworth**.



**Sharon Collett**, lead governor for UHD, will also give a presentation on the Council of Governors.

**6pm - The Transformation of our Hospitals**  
**Dr Harry Adlington**, emergency medicine consultant.



Email [FTMembers@uhd.nhs.uk](mailto:FTMembers@uhd.nhs.uk) to reserve your place. To submit a question, please email by 10 October.

**Free parking available**



# porter

**noun:**

a person who carries burdens, carrying people's bags and other loads.

**hospital porter:**

porters are the heartbeat of NHS hospitals, making sure crucial goods and items are delivered where they are needed most. They also ensure patients are at the right place at the right time to get the treatment they need.



“Working as a porter has focused my mind by being part of a great team. It can at times be a very stressful position, but on the whole, it is great to meet so many patients who share their stories...”

*From policing and PTSD, to the therapeutic power of being there for patients, The Brief meets porter, Keith Waller, to talk through his professional and personal journey so far, and how one hobby in particular has given him a new lease of life...*

on, and it's great to be part of a team. It also directs my mind away from what caused my PTSD. I play for AFC Bournemouth walk football club, Bournemouth Walk football club and also represent Dorset.

“I was diagnosed twice with severe post-traumatic stress disorder (PTSD) during my time front-line policing, the first time in 2001 after dealing with extreme violence towards me and my team, where my life was threatened. It happened again in 2012 when I was involved in a major incident at a railway station, whereby I spent time with a severely injured man, eventually saving his life after successfully preventing major blood loss.



“I was affected so badly with PTSD that I was eventually medically retired out of the police force after 23 years' service. I still suffer flash backs and nightmares, and treatment is ongoing.

“I was then asked to represent the Republic of Ireland. The result of the game was a 2-2 draw, and it was during this game I scored my first international goal - a really fantastic feeling!

“I started playing walk football three years ago to help me with my ongoing struggles with PTSD. One of the symptoms is feeling isolated and at times shutting yourself away for fear of 'doom'. During counselling it was mentioned about trying a team sport. I took my grandson to Littledown one day and saw the walk football taking place. That's where it all started.

“It's been almost six years since I started working as a porter at RBH. I can walk 12 miles a shift which helps with my physical fitness, along with my mental wellbeing.

“Football has had a positive effect on my mental wellbeing by giving me something to focus

“Working as a porter can be a very stressful position, but on the whole, it is great to meet so many patients who share their stories. It's nice to also meet great staff on the wards where we have good banter and are able to laugh!”

## Hattrick of patient experience awards

Our outpatient assessment clinic, based in Poole's Dolphin shopping centre, has picked up three accolades at the Patient Experience Network National Awards ceremony - 'Partnership working to improve the experience', 'Integration and improving social care', and 'Integration and continuity of care'.

The clinic opened last year in response to long waiting lists caused by the pandemic and is helping to reduce waiting times and increase the accessibility to life-saving screening. It is one of a number of clinics across the county that make up the Dorset Health Village - the other in South Walks House, Dorchester - and together they give patients the opportunity to also access free health and wellbeing support from LiveWell and Active Dorset in a community setting.

Since opening, as well as delivering thousands of Covid vaccinations, the clinics have seen over 10,000 patients, have had great feedback from users, and received a number of high profile visits, including from Amanda Pritchard, chief executive of the NHS.



**Jonathan Wright, head of patient access for UHD, said:**

“ It has been a huge privilege to represent the Outpatient Assessment Clinic’s ‘Think Big’ team at the Patient Experience Network National Awards this year and it is absolutely amazing that the team, the trusts involved and the Dorset ICS have been recognised for their achievements for innovation in elective recovery.

“ This initiative has made a big impact on seeing patients sooner and progressing them through their pathways, and patients have fed back that their experiences have been very good.

“ I am extremely proud to have presented our initiative, learning, outcomes and patient feedback at the awards, and was overwhelmed by the interest in our project. It was amazing to win three awards on the day and I would like to take this opportunity to thank the team, staff, volunteers, partners and patients for their contributions and dedication to thinking differently.”

# From Team UHD to Team GB!

Congratulations to our orthopaedic surgeons Charles Willis-Owen and Lawrence O'Hara who represented Great Britain at the UCI Gran Fondo World Championships, with the final held in Trento, Italy on 19 September.



Charles and Lawrence travelled to Italy to compete against the best cyclists from around the world over a gruelling 140km mountainous course with over 4000m of climbing in the Italian Dolomites.

Charles has been racing competitively for more than 30 years and was sixth fastest for GB in his age group: *"I'm pleased with that as it really is against some of the best cyclists in the world,"* he said.

Meanwhile Lawrence found the event an unforgettable experience: *"It was a privilege to represent Team GB. I was very pleased with the result, finishing well on a mountain course especially having recently competed in Donegal, racing 555km in a single day for the PSP Association."*

**Well done!**



## Network news

### B:IM2022

DIG DEEP, LOOK CLOSER, THINK BIGGER

### Black History Month

The Black, Asian and Minority Ethnic staff network invites you to celebrate Black History Month with us. The 2022 Black History Month's theme is black health and wellness.

#### What can you do?

- Visit our libraries at Poole and RBH to discover resources, information and books.
- Attend an event such as *'Black is the Color of My Voice'*, a play inspired by the life of Nina Simone, and featuring her most iconic songs performed live at the Lighthouse, Poole. Get your tickets [here](#).
- Take a look at our [intranet page](#) for more events, resources and suggestions.



## Women's Network event



UHD's  
**Women's**  
NETWORK

#TeamUHD

Join our Women's Network on Friday 14 October at their first face to face event. The informal drop in will take place in the marquee at RBH and will mark the end of baby loss awareness week.

Everyone is welcome so please drop in between 12.30 and 2pm to meet our network and take a look at our information stands from SPRING charity, Angel Bears charity, our early pregnancy team, Freedom to Speak Up, WellNet Dorset and wellbeing ambassadors.

There will also be story sharing and refreshments.

Please contact [samantha.murray@uhd.nhs.uk](mailto:samantha.murray@uhd.nhs.uk) if you would like to find out more.

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

# Let's get social

There was one news item that not only dominated social media and international headlines in September, but defined the month as a historical milestone, and that was the death of Queen Elizabeth II.



When the news broke on 8 September that Her Majesty had passed away, UHD followed NHS England's communication protocol, adopting respectful banners for our account home pages, and pausing all social media activity for the period of national mourning.

It was during this period however, that as a trust we were able to take stock and reflect on our own memories of Queen Elizabeth II. We were grateful to Hilary Fenton-Harris, a former nurse at Poole Hospital, who shared her memories from 11 July 1969, when the hospital was officially opened by Her Majesty.

Hilary's video was seen by almost 9,000 people across our social media, and provided a fitting formal tribute from UHD to the Royal Family.

## Top media Tweet earned 3,642 impressions

Throughout this period of national mourning we have collectively reflected on our memories of Her Majesty Queen Elizabeth II. This evening, we're proud to share Hilary's story, a nurse who recalls the day that Poole Hospital received a very special Royal visit. #ThankYouMaam [pic.twitter.com/tHuwvPLA2D](https://pic.twitter.com/tHuwvPLA2D)



1 8 31

## Flying the flag for organ donation



Back at the start of the month, it was great to see the Tiger Army Parachute Team fly the flag for Organ Donation Week at Bournemouth Air Festival.

Michelle and Lottie from the ICU team helped make this happen, so a big thank you to them both, and we're pleased that Organ Donation Week was still able to go ahead at the end of September.

As always, we've supported our ICU colleagues in amplifying the national message by raising awareness around the importance of organ donation across our social media.

## Top Tweet earned 7,299 impressions

We are very saddened to hear the news of the death of Her Majesty The Queen. Her life of devotion and service has been an example to us all, and our thoughts are with the Royal Family at this time. 1/2 [pic.twitter.com/4yNssmos8o](https://pic.twitter.com/4yNssmos8o)



1 6 63

## Popular posts...

Soundwaves Community Choir got in touch with us this feel-good news story about a fellow-choir member and friend of theirs currently in our care...



...and it's brilliant to see some familiar UHD faces in this post who are about to embark on an exciting programme with Bournemouth University.

A great example of partnership working between UHD and BU, good luck to everyone involved!



Have some good news you would like to share or thinking about joining social media? Email [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk).

# New lymph node pathway launching soon

With funding from the Wessex Cancer Alliance, Poole and Bournemouth will be taking part in a new pilot project launching next month working closely with primary care and radiology teams. Running for a year, and supported by consultant haematologists Dr Renata Waleska and Dr Darsh Furby, patients presenting at GPs with pathological lymph nodes who do not fit existing pathways will be able to be referred for the new lymph node pathway.

Primary care colleagues will be able to refer these patients via ICE referrals. If patients then have an abnormal ultrasound scan, they will be picked up by the pathway team at UHD. The pathway team will contact GP teams to request a formal referral but will contact patients directly to arrange and facilitate onward biopsy.

Meanwhile, hospitals can refer via the email below. Look out for further information in the Staff Bulletin and on screensavers.

If you have any questions about the pilot, please contact [LNAP@uhd.nhs.uk](mailto:LNAP@uhd.nhs.uk)



# Proactive porters

UHD's new Task Management System (TMS) MyPorter has been operating since mid-September. Here's what our porters have to say:

*"The system has indicated that less steps are being undertaken despite the same amount of tasks being assigned, and TMS is starting to provide an accurate reflection of our work, tasks and cancellations, enabling us to continue to further develop our working strategies. This also includes the exceptional use of 'high' or 'immediate priority' which supports our seriously poorly patients."*

*"Thanks to all users for their support and joint efforts to work together in providing an intelligent system which more accurately and fairly represents the responsibilities of the porter services."*

**Stuart Williams** - porter and security manager, and **Dave Bennet** - accredited security management specialist.



## Eye Sim Appeal

We have launched an appeal to fund an 'Eye Sim' - a surgical simulator machine which will revolutionise training for the next generation of eye surgeons across the region.

This £201,000 technology simulates the environment of surgery for common eye conditions, such as a cataract operation, which can be very technically complex. It will be based at RBH, where trainee surgeons from across Wessex will learn the skills needed to carry out eye operations safely and effectively.

Ben Parkin, consultant ophthalmologist and oculoplastic surgeon and college tutor, said: "I have worked as a surgeon at RBH for the last 19 years and experienced first-hand just how challenging surgery for common eye conditions like cataract and glaucoma can be. Purchasing the most up-to-date surgical simulator will advance our training further than ever, resulting in more highly skilled surgeons performing effective life-changing operations at our hospitals."



**1 MACHINE**  
**75 SURGEONS**  
**30,000 SIGHT**  
**SAVING OPERATIONS\***

**CAN YOU HELP  
FUND IT?**

\*Based on the 10 year life span of previous simulator, during which over 30,000 cataract operations were performed and over 75 surgeons had access to safe, simulated practice.



The above is an illustration only and the actual equipment purchased may vary.



We need your help to raise £201,000 to train the next generation of eye surgeons across Wessex at the Royal Bournemouth Hospital eye unit.



Purchasing a new eye sim will help trainee surgeons learn to operate in a small robot of 360 degrees, account for the natural movement of the eye, work through a microscope and manoeuvre surgical probes with each hand and each leg operating different controls at once.



Join 'Crackers' the elf for a day of festive family fun on 3 December and help us raise money for some very important projects this Christmas.

We return to the stunning seaside venue of Branksome Dene Chine for this family-friendly 2km 'dash' along the prom. Hot drinks and refreshments will be provided afterwards, courtesy of the Rapid Relief Team, and all children's tickets include a visit to Father Christmas in his grotto and a very special festive gift.

Tickets cost £12 for adults, £8 for children (including visit to Father Christmas and gift) or £35 for a family (two adults and up to three children).

Register now by scanning the QR code, visiting [uhdcharity.enthuse.com/cf/elfdash22](http://uhdcharity.enthuse.com/cf/elfdash22) or calling our charity office on **0300 019 4060/8449**.

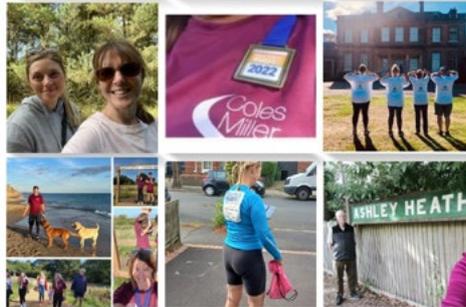


## Walk for Wards 2022 went virtual

Following the death of Her Majesty the Queen, and under guidance of our trust protocol, the difficult decision was made to cancel our Walk for Wards event this year, with the challenge taking place virtually instead.

We have received some incredible photos from participants taking part in some wonderful locations, including the Castleman trailway and Poole Park, with members of our gold sponsor Coles Miller taking part in the original planned

routes at Upton Country Park. All our participants raised funds for wards or departments close to their hearts - thank you all for your understanding and continued support.



## Staff fundraiser spotlight:

# Ultra marathon effort

Congratulations to one of our governors, Michelle Whitehurst, and her partner Phil who completed the 90km Comrades Ultra Marathon in South Africa 10 minutes ahead of the 12-hour target!

The NHS has been a big part of their lives for the last 30 years through Michelle's career, her role as public governor and her volunteering during Covid-19.

Michelle said: "We have both seen the incredible work undertaken by all NHS staff and the £750 raised during this ultra-marathon is to support University Hospitals Dorset NHS Charity and our wonderful hospitals."

"We are delighted to have completed this ultra-marathon, although it was the toughest challenge we have ever faced."



## Community fundraiser spotlight:

# Tractor run tops £21k

Philip Trim and his son Ben presented a cheque at Poole Hospital for £21,218 raised during their Purbeck costal tractor run. The event was inspired in memory of Phil's wife Jane who was treated at our Dorset Cancer Centre. Jane was a big part of the farming community and was well known

for showing prize cattle and winning awards around the country.

Phil and Ben are pictured with oncology consultant, Dr Mike Bayne, and lung specialist nurse Alison Brooks who both treated Jane, as well as Zoe Greenfield, a radiographer at Poole Hospital.

The funds raised will support the surface guided radiotherapy (SGRT) equipment - thanks so much!



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

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



# Let's talk about IT

## uhd.nhs.uk email securely accredited

Our email service has achieved secure email accreditation from NHS Digital. This is the same accreditation given to NHSmail (@nhs.net) accounts. Emails containing patient and other confidential information can be sent between @uhd.nhs.uk and NHSmail accounts without the need for additional encryption and no longer needs to be unencrypted using Egress to read the email.

The same no additional encryption rule for PID emails applies to any other organisation that has achieved secure email accreditation and the list of those organisations can be found [here](#). Emails containing patient or other confidential information being sent to organisations that do not have secure email accreditation will still need to be manually encrypted.



## Clinical Viewer retirement - January 2023

Thank you to everyone who has replied with possible issues when the Clinical Viewer retires.

We've updated our FAQs. Please check here and contact [sarah.hill@uhd.nhs.uk](mailto:sarah.hill@uhd.nhs.uk) if you have an issue not on the FAQ.



## Embracing Microsoft 365

We are looking to use more Microsoft 365 services to help improve IT systems and we are moving departmental data from shared drives (L and S drives) into Teams/SharePoint.

We are currently working through each of our servers to find departmental data, and will then discuss the migration of that data with the data owners.

Contact [sharepoint.migrations@uhd.nhs.uk](mailto:sharepoint.migrations@uhd.nhs.uk) to find out more. Alternative submit a request to start creating your department migration plan using the IT service desk portal and select the 'department data migration to Teams/SharePoint' form.



## Exploring our IT training knowledge centre

Tune into our knowledge centre and get top tips on how to do something as well as watch videos that explain a given subject, for example Teams and channels within Microsoft Teams all in one place.

Our latest videos are below:



[UHD IT Training Knowledge Centre - Home \(sharepoint.com\)](#)



[Understanding Teams and Channels in Microsoft Teams](#)

# The Brief



## Wednesday 5 October - spread the word

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

Update	Shared?
<p><b>You said:</b> Your comments from the September all staff briefing were invaluable. See what issues you raised, and our exec team's response, on page 4.</p> <p><b>Speak Up Spark Change – NHS Staff Survey:</b> I want UHD to be the best place to work in the NHS and I assure you your responses will be used to make improvements across the trust. Look out for your personal invite to complete the survey, <i>Siobhan</i>.</p> <p><b>Flu and Covid-19 vaccinations:</b> Covid cases are rising in our hospitals with staff off sick and a bad flu season predicted. See page 6 for how to book your jabs.</p> <p><b>Patient First:</b> We're meeting with Team UHD to discuss a new approach to quality improvement, giving frontline staff the freedom to identify opportunities for positive, sustainable change. Get in touch with a new name suggestion too.</p> <p><b>Freedom to Speak Up Month:</b> Use October to complete some really helpful training modules and wear green on Wednesdays to show your support – see page 8.</p> <p><b>Mental wellbeing:</b> It's World Mental Health Day this month and we have lots of support on hand to help you if you need it. Please share with your teams - see page 12.</p> <p><b>Transformation:</b> Book a tour of the new BEACH Building and see the latest moves and developments on page 9.</p> <p><b>Network news:</b> Our networks continue to be very busy and a great source of support. See page 19 for details of Black History Month and more network news.</p> <p><b>And finally:</b> See <i>The Brief</i> for upcoming events – including our annual members' meeting, useful IT information, Humans of our Hospitals, social media spotlight, a Charity round up and much more...</p>	

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

**Department:**

**Signed:**

**Date:**