

The Brief

February 2021



We are

caring

one team

listening to understand

open and honest

always improving

inclusive

Values
special

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Our University Hospitals Dorset

We are caring. We are one team. We listen to understand. We are open and honest. We are always improving. We are inclusive. We are #TeamUHD.

And in this special values edition of *The Brief*, I would like to start by saying we are indeed all these things because of you, and the way you have stepped up to the challenges of the latest wave of Covid-19. Because of the incredibly moving way you have cared for each other and our patients; because of the way you have listened to each other and dealt with problems collectively, as one inclusive team; because of the way you have remained open and honest in all the issues we have had to address; and because of the way you have consistently looked for ways to improve, so that we can do even better for our patients.

This image, one of a number taken by our consultant gastroenterologist, Dr Ray McCrudden, to document the pandemic, really does paint a thousand words.



It shows our ICU colleagues getting ready to turn - or prone - one of our patients to help with their breathing. In the image are a number of our orthopaedic surgeons who have been supporting ICU at a time when their usual surgical lists have been put on hold. They are just some of the members of Team UHD who have moved out of their normal sphere of work to provide support for colleagues elsewhere across our organisation.

I am so proud of everyone working within UHD, and the incredible teamwork that we have seen over the past few weeks and months. Nothing has been normal, with so many of us working in different ways to maintain essential services and support each other, so our patients can continue to receive the treatment they need. And we have been doing so in this way because we are one team, Team UHD.

Our UHD values have proved to be very important in shaping our response to the Covid-19 pandemic, and they will continue to shape the development of our new organisation for many years to come. You can

read more about these UHD values, and the Values Week due to take place this month, on page 4.

Meanwhile, our hospitals have never been so busy, and staff have never been under such pressure. The past few months have been more challenging than any of us could have ever imagined, and we have all been affected by the issues that have had to be dealt with as a consequence of Covid-19. Infection rates are now slowing down, but we know that the BCP area has had one of the highest rates in the country, and is still above the national average. As a consequence, our trust has been hit hard. We know first-hand how many very poorly patients have been receiving care - and things are still very busy. We have large numbers of very sick patients on our wards and within our ICUs, and there are still large numbers of staff impacted in one way or another by Covid-19, which creates more pressure on the frontline.

However, I really do think we are now seeing the light at the end of the tunnel! I am so encouraged to see infection rates across the country are slowing down and we are beginning to see fewer hospital admissions. We expect this trend to continue going forward, which means the situation should continue to improve over the next few weeks.

And again, we are all hugely encouraged by the speed at which the vaccine is being rolled out in this country, which will also help to reduce pressures on the NHS. This means things won't go on like this for much longer - we really can now look forward to a time when we are delivering care in the way we would normally expect, to our usual high standards. And as a consequence, we can all look forward to a time when we are once again enjoying a great day at work.

Looking ahead, we are beginning to start thinking about things other than Covid-19, as this month, we shall see some important developments in our transformation programme. As well as continuing with the work on the new Poole theatres block, changes will start happening at RBH as we prepare for the building of our new Maternity, Children's, Emergency and Critical Care Centre. The first step will involve developing the Eye Unit and Jigsaw entrance so this becomes the main route for accessing the hospital for the duration of the building period. You can read more about this on page 14 and in our latest transformation newsletter, which focuses on the developments at Poole Hospital.

Finally, as we continue to develop our new organisation, I am delighted to confirm that our new Council of Governors has now been established, with the Council holding its first formal meeting in January. You can get to know your staff governors in our special feature on page 16. We are also expecting to start consulting with staff this month on the next stage of our senior leader appointments, as we continue to establish University Hospitals Dorset.

So with things beginning to look a little brighter, we can start feeling more optimistic about the remainder of 2021. Do continue to look after yourselves and your colleagues - accessing all the support that is available for both individuals and teams - and thank you once again for your dedicated service during these truly unprecedented times.

Debbie Fleming,
chief executive



All-staff briefing

The first all-staff briefing of the new year will be held today, Wednesday 10 February, 12.30-1.30pm. David Moss, our chairman, and Debbie Fleming, our chief executive, as well as fellow executives will provide the

latest on managing the Covid-19 pandemic, an operational update and development plans for the year ahead.

Please join us if you can, or a recording of the briefing will be available afterwards on our intranet. The Teams link is available [here](#).

Time for a **REFRESH** - getting the basics right

Making sure we all get the basics right when it comes to infection control sounds easy - but we know it can be hard to do consistently.

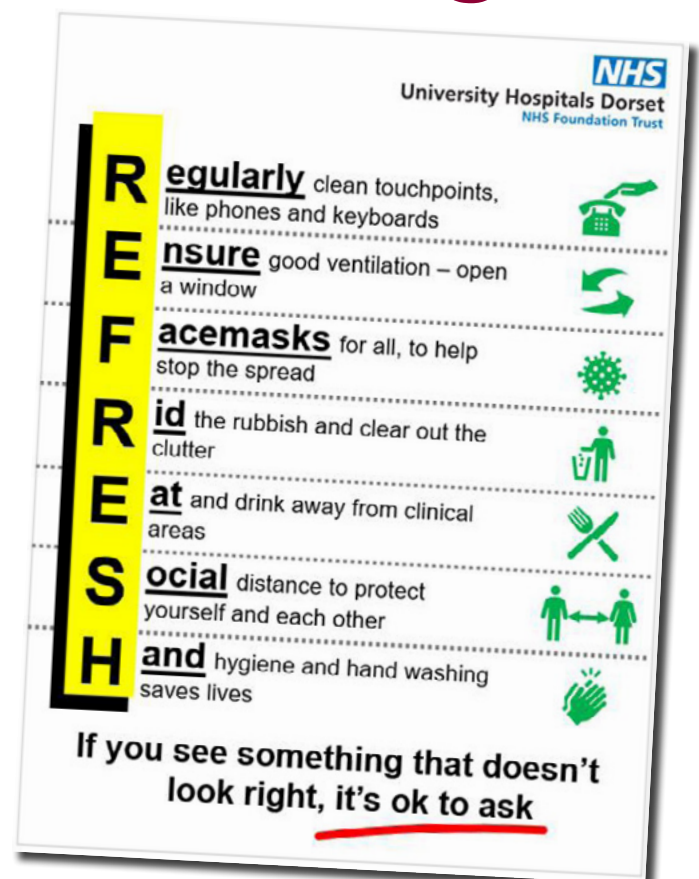
Busy wards, staffing issues, operational pressures, changing guidance... all of these can compete with our focus on getting it right, every time.

REFRESH aims to keep those key infection control messages front and centre in all our minds, with a simple set of reminders that we can all use, every day.

REFRESH includes everything from ensuring good ventilation and keeping areas clutter-free, to taking breaks safely and having the confidence to question when something doesn't look right.

By working together, and following the guidance, we can all make a difference in protecting ourselves, our patients and our colleagues.

You'll see lots more about **REFRESH** around our hospitals and in our regular communications in the coming weeks.



Get ready for the official launch of our new values!



"The reason I come to work is because I care. You feel like you are making a difference", so says Nick Coates, porters supervisor at RBH, who has been with the hospital for 25 years.

Throughout this highly pressured pandemic, holding on to what matters to you and what you care about can be a real source of motivation to keep going.

That's why it's so important for all of us to live our values at work.

Our values - caring, one team, listening to understand, open and honest, always improving and inclusive - were formed by you last year after you told us what mattered to you.

Now we want to bring them to life by showing how you can use them at work to be at your best and get the most out of #TeamUHD.

Values Week from **Monday 22 February** will give you a better understanding of how to use our values and how they will affect you - from making recruitment decisions to giving appraisals, to handling challenging conversations or giving recognition to staff members.

Everyone can take part and we look forward to seeing how you live the values as we continue our journey as #TeamUHD.

What do our values mean to you?



"I love my job, because I feel like I am helping someone. I love to help patients."

Thomas Garcia
Housekeeper, ED, RBH

#Caring

Values Week from Monday 22 February - get involved

- The launch of our new values video - look out for your colleagues who may be the stars of our new film!
- Virtual sessions with our senior leadership team talking about what the values mean to them and how we can all get involved.
- Find out how to use the new design and new values.
- Launch of the values pages on the intranet and website with examples of how to use values and what it means to staff.
- Launch of the new values based appraisal from April.
- Values goodies!

If there is anything you'd like to see in **Values Week** or you'd like to help in anyway, please email organisational.development@uhd.nhs.uk.



"During the Covid pandemic, my team at the Macmillan Unit have been my saving grace in supporting me through a family crisis. The support has enabled me to continue working while giving me important psychological support via referrals to counselling services at UHD. Thank you Macmillan Unit for keeping me going."

Emma Sergeant
Advanced nurse specialist,
Macmillan Unit, Christchurch

#Caring



“ I lost my wife last year due to blood cancer. I had been isolating from her for many months to keep her safe during the pandemic. My team have really helped me; they have been so supportive. Everyone is exhausted right now, but we are all still here for each other.”

Jamie Spencer
HCA, ED, RBH

#OneTeam



“ I recently had an episode of sickness absence which involved an admission to hospital. My management team showed empathy and listened to my concerns, enabling my return for work to be supported and successful.”

Claire Telfer-Knight
Occupational therapist, Christchurch Day Hospital

#ListeningToUnderstand



“ My ambition was to support the ICU team through Covid. I moved from life-changing surgery in theatres to now a life-saving job. We have the best team in this pandemic. We help each other and support each other. My message is stay together and we'll stay stronger.”

Zhu Zhibin (Morgan)
Surgical first assistant, RBH

#OneTeam



“ Sometimes all we can offer is the ability to listen - sometimes there is nothing more we can do. But by listening to someone they feel valued - what people have to say is important.”

Brian Purchase
Chaplain, Poole Hospital

#ListeningToUnderstand



“I feel like our team is a safe space to be open and challenge each other constructively. It’s really important we are honest with each other so we can make improvements and deliver our best.”

Sara Frupp

Fundraising manager, Poole Hospital Charity

#OpenAndHonest

“I came into my role six and a half years ago and there was no research in maternity. Since then we now have a portfolio of 15 different studies. From these studies we have since started a pre-term birth clinic and twins study clinic and we’re now actually changing peoples’ lives, picking up problems earlier and improving outcomes...One lady had a pre-term birth at 23 weeks in her previous pregnancy. We picked her up through screening, put her on the studies with her consent, and she had her baby at 37 weeks. As far as I am concerned we have improved her life and the life of her baby.”



Stephanie Grigsby

Lead researcher, Maternity, Poole Hospital

#AlwaysImproving



“It’s important we feel we can speak up and be listened to; we won’t change if we don’t. Speaking up culture is getting better at UHD, but it can still improve. It takes everyone to get involved to make the change.”

Andrea Holloway

Discharge coordinator, Pro Ability Network, RBH

#OpenAndHonest



“Our team is always looking for ways to improve our professional standards and outcomes for patients. If we can get a more accurate result faster, that will have a positive outcome for patients.”

Andy Barber

Labs manager, Poole Hospital

#AlwaysImproving



“At UHD we are like a little mini United Nations. There are people here from all over the world. We all benefit from their skills and experience. Personally I love being part of the United Nations.”

Martin Clark

Consultant anaesthetist, RBH

#Inclusive



“Inclusive to me means everybody’s background; sexual orientation, cultural ancestry, religious beliefs or disabilities are respected, honoured and taken into account when providing their care.”

Suzahn Wright

**Community midwife,
Poole north and east team
and UHD culture champion**

#Inclusive

Tell us what you think

Let us know what the values mean to you as part of Values Week by posting on Twitter, tagging **UHD_NHS** and using the **#UHDValuesWeek** with the value you want to talk about - **#Caring**, **#OneTeam**, **#ListeningToUnderstand**, **#OpenAndHonest**, **#AlwaysImproving** or **#Inclusive**

New look for our UHD values



We can finally reveal the new look for our values!

The fresh look was chosen as it was felt it reflected the cultures of both former trusts and our new bold joint direction as **#TeamUHD**.

The list format design echoes that of the former Poole Approach, and the bright colours imitate those used by the former RBCH.

Put together, those elements celebrate our combined enthusiasm for being a caring, one-team trust, that listens to understand, is open and honest, always improving and inclusive.

You can find out how to use them on PowerPoints, documents and any other marketing and communication materials in Values Week.

How were the values formed and why are they important?

Our UHD values are based on our combined unique culture and you helped create them by taking part in our values listening exercises throughout the summer of 2020. The UHD culture champions then themed them and they were endorsed by the senior leadership team in late 2020.

Chief executive, Debbie Fleming, said: *“One of the most important things to me in developing our new organisation has been overseeing the work to agree our shared set of values. Over the years, I have seen that it is the values of the organisation that are so important in shaping the way in which people behave towards each other - not just in the way in which they treat their patients, but also in the way in which they treat their colleagues.”*

“I am so grateful everyone who took part in this process, taking time to share what really matters to them about the way they deliver care, and the type of organisation they want to work for. I am absolutely delighted with the six values that have now been formally agreed, and so pleased that staff from both predecessor organisations share these values and hold them dear.”

“Going forwards, we shall be routinely using these values as part of our recruitment and appraisal processes for staff. In this way, people choosing to come and work for UHD will know what we stand for, and understand that they are expected to live out these values as they carry out their day to day work. In this way, our new values will play a critical role in the development of our organisation, and will shape the experience of staff and patients for many years to come.”



▲ Some of your UHD culture champions

Documenting the pandemic

Channel 4 News has been collating striking images from hospitals across the country, including RBH, as a means of documenting the pandemic. What makes these images especially poignant is they're taken by doctors who've taken up their cameras, "**capturing the highs and lows of this unrelenting fight against the virus and the daily battle to save lives**".

Alongside his day job, Dr Ray McCrudden, consultant gastroenterologist at RBH, spent several days with his camera photographing a number of areas around the hospital, including ITU, ED, and radiology. He explained: "*I've never known a time like this in the health service and I think we should be recording it.*"

"People need to know there are people I work with, people who are inspirational, who are special, who are struggling."



Vaccination programme progresses

All available appointments for staff Covid-19 vaccination first doses have now been allocated, and no new bookings are now possible. Staff who have been unable to book their first vaccination, including those who have had Covid-19 in the past 28 days, or who cannot have the Pfizer vaccination, will be able to book an appointment at the BIC vaccination facility in Bournemouth. We are finalising plans to enable UHD staff to do this directly, and will announce these arrangements shortly.

Both Poole and RBH will stand up again in a few weeks' time, in readiness to deliver the second doses of the Pfizer vaccine to staff and other health and social care workers.

From a standing start, the Covid-19 vaccination project team has delivered at significant scale of many thousands of vaccines in just a few weeks, developing new, safe and efficient systems in the process. The programme has called on staff in a wide range of roles with a wide range

of expertise in order to bring you the vaccination safely and effectively.

Thanks to all who have made a contribution to the programme, and to all staff for the patience and understanding they have shown.

You do not need to do anything at this stage regarding booking your second dose. We will communicate the process

as the national policy becomes clear in the next couple of weeks.

If you have had your vaccination outside of UHD, it's important to let our occupational health service know so we can build an accurate picture of how many staff are protected. Contact them via occupational.health@uhd.nhs.uk



Vaccine trial success

Almost 600 Dorset volunteers took part in the latest NIHR-supported trial at the Dorset Research Hub based at RBH. They helped to test the safety and effectiveness of a Covid-19 vaccine candidate developed by US-based biotechnology firm Novavax.

Interim analysis of phase three study data has now shown the Novavax Covid-19 vaccine to be 89.3% effective at preventing Covid-19. The vaccine was also shown to be effective against the new variants of concern.

Laura Purandare, head of research and innovation at RBH, said:

“These are brilliant results, and we are very proud to have helped Novavax with the development of this vaccine.

“Covid-19 vaccine trials would not be possible without volunteers and we want to express our gratitude to all who took part in this enormous research effort.”

Self-testing for Covid-19

More than 10,000 Covid lateral flow kits have now been distributed to Team UHD, with a second batch of kits on the way to enable us to resupply those who need them.

Being able to identify asymptomatic cases of Covid is essential in slowing the spread. Of the thousands of results that have been uploaded to our portal, to date more than 450 have been positive, with many of these then confirmed by a PCR swab. That's 450 people who did not know they had Covid.

Thank you to everyone who is self testing and please continue to do so. Our Covid intranet pages have all the key information you need, including a video of how to do a swab, a picture guide to swabbing and FAQs. Just [click here](#).

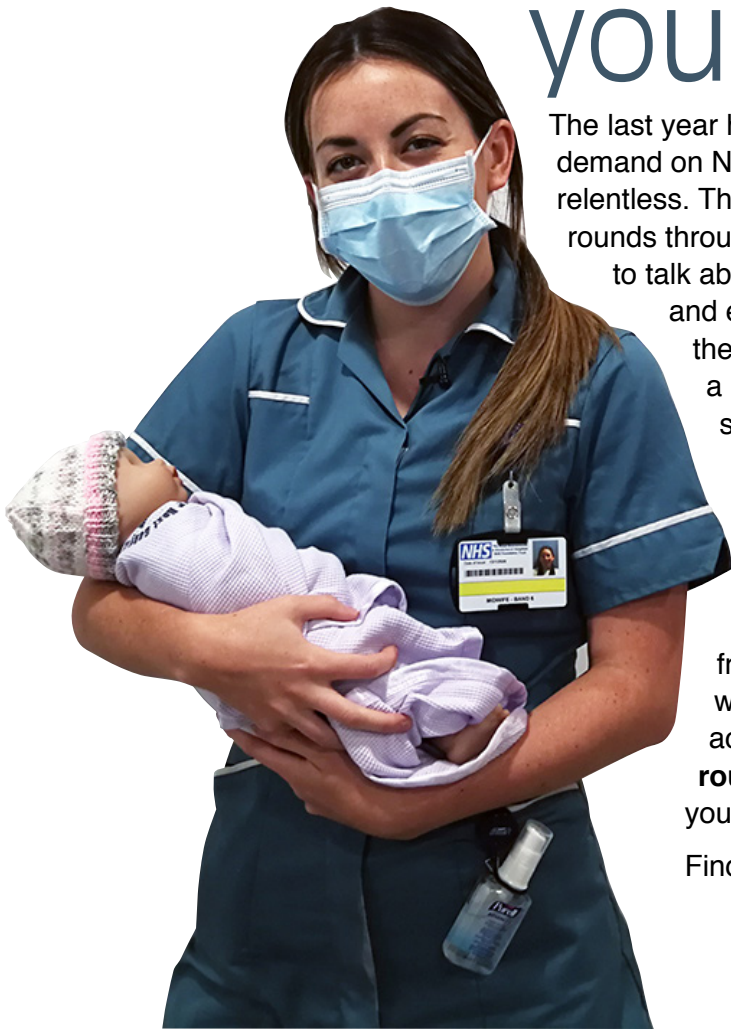
Please note:

- If you have any symptoms of Covid-19, please make sure you self isolate and arrange a PCR swab from our swabbing teams.
- You must record all your results using the dedicated web portal: mytest.uhd.nhs.uk.
- Managers must complete the registration form on Teams when issuing the testing kits to staff.



▲ **Top tip!** A household peg is a great way of keeping your extraction tube upright

Mini Schwartz Round in your department



The last year has been extremely challenging and the pressure and demand on NHS staff physically, mentally and emotionally has been relentless. The Schwartz Round team are running a series of mini rounds throughout 2021 to give departments and teams the opportunity to talk about the emotions of what we do and discuss the social and emotional issues we face in caring for patients and their families. Mini rounds focus on specific themes from a particular department which are then discussed in a supportive environment and are only open to staff directly involved with the department where the round is taking place.

The first UHD mini Schwartz Round for 2021 is called **'we were just doing our job'**, focuses on maternity and takes place on **25 February at 1pm**. Any member of staff from the maternity departments at RBH and Poole is very welcome to join the meeting and either just listen in or be actively involved in the discussions. Please email schwartz.round@uhd.nhs.uk for the link or to request a mini round for your own team or department.

Find out more about Schwartz Rounds [here](#).

One team through Covid

Across our hospitals, teams are pulling together in one of the most pressurised times in the history of our NHS.

Working life is very different for all of us, and for some of us the roles we're used to doing have had to change during this pandemic. Some appointments and clinics aren't taking place, and for others their theatre lists might be on hold.

Service manager, **Rachel Crooks**, answered a recent urgent call for staff to help on the wards at weekends. She said: *"I was able to support the wards by helping with the tea round, helping with lunches, and making sure patients were in contact with their loved ones which is really vital right now due to restricted visiting."*



"As a member of staff who works predominately in a non-patient facing role, I wanted to do something to support the wards that would feel useful and I can say wholeheartedly that volunteering is a way you can help."

"Volunteering is one of the best experience I've had."

Alongside his colleagues, **Mr James Manners**, consultant urological surgeon, has used some of the time he would normally be in the operating theatre supporting the ward teams.



"No-one goes into a job in healthcare for the money. The reality is that Grey's Anatomy is a lie - there is no hospital with such a density of highly attractive employees and, as such, no one works in healthcare to meet a life partner!"

"Jokes aside, the reality is that we all go into a healthcare role because we want to help people and have a stable job to support our families. Working, hands on, as a team with other healthcare professionals for the direct improvement of care of patients should be (and is) what it is all about. It's a pleasure to feel you make a difference. I certainly felt more positive about a day helping on the ward than I have about many other areas of my 'normal' role in recent months."

We meet just some of those who have been working differently at this time, as well as some of our volunteers whose help has been simply invaluable during the pandemic. Please do get in touch and share your story too - communications@uhd.nhs.uk



The challenge of Covid affecting our vulnerable and shielding patients was met head on by our **Christchurch Day Hospital team**, changing predominantly to an outreach service. Several team members have worked elsewhere, supporting wards, discharges and other community teams. They were also able to set up a team to support discharges from the front door area.

Physiotherapist, **Kathy Bluston**, said: *"This was a steep learning curve for many of us, not only because of the different environments, but new procedures and pathways. Our admin, assistants and clinicians have been amazing helping each other learn the skills needed. This has been a great team effort."*



A number of clinicians from our orthopaedic surgical team are also lending their support in ICU, helping to prone - turn - patients and simply being there for the team.

Consultant orthopaedic surgeon, **Richard Hartley**, called it a *"thoroughly humbling experience helping our valued critical care teams"*, while Mr Heath Taylor said *"in very difficult circumstances, the team in critical care remain cheerful and professional throughout. It is indeed humbling to see their dedication."*

Mr Paul Pavlou, added: *"As many of our ward nurses are working in critical care, it's been an invaluable opportunity to connect with them again."*

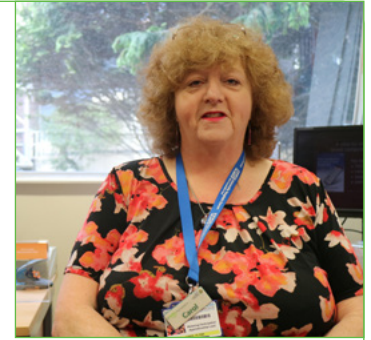
Steven Ellery has been a volunteer in Poole Hospital for the past four years. He started by collecting patient feedback forms but since volunteers have been returning to the hospital after the first lockdown, he has been helping with handing out masks and hand gel.



"I really enjoy what I do as a volunteer and jumped at the chance of returning after the first lockdown."

"When people come into the hospital, I help provide hand gel and give them masks. Sometimes people aren't sure about which way to wear masks, and which order to gel their hands and take a mask, so I am on hand to help with this."

Over the past two months, **Carol Flynn**, widening participation lead and apprenticeship programme manager, has taken on a role as a Covid-19 vaccinator.



"I chose to be a vaccinator because I wanted to support my colleagues and help the wider community."

"Physios, doctors, pharmacists and HCSWs have all stepped in and worked together on the vaccination programme."

"It has been a really positive experience for not only staff but also those receiving the vaccine."



We're really pleased to welcome 74 **aspirant nurses** who have joined UHD as part of their 12 week paid placement. The third year nursing students from BU are working on the temporary register and will be a fantastic help to staff and patients. They will work across the trust and we are thrilled to have them.

Surgical first assistant, **Morgan Zhu**, has been helping in ICU. He said: *"We are fathers, mothers, son, daughters, colleagues, and friends. We are human. We are fighting this pandemic as one trust, as one team."*



Can you help too? If your work has been impacted by the ever changing situation, or you have time to give, there are so many ways you can help that will make a huge difference to both your colleagues and our patients.

Please let the matron in charge know, or email proudto.volunteer@uhd.nhs.uk. We especially need help from staff volunteers at the weekend.

Thank you, Team UHD.

Keep up to date on Covid

Our Covid intranet pages are accessible via the green bar on the homepage of our intranets and contain important information on infection prevention and control, the vaccines, lateral flow tests, HR advice, wellbeing support, action cards and more. We also aim to keep you informed via our twice-weekly staff bulletin.



Transformation update

'Developing the Poole Hospital site' brochure launched

We have just published the second in a series of brochures highlighting how UHD's hospital sites are going to be transformed over the next few years as part of a £250m investment in local health services. The new brochure focuses on Poole Hospital and contains details of the many patient and staff benefits the developments will bring, as well as artists' impressions of how the new buildings will fit into our estate. You can pick up a copy from the main reception or read it [here](#).

Site works

From an external viewpoint there is not a lot to be seen but a great deal has been happening behind the scenes including:

- managing the existing functions of the pathology, mortuary, and clinical teams closest to the works
- measuring and identifying 'lines of sight', fixed point coordinates identified by surveyors, so building is in the correct position
- re-routing power

supplies, essential ducting, and drainage to allow vital activities to continue

- removal of items and fittings no longer required, in anticipation of the main demolition (called 'soft strip') and breaking up of hard materials such as concrete and any road surfacing ('breaking out')
- preparing the areas which will display large information boards detailing the scope of the project



You can read more about the transformation work at Poole in the latest edition of the local newsletter [here](#).

RBH construction work underway

Construction work at the Orthopaedics, Eye Unit and Jigsaw Building entrances started this month. These works are in preparation for start of construction for the new Maternity, Children's, Emergency and Critical Care Centre (MCEC) building and will provide new facilities in the west wing of the hospital during the construction period. Look out for posters detailing the changes around the hospital or click [here](#) for more.

In addition, we are about to make some alterations to car parking arrangements on site:

- From 24 February 2021, parking in car park A will no longer be available and will be relocated to car park C.
- Car park H will also be closing with staff parking available in other staff allocated spaces.
- Staff with car park permits will be able to use new allocated spaces in Littledown from 1 March 2021.
- Car park B will only be available for use by blue badge holders from 1 March 2021.
- Drop-off location near to the main entrance will remain available for use.



Look out for more information on these changes during February. Thank you for your assistance, we apologise for the disruption and inconvenience during these construction works.



Matt's musings

with deputy chief medical officer, Dr Matt Thomas

With Alyson taking a well-deserved break, it is my opportunity to share my thoughts about a year that is already a month old.

It is the hardest month any of us have experienced in our careers to date, and hopefully ever. The scale of the latest wave of the pandemic only reinforced that the first wave last year was more of a ripple, though it didn't feel it at the time.

The learning we had from earlier waves has helped us enormously in managing this wave; both in escalation and hopefully recovery.

Our learning of how to handle the care of patients with Covid has led to better outcomes, despite the increased numbers, with increased survival and less time on our escalated critical care units. But we have seen more patients overall and therefore more deaths, particularly in our frail elderly population and we must recognise the toll that this takes on patients, families and ourselves.

We achieved this having minimised the impact on those who don't have Covid as much as possible by only cancelling planned care when necessary and being in a better position to restart this care as soon as

possible. This is thanks to the learning from last year.

That return to normality can only be accomplished if staff have rested and recuperated. We all need to take as much of the leave we are due as is safe and feasible, and not think we are invincible. Our patients don't need us just now but going forward they require our services. We need to be ready to help them.

Amid this pressure, you have risen to the challenge presented by the vaccination programme, successfully delivering the first dose to nearly three quarters of our staff with plans already afoot for the second dose to be given within the Government dictated timeline.

Though vaccination has arrived it is still vital that we follow infection prevention and control (IPC) measures: 'Hands, face, space' still being core. To help remind us all of the importance of IPC, look out for our REFRESH of all that is good in IPC practice.

And how have we managed to get this far - you are the answer. You have all demonstrated the values that UHD aspires to:

- **You care** - not only for your patients but for one another. It is those touches of kindness

that we need to keep going as we emerge from this. That helping hand, the supportive word to one another that makes a bad day a good day.

- You have acted as **one team** from ward to board. Sharing staff across sites and between normal work areas; working together to support when pressures threaten to become too much. You have shown yourselves to be true colleagues.
- You have **listened** when others have spoken, **included** all your colleagues, allowing barriers to be broken down, forging new relationships in how we work.
- You have been **open and honest** even at the hardest of times, as countless difficult conversations have happened with patients and their loved ones.
- You have strived to **improve** making innumerable changes, some forced but many of which we can now see the benefit of and will hopefully continue.

As one colleague to another - thank you.

We are #TeamUHD



Ask Aly...

Thank you to all of those who attended our January 'Ask Aly' Teams forum with chief medical officer, Dr Alyson O'Donnell. For those of you who could not attend [click here](#) to watch via Teams.

The next 'Ask Aly' event will be on **17 February, 12.30-1.30pm**. It's a great opportunity to ask questions, raise concerns and share your views. You can join the meeting [here](#) and if you'd like to send any questions in an advance, pop them through to communications@uhd.nhs.uk and we can ask on your behalf.

Meet your staff governors



Marie Cleary

"As an organisational development practitioner with a focus on staff health and wellbeing, I wanted to become a staff governor to ensure a positive and strong link between our staff and our Council of Governors."

"I've worked in the NHS for 30 years and I feel privileged to work alongside so many caring and talented colleagues and feel passionate about the value of all who work across our UHD hospitals. I'm committed to actively listening to staff about experiences, issues and concerns as well as seeking a deeper understanding of what works well and what could be improved."

Contact me:

marie.cleary@uhd.nhs.uk
0300 019 2820



Cameron Ingham

"I've worked at Poole Hospital for over a year as a non-ionising healthcare science practitioner based in medical physics."

"I applied to become a staff governor as I believe I have the skills necessary to represent

the views of allied health professionals, scientists and technical staff and want to communicate their valuable and unique perspective."

"I hope to meet as many members of staff within the constituency and will be working on setting up some virtual constituent surgeries, which I hope as many people as possible can contribute to."

Contact me:

cameron.ingham@uhd.nhs.uk
ext. 8408



Markus Pettit

"I've worked as a kitchen manager at RBH for over four years and this will be my second term as a staff governor. I believe that all staff voices should be heard."

"My listening and communication skills are ideal for the staff governor role and I'm looking forward to my

first term under UHD. I will strive to help staff voice their concerns and ideas for improvement and hope this will lead to better working practices and working environments for all."

Contact me:

markus.pettit@uhd.nhs.uk
ext. 4010



Kani Trehorn

"My name is Kani Trehorn. I have worked as a nurse since 1989 in various settings, since qualifying as both a midwife and a nurse, and I currently work as discharge facilitator in the trauma directorate at Poole Hospital."

"I have a particular interest in staff welfare

and my attitude is, 'happy staff equals happy patients'."

"I'm looking forward to supporting UHD staff in my new role as staff governor and will be their trusted voice."

Contact me:

kani.trehorn@uhd.nhs.uk
07795 092909

Speaking up has never been so important..

We talk about speaking up but what is it? Speaking up includes when things go wrong or when something might go wrong or even when things are good but can be even better. It is being able to feel free to talk through issues relating to patient care or our working environment so that we ensure we provide the best possible service to our patients.

There are a number of routes you can choose to speak up. Ideally it is with your line manager who often has the gift to make those changes. At times this is not possible and so you can look to reach out to another colleague, write it in a LERN/ Datix or contact the Freedom to Speak Up (FTSU) team. The FTSU team will listen to your concerns, act in an impartial way advising next steps or escalating issues/themes raised. This can be done confidentially and we guarantee giving feedback on the actions agreed.

Helen Martin, our Freedom To Speak Up guardian, added: "We acknowledge that we all have the right to raise concerns with a number of people and bodies, both internal and external. The advantages of using the internal route, whether that be a colleague, line manager or the FTSU team, is that a dialogue can be started and feedback given to you. We can also ensure that you are as fully supported as you can be."

There have never been more people who have used the FTSU team to raise their concern. Indeed, there has been an increase of up to 47% increase on the same time last year.

This year, up to 50% have been related to Covid and 11% had an element of safety and quality. With

Supporting you
to raise concerns

Freedom to speak up

these referrals they are escalated by the FTSU team and actions collectively agreed. This can be the head of department, chief leaders or at times our chief executive.

Feedback from those who have used the service have included:

"I felt listened to, and a clear plan of the next steps. It is the first time I have felt supported and it feels like the world has come off my shoulders..."

"The FTSU guardian was kind and listened to me at my darkest hour. They made me believe and re-gain my confidence..."

Changes have resulted from those who have raised concerns. Sometimes this is reassurance and other times it has resulted in changes to the information that is shared, development of support forums, team development or amendments to processes among many others.

If you would like to speak to one of the FTSU team please contact us on freedomtospeakup@uhd.nhs.uk or leave a message on 4220.



You matter

Wellbeing and emotional support

We are all facing unique pressures while working through Covid. Whether you work in a clinical or non-clinical setting, juggling work and personal responsibilities have become more difficult.

We recognise the impact this may have on you, your family, friends and colleagues and have put a package of support in place to help you.

This includes help with your **emotional and mental health** and **practical tips to help care for your general wellbeing and that of your colleagues**. It also includes **team leader development offers and individual team interventions**.

Team recognition fund update

The team recognition fund, which gives you the opportunity to make local decisions on what wellbeing charity funding is used for, is now easier to access for all.

The fund is now directly allocated to cost centres to be managed by the cost centre budget manager. Managers please liaise with your team to make a collective decision on how the money will be spent and the purchase must benefit the whole team.

For further information about how to access these funds please refer to your relevant charity pages on the intranet. For Poole [click here](#). For RBCH, [click here](#). Please make sure your teams make use of this funding - the money is meant to help support you after the incredible individual and team resilience you have shown through the pandemic.

Thank you for all you do.

Our two charities to come together

Following the trust's charity fundraising committee earlier this month, our two charities - Poole Hospital Charity and Bournemouth Hospital Charity - are set to come together to create a new charity, 'University Hospitals Dorset NHS Charity'.

The newly formed charity, which will be officially launched on 1 April 2021, will have a new logo and branding but retain the same commitment - to fund care and provisions above and beyond what the NHS can offer.

The new logo creates a fresh, distinctive strong 'parent brand' for the successor charity as well as refreshed logos for Bournemouth Hospital Charity, Poole Hospital Charity and Christchurch Hospital Charity as sub brands.

Speaking about the news, Debbie Anderson, our UHD head of charity, said: *"The newly formed charity will enable us to support a wider range of fundraising and provide even more support across all three hospital sites."*

"We urge our wonderful supporters of both Poole Hospital Charity and Bournemouth Hospital Charity to continue to support us in our new partnership so we can do even more to improve patient welfare as well as staff wellbeing and support."

The charity will support all areas of work at the University Hospitals Dorset with supporters still being able to donate to a ward, department, or hospital of their choice across Poole, Royal Bournemouth, or Christchurch.



**University Hospitals Dorset
NHS Charity**

Registered Charity No.1057366

March for Men goes digital!

Registration is now open for March for Men 2021. This year we would like you to walk, jog or run either 1km, 5km or 10km at a location of your choice between Friday 12 and Sunday 28 March. You will be supporting the thousands of men from every part of our community facing men's health concerns, such as prostate or testicular cancers. New for this year you can sign up to march for Bournemouth Hospital Charity or Poole Hospital Charity! Find out more and sign up at BHCharity.org/m4m or poolehospitalcharity.co.uk/march-for-men