

The Brief

November 2020



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Future of our hospitals

Welcome to your November edition of *The Brief*. It really is so rewarding to be writing this on behalf of our merged trust, albeit at one of the busiest times for our hospitals and the NHS as whole.

It was wonderful to see so many of you join in the all staff briefing last week. More than 500 of you tuned in - a number we would struggle to accommodate in person pre-Covid, so we're thankful for the technology that keeps us together. It was a lively briefing and really encouraging to see so many questions come through from the audience, many of which our exec team answered along the way. More of your questions are answered on page 4, so do take a look.

We always knew that this winter was going to be challenging, given the need to manage Covid-19 as well as the usual busyness associated with this time of year. Over the past few weeks we have seen how coronavirus impacts on our staffing levels, with a significant increase in the number of staff testing positive - including some who are not displaying symptoms. This has served to remind us that whilst we all want to support our colleagues, it's really important not to come into work if you feel unwell.

In the month of October, we identified a number of patients who tested positive for Covid-19 at Poole Hospital and I would like to thank all those who have been involved in managing this outbreak, as well as preparing for winter. We are now back into a national lockdown which should reduce infection rates in our local community. Within the trust, all appropriate action has been taken to address the situation, including the restriction of visiting, and I am confident things will improve going forwards.

Meanwhile, as we work to ensure our patients get the best possible treatment and care, we should be proud of the great partnership working within our Dorset Integrated Care System. By working closely together on infection control, hospital flow and discharge planning, we can ensure patients move safely - within our hospitals and back out into the community when medically ready.

We know there are going to be tough times ahead, but I have been so impressed by the team spirit of all staff in working together to tackle these issues. It's important to remember this 'second spike' in Covid-19 infections has taken place at the same time as we have been working to resume our services after the last lockdown. It's great to see how much has been achieved over the past weeks in increasing the amount of planned activity taking place in the trust, and we know just how

important this is for all those patients who are waiting for hospital treatment.

Of course, many of you are feeling really tired. The pandemic has been hard on all of us working within the NHS, and that is why it is so important that we continue to support each other. There is a lot of information about how to access support on our intranet, so please do look out for that and ask for help if you need it. We know from your feedback to our organisational development team that one of your top priorities is being able to access safe spaces. This has been receiving a lot of attention within the trust, and as such, these are once again being made available. We want to do everything we can to help and support you during these difficult times, so do please keep on providing feedback.

With Covid-19 now so prevalent again in the community, a lot will be expected of our hospitals. This in turn means that our staff must be as fit and well as possible, and able to respond. With this in mind, it's more important now than ever before that we protect ourselves, our colleagues, our families and our patients from getting the flu. So far almost 50% of frontline staff have been vaccinated. Do please join them so all our staff are properly protected, and we are in the strongest possible position to get through this tough winter together.

Caring for our patients and each other is one of the new core values for our united trust. After months of extensive work, these #TeamUHD values have finally been agreed and I'd like to thank you all for your contributions and feedback. This has been shaped into six core values that we now can proudly say are at the heart of UHD:

- We are caring
- We are one team
- We listen to understand
- We are open and honest
- We are always improving
- We are inclusive

There's more about the values later on in this edition of *The Brief*.



Meanwhile, please keep on providing the essential feedback that we need, in order to develop our new organisation as a truly great place to work. By now you should have received this year's NHS National Staff Survey. Lots of you have already had your say, but if not, do make sure you take part so that we can build on everyone's experiences over the past year.

Finally, over the past few weeks, our teams have been busy taking forward our extensive capital programme - and you have probably noticed there is a lot of building work underway, especially at Poole! Further enabling work has been carried out on both sites in preparation for the winter with our fantastic revamped frailty unit now part-opened at RBH. It's very exciting to see our

plans beginning to be implemented, that will really improve services for patients. You can read more on page 9.

In closing, thanks again for everything you are doing to support our patients and your colleagues during the Covid-19 pandemic. It has demanded the very best from all of us, whatever our role. I know the next few months will be challenging, but I know that working together as one trust we can tackle the issues and give care and support to both our patients and to each other. We will get through this together.

Thank you all so much.

Debbie Fleming, chief executive

Don't delay - roll up for the jab today

Having the flu jab is one of the most important things you can do this winter not only to protect yourselves, families, colleagues and patients, but to help the hospital stay fighting fit.

With Covid-19 prevalent in the community, it's vital our hospital services operate as effectively as possible - and this means ensuring we have the staff fit and well to do so.

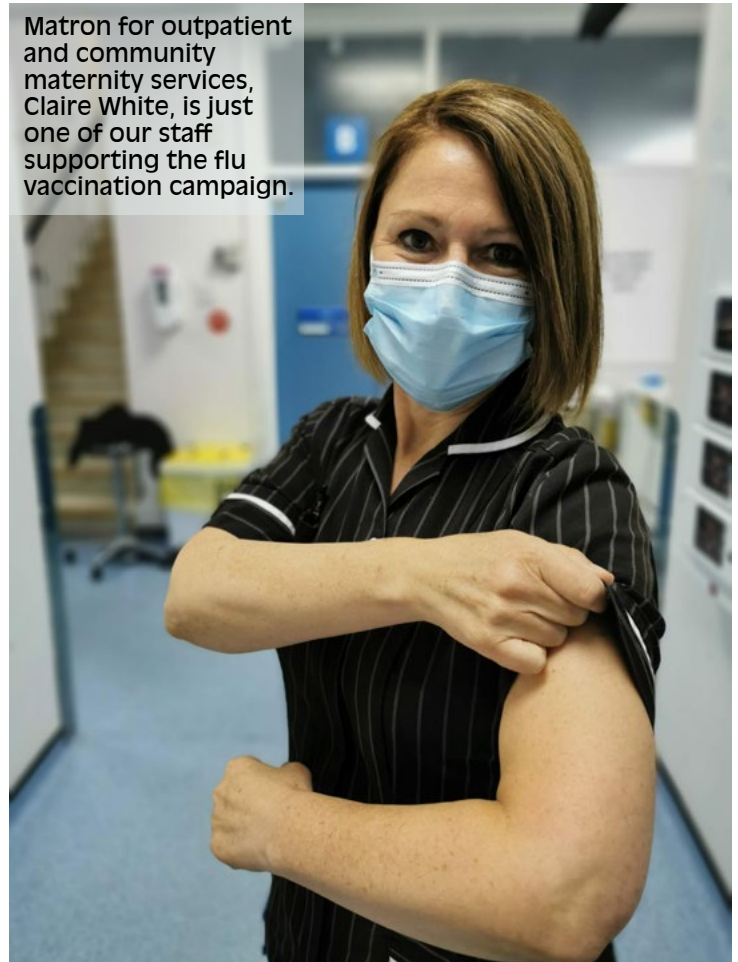
Flu kills more than 11,000 people each year - some years this number is much higher - and it hospitalises many more. This is anything but a typical year due to the potential impact of flu and Covid-19 circulating at the same time. The flu virus spreads from person-to-person, even among those not showing any symptoms. Healthcare workers are at an increased risk of contracting flu and it's very easy to pass on the virus without knowing. Even if we're healthy, we can still get flu and pass it on to the people we care for, our colleagues and to our family.

It's now more important than ever that we act to protect ourselves, our teams, our families and patients from getting flu.

So far almost 50% of frontline staff have been vaccinated. Why not join them - there are lots of ways to have your jab this year:

- book a visit from an OH nurse to provide vaccinations in your clinical area at a time and day that suits you and your colleagues
- find out if you have a peer vaccinator - clinical staff with special training to provide the vaccination to

Matron for outpatient and community maternity services, Claire White, is just one of our staff supporting the flu vaccination campaign.



colleagues - in your area, or if there is one nearby willing to provide the jab to you and your colleagues

- check the intranet for the most up-to-date list of flu trolley rounds across our sites. Just bleep the OH nurse to ask for a visit.

If possible, try to arrange a number of staff to be present for their jabs at the same time to minimise the amount of times our OH nurses travel around our hospitals.

If all of this wasn't incentive enough, everyone who has a flu vaccination before 4 December will be in with a chance of winning one of five £50 Amazon vouchers in time for Christmas.

Staff briefing - your questions answered

Thank you to all those who joined us for our all staff briefing last week. We had lots of questions on the day, and many of these are answered in our comprehensive HR FAQs available [here](#).

Here's what else you were keen to find out:



Are there any plans for routine testing of staff in the near future?

While we have been routinely swabbing asymptomatic staff in some areas, for example oncology, at this point we are not regularly routinely all asymptomatic staff. We are routinely swabbing frontline staff in high risk areas, for example where we've had outbreaks, as well as testing planned patients and everyone admitted as an emergency.

New national guidance has stated that NHS staff across the country will now start to receive random testing. We shall let you know how this progresses.



Are we restricting visitors and outpatient partners?

Given the rates of Covid in the community, the outbreak in Poole Hospital and our rising numbers of patients with Covid, we have made the difficult decision to restrict visitors for the duration of the lockdown. There are exceptions to this, including for maternity patients, children, those at the end of life and for advocates of our patients.

For outpatients, we do also ask that patients attend appointments alone where possible. You can display [this poster](#) in your areas to help communicate this.



Are we cancelling non urgent appointments and elective services?

In developing our plans for the next six months, it is apparent the infection rate and local circumstances will continue to vary across the country. It is very unlikely we will see a national approach to cancellations, instead it will be a Dorset approach to the local emerging position that our two guiding principles support:

- good planning and execution of plans to enable UHD to manage Covid-19 demand in the event of a second peak
- while also safely maintaining as much of our non-Covid activity and services as possible

We are working through the silver incident command structure to evaluate our position on a daily basis.



Will we be cancelling all training again?

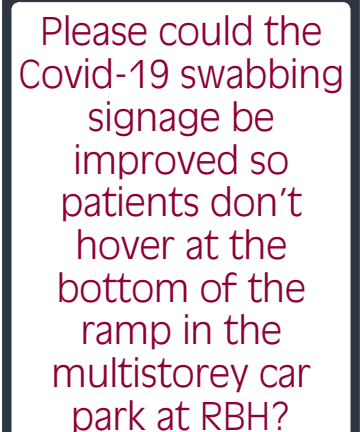
We are keeping a watchful eye about training but at the moment we do not have plans to cancel all training.

See page 7 for more information about the infection control training all clinical staff must complete.



When is the tier 3 consultation process likely to be starting?

The care groups are currently working through the tier 3 process and the structure they are looking to consult on. As part of the tier 3 consultation there will be an opportunity to comment on the care group structures.



Please could the Covid-19 swabbing signage be improved so patients don't hover at the bottom of the ramp in the multistorey car park at RBH?

Being actioned, thank you for raising this.

Are we identifying new spaces for safe spaces?

During the first phase of Covid-19, we were able to provide a number of temporary safe spaces such as The Bubble at Poole and areas in the Sandbourne Suite at Bournemouth. These proved to be hugely beneficial and you said you would now like these spaces to be established as a legacy for staff in the new organisation. With this in mind, we are working with our estates team to confirm their location and ensure they are established on a permanent basis. In the meantime, and despite essential building works and patient activity increasing, we have managed to ringfence some of the temporary spaces but recognise we need to provide more areas for staff during the winter months. This remains an urgent priority for us over the next week or so and we will keep you updated on progress

Has IT got the equipment to enable us to work from home?

We currently have a small amount of stock to enable home working but the worldwide demand for certain mobile devices (webcams, iPhone and other mobile devices) significantly outstrips supply. As such there are long lead times of 4-6 weeks from placing an order to receiving the equipment. There are no current plans for a central budget for Covid working from home equipment so all orders will need to be funded from directorate/department budgets.

Please use our new eForm to request home/agile/mobile working as this will generate an appropriate IT service request for the hardware you require.

How your honest view can help improve our hospitals

Our time is precious; especially as we go into another lockdown, yet taking just 10 minutes to fill out this year's National Staff Survey can help make a difference to our working lives at UHD.

This year's survey has a focus on your experience of working through the pandemic and what lessons you feel should be learned from this time. There are further questions on issues that matter such as leadership and freedom to speak up, where our voices are really important.

Your honest view will help us to make positive changes where needed to improve our staff and patient experience across our hospitals and aid learning for future public health emergencies, so the more views we receive, the more we will understand about working through this critical time and how it can help us to do things in different ways.

RBH's ED practice educator, Jen Wilkins, said: *"During the [first wave of the] Covid pandemic I was responsible for training up all of the redeployed staff who came to work with us from other wards and I also looked after all of the student nurses who came to work with us as part of their paid placement.*

"I had 23 student nurses and I needed to give them all the support they needed to deliver good care to our patients.

"This year I am going to fill in the staff survey to make sure I share my views on how we can give even better care in the future to all our patients in ED."

The survey is completely confidential - the trust is not advised who has taken part and no survey results data is ever personally identifiable.

You can complete yours by email or post, so please do all you can to have your say and ensure that your teams and colleagues have the opportunity to do so too.

If you receive a survey invitation by letter, but would prefer to fill it out online, feel free to do so by following the instructions in the letter.

To find out more, or if you have any questions, please email or contact the organisational development team:

- Poole Hospital: Marie Cleary on ext **2820**
- RBCH: Aimee Smith on ext **4438**





Alyson's Blog

Alyson O'Donnell, chief medical officer

Yet again we find ourselves in a really fast moving, unsettling situation since I last wrote my blog. I had been watching carefully as we began to see the number of cases in the community translating into increased pressures in the hospital, affecting both our staff and patients when we were then tipped into another national lockdown. I know this will be worrying for many of you and our teams across UHD are already working hard and feeling tired. More than ever it is really important we keep other safe. We know it becomes harder to do all we should when we feel overwhelmed or fatigued and that's when we need our peers to support us and to make sure we are not increasing our risks.

As I have been around our sites there are a few things that keep popping up. PPE is really good at protecting our staff in clinical environments but there is a really

big risk if we don't take it off and dispose of it properly. Please consider any piece of PPE as contaminated and make sure you familiarise yourself with doffing procedures. There are some [more videos](#) out now to help you with this. We also know you are far more likely to be exposed to Covid and to be infected in social settings when we let our guard down and aren't protected by our PPE. Please be really careful about maintaining social distancing when you are in staff rooms, shared offices and the canteen. It is really important we are all able to challenge colleagues in a supportive way if they are not behaving as we expect.

Remember many of our staff are young and may have no or only mild symptoms of Covid so may not realise that they are asymptomatic spreaders of the infection to those with higher risks.

All of this makes it so important you are keeping an eye on your resilience. Please make sure you have got some leave booked to have proper downtime even if it will now be a wintry staycation. I am eagerly looking forward to a few days off to walk the dog, read some books and find something good to binge watch if the weather is horrible. All recommendations gratefully received. We have been supporting our heavily affected wards with food and beverages - we know being nourished and hydrated is pretty fundamental. Our fantastic organisational development team is also providing lots of support to individuals and teams. It is important we maintain our psychological safe spaces through all of this.

So a massive thank you to all of you. Keep yourselves safe and help us keep all our staff and patients safe too.

Together through Covid-19

We are now a week into the second national lockdown and have seen a significant increase in the number of our patients with coronavirus.

In this phase of Covid with the very high numbers of cases in the community, we have also seen an increase in the number of staff who are positive for coronavirus and are not displaying symptoms but are able to pass it on to others who may then become seriously ill.

With your support, we're doing all we can to provide our many services during this second wave and to stop the spread in our hospitals, including testing frontline staff in high risk areas with a view to extending this further and testing planned patients as well as everyone admitted as an emergency. We are also restricting visitors to our hospitals and ask outpatients to attend appointments alone - more details can be found on our [Covid intranet pages](#).

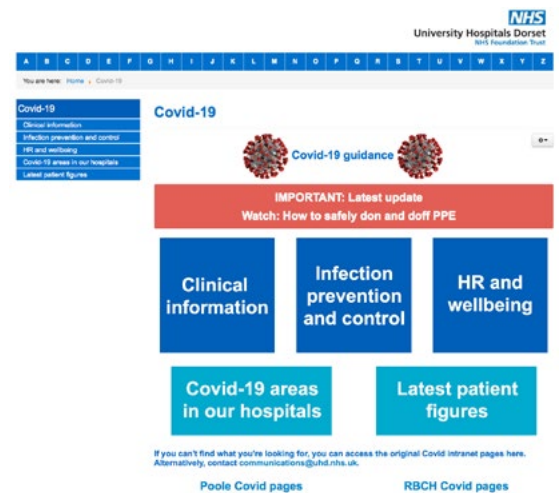
New UHD Covid-19 intranet pages and videos

We have brought together our Covid-19 intranet pages to make it easier for you to find what you're looking for. The pages are clearly broken into:

- **clinical information**
- **infection control advice** - including updated [PPE donning and doffing videos](#) and the latest posters for staff and patient areas
- **HR and wellbeing support** - including our up-to-date FAQs for staff

You can also easily see where our Covid areas are in the hospitals and our latest patient numbers.

Access the pages via the green box on the intranet homepage or [click here](#).



Covid-19 infection control training compliance

All clinical and medical staff should complete the infection control eLearning module as soon as possible, unless they have attended face-to-face level two infection control training, completed the eLearning for health infection control module or the infection control level two module via BEAT/VLE within the last 12 months.

We will be reporting on compliance and expect managers to cascade this important message to your teams.

Poole staff [can click](#) here to complete training online or book on to a face-to-face session.

Bournemouth and Christchurch staff can view it via the BEAT VLE.



WATCH

Two new PPE donning and doffing videos are now available [here](#).



A message from Debbie Fleming

"It is essential we stay up-to-date with good practice, and maintain good infection control practices at all times. This includes using the correct PPE, and disposing of it



in the right way. It also means maintaining social distancing, both inside and outside work.

"None of us wants to let our colleagues down, but in the midst of this pandemic, we must remember that we have a duty to stay away from work if we are unwell. The dedication and commitment of our staff is evident within every ward and department across the trust, and we must do all we can to help protect each other.

"I know what a strain Covid-19 puts upon everyone working within the trust, both in clinical roles and those within our supporting departments - and I know how frustrated and sad we all feel in light of this further lockdown. Help and support is available for all staff, with details available on our intranet, so do please access this. We all need support in order to keep going during these very challenging times.

"The more we can do now

to protect ourselves and our NHS, working closely with our partners, the better placed we will be for the future. Things will improve over the next few months, as we see the expansion of rapid-access testing and the roll out of the much-anticipated vaccine. We will get through this together, and in the meantime, we mustn't lose heart.

"Thank you once again for everything you do. It is a privilege to work alongside you."

You matter - an update on the charitable donations for staff wellbeing



Firstly, we would like to thank each and every one of you as we continue to work in extremely difficult circumstances. The support you have given each other to support individual and team resilience has been amazing.

Some months ago, we carried out a survey asking for your feedback on what you would like the charitable money to be spent on. Your most popular requests were used to inform the following proposal to our joint charity committee.

Safe spaces

During the first phase of Covid-19, we were able to provide a number of temporary safe spaces such as The Bubble at Poole and areas in the Sandbourne Suite at Bournemouth. These proved to be hugely beneficial and we know you would like these spaces to be established as a legacy for staff in the new organisation. With this in mind, we are working with our estates team to confirm their location and ensure they are established on a permanent basis. In the meantime and despite essential building works and patient activity increasing, we have managed to ringfence some of the

temporary spaces but recognise we need to provide more areas for you during the winter months. This remains an urgent priority for us over the next week or so and we will keep you updated on progress.

Enhanced wellbeing support

During the first phase of Covid-19, many of you accessed the local resources put in place through an enhanced wellbeing service. We are now able to maintain this provision and ensure it is more sustainable. A lead psychologist, qualified counsellor, wellbeing practitioner and physiotherapist are being appointed to maintain individual and team wellbeing support for the next 12 months. Further information on how to access this support is available on the intranet. Alternatively please contact Occupational Health and/or Organisational Development for further information.

Team recognition fund - thank you

You also told us you would like to make local decisions on what the health and wellbeing funding is used for. A local recognition fund will therefore be made available, approximately £10 per member of staff across all teams in UHD. Managers will be asked to engage with their teams to agree how they will spend their 'local pot' to ensure it benefits the wellbeing of the whole team.

Additional wellbeing support

Additional wellbeing support is also planned, including resilience workshops, menopause support / guidance and an increase in physical activity provision. Targeted health checks and reverse mentoring is also under consideration for those who are potentially more liable to health challenges, including colleagues from a BAME background or those with disabilities and / or underlying health conditions.

Transformation update



Visualisation of new theatre block at Poole Hospital

Poole Hospital:

The construction team is now on site and is setting up ready for works to start. There is a temporary walkway being installed to the Eddie Hawker wing and some service diversions being put into place.

Demolition of the existing buildings at that end of the site will commence in December and continue for three months before construction can start. This is likely to create the most disturbance of the whole build, and has been sequenced to keep disruptions to a minimum.



Visualisation representing the 'barn' theatre for Poole Hospital

Royal Bournemouth Hospital:

Enabling works on the RBH site will be commencing from January 2021 and will include creating access routes for the pathology build behind the Stour Building and re-routing access round the front of the hospital. Work will also be commencing in February on the entrance by the Eye Unit and moving Boots pharmacy.

Christchurch Hospital:

Macmillan Caring Locally proposals are now complete regarding the detail design and ready to go to the market to obtain tenders.

Reconfiguration/ service design

Services and specialities are continuing with their transformation agenda, and although Covid-19 has had an impact, it has also escalated some transformation ahead of where it was expected to be.

Examples of work happening across UHD include:

- developing benefits realisation criteria for those patient benefits identified as part of the clinical services review (CSR)
- continuing to promote and expand use of video consultations
- development of a system wide policy for Patient Initiated Follow Up (PIFU), with a pilot having started in UHD in certain specialities
- centralising waiting lists for some services, both internally and across Dorset
- sharing and aligning protocols and procedures across sites
- reviewing internet and intranet content and aligning it to go in a UHD format

Strategy and transformation team development

The aim for the next few months is to confirm the key strategic work we need to undertake for QI, reconfiguration and the CSR, and to find out what support our stakeholders most want in order to complete a portfolio of our services.

We have been holding stakeholder engagement sessions and discussing a set of key lines of enquiry to identify what teams and individuals want from a strategy and transformation team and how to keep the patient at the centre of what we do.

The process of analysing the feedback and developing our portfolio has begun, which will feed into the development of the structure and governance of the Strategy and Transformation Directorate.

Our new values as #TeamUHD: All you need to know and what they mean for you

After months of hard work, the new values for our united trust have finally been agreed in an exciting new development for #TeamUHD.

Almost 2,000 of you took part in a staff survey to help shape our new values with 500 members of the public also sharing their opinions on what mattered most to them.

The results were themed by our UHD culture champions who successfully presented their recommendations to the executive board earlier in October.

Please take this opportunity to get to know the values and if you have any questions, please email organisational.development@uhd.nhs.uk

- ▶ 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 caring:

This was the most important value to the majority of you. People recognise that Covid has improved the supportive, caring nature of their teams and that looking after and caring for each other is as important as patient care. People from both trusts valued the friendly, family atmosphere at their hospitals and felt proud of this. People from both trusts were keen to highlight how helpful they tried to be to each other to help contribute to high quality healthcare.

What you said:

“During Covid-19, in the corridors people were stressed, anxious, upset but still positive and still smiling and being kind and asking how you are coping, general really caring for each other.”

Commercial Services, RBH



▶ We are one team:

You told us this was the second most important value to you as we are now all part of #TeamUHD. You told us teams will need to work collaboratively and seek new and innovative ways of working together as we reconfigure our hospitals. Covid has demonstrated the power of positive teamwork and that's something you'd like to instil in the culture of our new trust.

What you said:

“My team are the most kind and understanding bunch of nurses. Helpful and strong; I am proud of their capabilities to adapt to change.”

Nurse, Poole.

▶ We listen to understand:

It's a simple fact that when staff feel listened to, staff engagement and motivation improves. You told us effective communication would be vital to the success of bringing our teams together. You also wanted everyone - patients and visitors - to feel that they have a voice at work, were listened to, their opinions valued and could contribute.

What you said:

"Our team works well as people are not afraid to say something to the crowd and when others listen to understand rather than react."

Member of the Integrated Care Team, Poole.

"Respectful working - genuine questioning and joint learning - teaching people how and when to speak up, not just telling people they can speak up."

Consultant, RBCH

▶ We are open and honest:

Another compelling theme was for staff to feel psychologically safe and confident to speak up in a no blame culture. It's a well-known fact that openness and honesty contributes to a positive safety culture. This value promotes a learning culture where mistakes are viewed as opportunities to improve and encourages people to feel safe to speak out.

What you said:

"I most value the willingness of the senior management teams to listen, acknowledge and act upon the views of staff, and patients. There is a no blame culture, but an openness to learn from mistakes in a non-threatening way."

Additional clinical services, Poole.

▶ We are always improving:

An important value to you was the principle that everyone could feel able to contribute towards making improvements at work. Everyone has permission to try new ways of working and this value calls for a culture of learning and improving where we strive to provide excellent quality care for our patients.

What you said:

"The permission to do things, the improvement work that doesn't have to be agreed by committee first. And if it doesn't work, then it doesn't matter. The QI methodology and PDSA cycles are a great way of learning."

Nurse.

▶ We are inclusive:

As we bring our teams together, you wanted staff to feel valued, respected and empowered to improve their services and create effective teams. This value is about promoting a culture of fairness to ensure everyone has equal access to learning and development.

Diversity and inclusion is a vital part of ensuring support for you. By being inclusive and respecting the value difference can bring, we can provide the best care for our patients and respect for all of our colleagues.

What you said:

"Since coming out as a non-binary person, I make no secret of who I am and I try to be as visible about it as possible.... I am immensely grateful that I can do so without fearing for my life, which may seem like a low bar but in these turbulent times, it means a lot."

Anon.

What do the values mean for me?

Values essentially define how we behave. They underpin everything we do now and will do in the future, and set out what is expected from each and every member of the team in the way they treat colleagues, patients and visitors.

For example, you can expect a new, values based appraisal form next year and values-based recruitment

to be used, as we attract people to come and work at our trust.

How else can I get involved?

Look out for a high profile awareness campaign bringing our values to life - coming soon!

Email organisational.development@uhd.nhs.uk for more information.

Video consultations hit 50,000 milestone

Video consultations have played an essential role in supporting you to deliver care to our patients throughout the Covid-19 pandemic. Since the beginning of March over 50,000 video consultations have taken place across Dorset, helping keep both our staff and patients safe.

Besides the obvious benefit of supporting social distancing and IPC measures, video consultation has enabled appointments to be more accessible to patients by eliminating associated costs of travel and parking, reducing the requirement to schedule childcare and take time off work, and preventing the anxiety often experienced during a visit to hospital.

It is vital, as we move again into tighter restrictions, that we ensure to offer a digital first approach where appropriate. To support the offer of video consultations there are various resources available. Information for patients can be found at: www.uhd.nhs.uk/visit/video-consultations and training resources and guidance for staff can be accessed by contacting emily.clarke@dorsetccg.nhs.uk

Did you know?

- 95% of patients would be likely to recommend video consultation to a friend or family member.
- 34% of consultations are now virtual.
- Regional / national target of 25% of new patient and 60% of follow-up appointments to be held virtually.

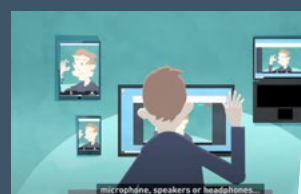
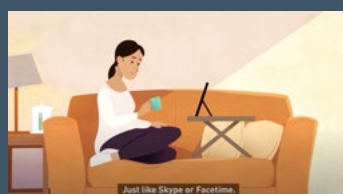
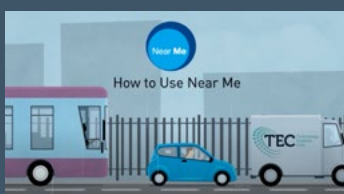
"I'm really appreciative of the video consultation option. As my mother's carer, it's fantastic not to have to disturb her by taking her all the way into hospital."

"Although I wasn't confident in my technology capabilities, the video consultation was really straightforward and helpful. Would definitely do it again rather than travel to hospital."

Relative.

"I have been able to continue to see almost all of my patients virtually while working from home, which is excellent!"

Member of staff.



Video Consultations: Information for Patients NHS

What are Video Consultations?
Having a video consultation means you will be seen by your doctor or other health professional via an online video call, instead of going to the hospital. Video calling is free and done through a website link, so there is no need to download an app or create an account.

Step 1: If you and your clinician agree you are suitable, a video consultation may be arranged for you. If a video link is not possible, or the system does not work properly, we will call you by telephone.

Your Personal Information is Secure
Consultations are not recorded, and no personal data is stored on the Video Consultation system.

Where do I go to attend my video consultation and find out more regarding video consultation?
<https://www.dorset.nhs.uk/videoconsultation>

How do I join a Video Consultation
Step 1: Follow the instructions on your appointment letter or given to you during your telephone call, guiding you to the correct online waiting area.

Step 2: Click 'Start Video Call' on the page. There may also be a 'Test Call' button, this does not connect you to a real person but can be used to test your equipment in advance.

Step 3: Internet speed, speaker, microphone and video checks will be carried out. Click "Yes" or "Continue" to move through these. If asked, allow access to your microphone and webcam.

Step 4: Enter the name and DOB of the person the consultation is about, please include a phone number so that we can call you if there are any problems. Read and agree to the Terms and Conditions and click "Continue".

Step 5: Please read the information on the screen - we apologise that we cannot answer your call if you do not have an appointment booked.

Step 6: Click 'Start Call' to enter the virtual waiting area. When ready, the doctor will start your appointment.

What Equipment Will I Need?

- A reliable internet connection (Wi-Fi or 4G)
- A laptop, tablet or smartphone with a camera, speakers and microphone.
- Google Chrome or Apple Safari browser.

What if Something isn't Working?
For help getting set-up or other issues, visit: <https://www.dorsetnhs.uk/yourhelpsheet>

If you experience poor video or sound quality during your appointment, click 'Refresh' in the top right hand corner of the screen.

Need to Cancel?
Your appointment letter will contain all of the details should you need to change your appointment.

Our Dorset

Let's talk about IT

An update on the Dorset Care Record

Launched in March 2018, the Dorset Care Record (DCR) is a record sharing system aimed at improving health and social care in Dorset bringing together information from UHD, the NHS Dorset Clinical Commissioning Group, Dorset County Hospital, Dorset HealthCare, Dorset County Council and BCP Council.

Over the last couple of months UHD has gone live with allergies, ED discharge summaries, clinic letters and inpatient discharges which is great news.



How to get access to DCR

- To request a login please email dcrsystemadmin@dorsetcc.gov.uk
- DCR system admin will refer to a pre-authorized job role list and allocate you an account if relevant.
- You will first need to pass the 'information sharing' training module which takes just 15 minutes to complete.
- We are also offering the following 30 minute webinar slots for anyone who would prefer to be guided through the new mandatory eLearning module. Email catherine.snook@dorsetcc.gov.uk to participate in any of these webinars:
 - Thursday 12 November - 1pm
 - Tuesday 17 November - 7.30am (for the early starters!)

- Tuesday 24 November - 7.30pm (after dinner slot)
- Saturday 28 November - 10am

To get access to the DCR from Graphnet EPR via the single sign on interop button

- You must have an EPR login, a DCR login and be a Windows 10 (and Internet Explorer 11) user.
- If you meet the criteria above you can request '**Access to DCR via Graphnet EPR**' by raising a request on the self-service IT Support Portal. **Please provide both your DCR and EPR username/login details and do not share your passwords.**

For further information visit the DCR page on the intranet [here](#) or the website: <https://news.dorsetforyou.gov.uk/dorset-care-record/>

Contact Samantha.Belhomme@uhd.nhs.uk if you think your area would benefit from a DCR demo over Teams.