

# The Brief

October 2020



## Celebrating UHD

Roll up and get your flu jab



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# Roll up and get your jab

Our flu vaccination campaign for winter 2020/21 is now underway, and this year it's even simpler to have your jab. In fact, 10% of frontline staff have had it already!

It's more important than ever to have your jab with Covid-19 still in circulation in the community. The jab not only protects you and your families, but ensures our hospitals remain fighting fit to meet the challenges this winter may pose.

Between Poole, the Royal Bournemouth and Christchurch hospitals, more than 50 peer vaccinators - clinical staff who have had special training to provide the jab to colleagues - will help bring the jab to you this year. If you would like to be a volunteer peer vaccinator for your area, contact the occupational health team on ext. **2035** for Poole, or **4217** for Bournemouth.

The flu trolley organised by occupational health will be touring all our sites over the next few weeks and all staff who have the jab before **4 December** will be in with a chance of winning one of five £50 Amazon vouchers in time for Christmas.

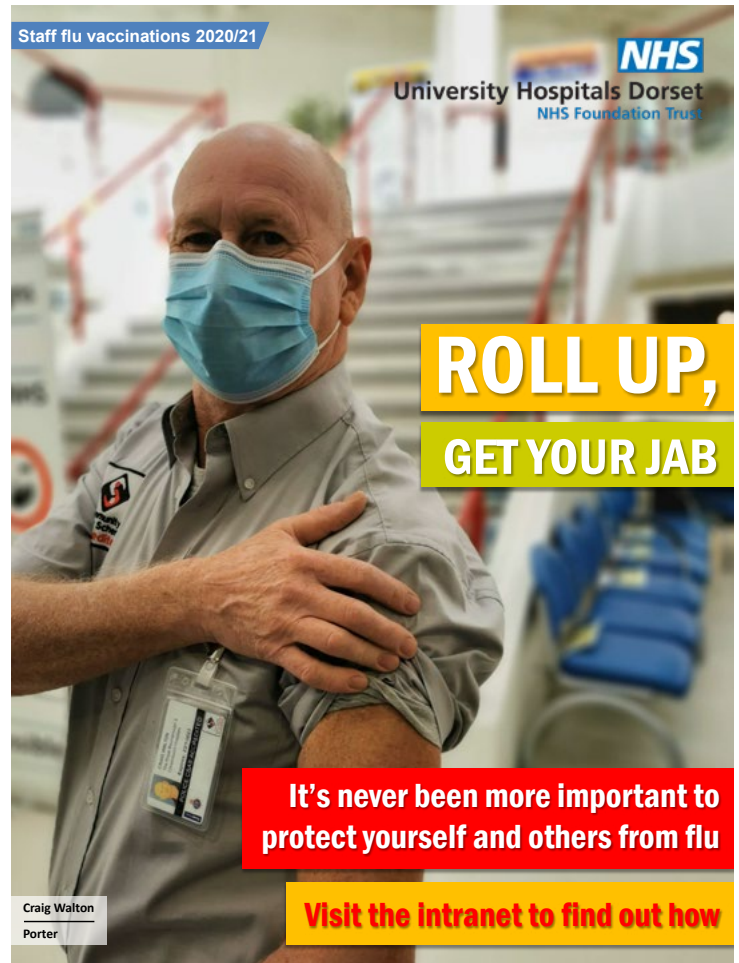
Chief nursing officer, Paula Shobbrook, said:

*"I encourage everyone to have their flu jab, particularly this year.*

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

*"We hear a lot about Covid-19 and the importance of good infection, prevention and control measures, but please don't forget that we can protect ourselves against the flu by being vaccinated."*

To find out more about the campaign, including who your local peer vaccinator is and how to have the flu trolley visit your work area, [click here](#).



## Staff briefings

The dates for the all staff briefings until the end of 2020 have been published:

**Wednesday 4 November 12.30-1.30pm**

**Monday 14 December 12.30-1.30pm**

These dates replace those originally planned for 29 October and 18 November. Details on accessing the November briefing will be available shortly.

## Values for our united trust enters next phase

Thank you again to everyone who took part in the values survey. We are now in an exciting phase of development where the values are being themed and ideas for design starting to take shape. The values will be finalised by the board later this month and we hope to reveal them to you in early November. The values will form part of our new corporate identity and will help influence what we do and say, how we say it and how we look when we speak to patients, carers, the public and each other.

# Our University Hospitals Dorset



Well, here we are at last - the newly merged University Hospitals Dorset NHS Foundation Trust. And what a privilege it is to be writing my first article for our new UHD publication, *The Brief*.

Many years of work have brought us to this moment of merger, and in every situation, our three much-loved hospitals will continue to be great places to work, and we shall be even stronger having come together. We can provide even better care and develop truly excellent services as a university hospital, and we expect to see talented individuals from across the country choosing to join us over the coming months and years. Thank you to all of you who have worked tirelessly on our merger, and to all our partners for their ongoing support. We are better placed now to serve our communities - both in the “here and now” tackling Covid-19 and managing the winter, and in realising our ambitious plans for the future.

I hope you all managed to join in the celebrations in some way on 1 October and that you have watched our ‘As One Show’. Through a series of short films, the show delves into the histories of our trusts, looks to our bright future, features many messages of support from the health community (and even some famous faces), and ends on the most poignant and moving poem featuring staff from across all three of our hospitals. I could not have been more proud of our trust, and the amazing people who work within it, and I was really struck by the ambitions of so many staff for the future. The tributes and good wishes we received were really, really moving, and I would encourage everyone to try to find the time to view these clips. You can catch up on all of them at [www.uhd.nhs.uk/news](http://www.uhd.nhs.uk/news).

There is still much work to be done to bring all our services together and while lots of progress has been made in the lead up to merger, it will take some

time before everything is fully integrated. We should all expect to see interim structures and transitional arrangements in place over the next few months, while at the same time, for the vast majority of you, most of our activities will just continue as normal.

The most important thing now in developing our new organisation is to firm up our shared set of values - and I am delighted with all the work to seek your views. We’ve had a great response to our survey, but in addition, many of you have taken the time to share your thoughts by attending one of the many focus groups set up for this purpose. Agreeing our shared values is really important, as these will shape the behaviour of everyone within the new organisation for many years to come. We all want University Hospitals Dorset to be a great place to work, with a truly positive, inclusive culture, and as such, it will be an important milestone when we share these values next month.

While we have been focusing on our merger, a lot of work has also been going on in strengthening the partnerships within the Dorset Integrated Care System - in particular, in firming up our priorities going forwards and reviewing our governance arrangements. We know patients are best served when organisations work together and UHD is committed to working effectively with all local partners - GPs and others in primary care, those within the local authority and in social care, colleagues in Dorset Healthcare, Dorset County Hospital and the CCG, and of course, the police and the fire service. Covid-19 has brought this work sharply into focus, as partners have worked really closely together to manage the pandemic and this is something that we will continue to prioritise going forwards.

Turning to think about Covid - its really good that the south west has one of the lowest rates of infection in the country, but it is important to note there has been an increase in the number of infections in our area, and we must all do our bit to prevent further spread. We are doing a great job in adhering to strict infection, prevention and control procedures in our daily work, but its so important that we remember to do this in all settings - both inside and outside the hospital. It’s so easy to drop our guard when we move away from the frontline, so it’s really important we keep social distancing and good hand hygiene at the forefront of our minds, in everything we do.

The threat of a second peak of Covid-19 presents some unique challenges as we plan together for the winter. Accordingly, our teams are currently reviewing pathways in light of the new infection control guidance and remodelling bed bases taking into account the

capacity lost due to social distancing. Much of this incredibly hard and important work has been covered by the media, in particular both the national and local BBC broadcast teams who have been spending time in our hospitals, meeting our dedicated staff and delving behind the scenes into hospital life. I am always delighted to see the work of UHD staff showcased in this way, and I could not be more proud of you all - doing everything possible to manage winter well, while at the same time, carrying out as much routine and planned care as possible.

Meanwhile, over the past few weeks, our teams have been busy taking forward our extensive capital programme, and you have probably noticed that there is a lot of building work underway! Further enabling work has been carried out on both sites in preparation for the winter, and we recently started the work on Poole Hospital's new theatre complex. It's very exciting to see our plans beginning to be implemented, that will really improve services for patients.

While our buildings are integral in supporting the services we provide, the heart of our trust will always be our people. As a new organisation, we are committed to championing inclusion and tackling persistent health inequalities. With this in mind, we have identified two individuals on the board - Pete Papworth, chief finance officer, and Christine Hallett, one of our non-executive directors - as board "champions", to ensure these really important issues are taken into account in all the work of the board. They will be working with all the other executives to ensure we pay proper attention to the health and wellbeing of all of you, and that we play our part working with partners to improve the health of our local population.

Your feedback and experiences are so essential in shaping our teams and services, so please do complete your staff survey. The focus this year is on understanding the staff experience in working through the pandemic, so your views will not only help us to improve our hospitals, it will also aid learning for future public health emergencies.

Looking to the future, this new publication, *The Brief*, is one of a number of changes we hope you will notice now that we have merged. Our new website [www.uhd.nhs.uk](http://www.uhd.nhs.uk) is live, our UHD social media sites are joined up and as lively as ever, and our intranet sites are being brought together too.

Thank you Team UHD for everything you do everyday to support our patients, and of course, to support each other.

**Debbie Fleming,**  
chief executive

# Become a staff governor

Nominations are now open for staff members who would like to become a staff governor.

Now that we are University Hospitals Dorset, we're looking for governors to represent colleagues in all our staff areas:

- administrative, clerical and management
- allied health professionals
- scientific and technical
- estates and ancillary Services
- medical and dental
- nursing, midwifery and healthcare assistants

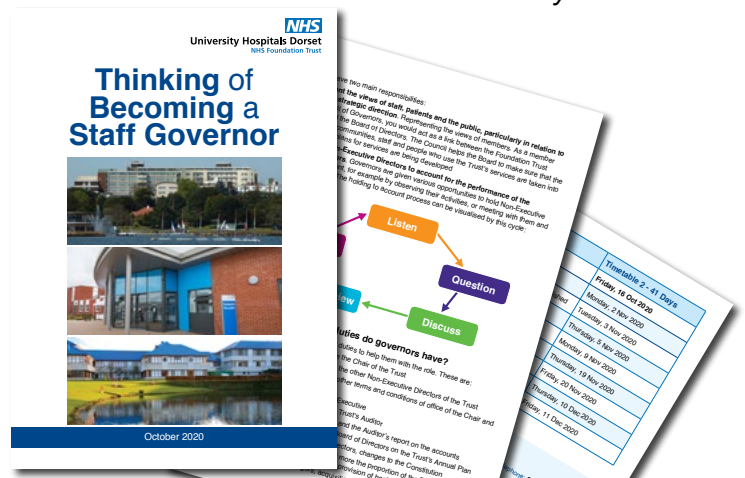
working with others to improve a service, to check that the organisation is working effectively to achieve its purpose, and to protect the interests of the people who use the service and those who provide it.

Like MPs, staff governors have a responsibility to the people who elect him or her. The role involves talking and listening to staff about issues and concerns, about what's working well and what could be improved, and feeding those views into the work of the Council.

Lucy Darke, midwife and former staff governor at RBCH, said: *"It was a really rewarding and fulfilling experience. You have the opportunity to work with the executive team, hold the board to account and really make a difference to your trust."*

## What is a staff governor?

The simplest way to explain the role is to see it as a cross between being a school governor and an MP. Like school governors, it involves



Find out more about becoming a staff member on the intranet under 'Governors', contact [ftmembers@uhd.nhs.uk](mailto:ftmembers@uhd.nhs.uk) or call 0300 019 8723.

# Covid: Share your experience of working through the crisis

This year the NHS National Staff Survey focuses on your experience of working through the pandemic and what lessons you feel should be learned from this time. You'll be asked what you thought worked well during Covid-19 and what should be continued. It's important you give your honest view now so we can learn from everyone's experiences over the past year.

It will take about 15 minutes to complete your survey by email or post. To find out more please contact the organisational development team:

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

## Your views of working through the pandemic



**Mukhtar Ahmad,** clinical director for surgery, Poole

*“It became apparent early on that the majority of healthcare workers who had died from Covid-19 that we were seeing in the media were from a Black and Minority Ethnic (BAME) background...”*

*“I was anxious for a while but didn't really talk to anyone else about it, but at the same time I was disappointed that no one else was talking about it. When Debbie Fleming, our chief executive, wrote a letter to BAME staff - that meant more than people may imagine...”*



**Abigail Daughters,** group director of operations - surgery

*“Covid has posed a challenge for all of us at work. Personally I was impressed at how everyone came together. I encourage everyone to share their experiences of working through the pandemic, so we can learn and make change...”*

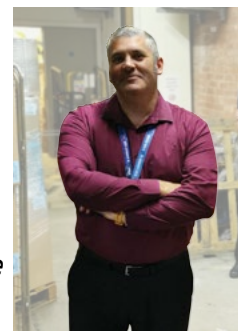


**Preeti Sawant,** housekeeping senior supervisor, RBH

*“Our main challenge was the increase in the terminal cleans from the usual 800-900 to up to 3,500 a month. Communication within our team was very crucial to make sure everyone got daily updates on new procedures and PPE guidelines...”*

**Steve Randle,** supply chain manager, Poole Hospital

*“The biggest challenges have been in meeting expectations... we'd use around 800 masks a day before Covid-19. That number soon became 8,000 every day...”*



## Our Staff Handbook

Our new UHD staff handbook is out now, a one stop shop for new members of Team UHD to find out some core information about our trust and services. It's also a really handy document for all of us, so please do take a look [here](#).

We want UHD to be an outstanding place to work. With this in mind, we want to support you in your career, facilitate your development and create a positive working environment in which

you can give your best. With a number of exciting developments due to take place over the next few years, coupled with an ambitious transformation agenda, there has never been a better time to be part of our organisation.





# Alyson's Blog

Alyson O'Donnell, Chief Medical Officer

I think I must be getting old as I can't believe quite how quickly this year seems to be passing despite the interruptions to our normal way of life. We have definitely seen the first wintry storms and bucket loads of rain and I didn't quite make the self-imposed first of October limit on turning on the heating. How many of you with pets have had the chuckle of your bundle of fur poking their head out of the door or cat flap, considering the rain and deciding that their bladder can hold a bit longer? I do find that if I pull out a lead all the apparent concerns about melting in the rain seem to vanish.

Wasn't it great we did have a small window with blue skies on the first when we finally merged to become UHD? I was fortunate to visit all three hospital sites to unveil new signs, cut cakes and to pass out goodie bags to staff. Walking the floors and meeting staff is always the best part of my job. I also had the privilege

of doing the welcome session for the first staff induction session for the new trust. It was great to set the scene for how our new colleagues can play their part in shaping our new trust's values and services.

I would like to say a special thanks to our communications team for all their hard work in producing the celebration videos and to all our staff who participated in them. I have watched the poem a number of times now and still need a tissue to dab at my eyes, but am no longer reduced to quite the emotional wreck of the first watch. I also thought Debbie did an amazing job as the host of our As One show and definitely has a career in daytime TV if running our amazing trust ever gets too easy!

We have all been in the thick of planning for winter and the Covid-19 second wave, working out how to step things up in a more measured way

so we can continue as much of our regular work as we can. You will be aware we are beginning to see cases in our hospitals picking up so it is even more important that we work together and with our partners to keep patients out of hospital and safe. We are also seeing more staff either with symptoms or isolating. We know from the national evidence that staff transmission is more likely to happen in social situations rather than in clinical areas where people are wearing PPE. Please keep yourself safe and always think about 'Hands-Face-Space', especially when we let our guard down and relax.

You will also begin to see our peer vaccinators out to give you your flu vaccination now that supplies have arrived. I am very excited that I am signed off as a peer vaccinator so let me know if you want me to come to your area with my trolley! Even more than any other year it is really important that we all have our vaccinations so I really need all your support to make this happen.



# Supporting you to raise concerns

***“When I experienced poor behaviour at work I found it really difficult. But after I spoke up to the Freedom To Speak Up (FTSU), I felt listened to, my concern was resolved and I felt confident and supported.”***



That was the experience of **Nicola Mason**, procurement manager at the Royal Bournemouth Hospital, when she had a concern and felt she wasn't being listened to.

The FTSU team led by **Helen Martin**, FTSU guardian, offers confidential advice and safe, secure support for anyone at UHD with concerns about patient safety, staff wellbeing, poor behaviour, inclusion or the way their concerns have been handled.



Helen said: ***“My guidance is if it's keeping you awake at night, or if it's worrying you, I would far rather you talk to us so we can signpost you to the experts or talk you through and hopefully share that problem with you.***

***“It can range from a work experience, whether it's someone you're not getting on with or you may feel you're not being listened. It may be related to patient care too.***

***“Just tell us what's worrying you. We tend to arrange to meet and have a conversation about what our next steps are. It's completely confidential and we plan our next steps together.***

***“It's open to anybody. All members of staff are welcome. If anything is worrying you, just come and talk to us.”***



## Meet the FTSU team

Keep a look out for the FTSU team this week, as they will be walking around wards and non-clinical areas around UHD until Friday 16 October to celebrate Speak Up Month.

If you'd like the team to visit you, or would like to know when they will be in your area, email [freedomtospeakup@uhd.nhs.uk](mailto:freedomtospeakup@uhd.nhs.uk)

Keep up to date with all the team's activities on Twitter, by using the hashtag **#SpeakUpABC** or **#FTSU**.

You can also find out more about the team by visiting the intranet or website pages.

The FTSU team is made up of a diverse mix of volunteers from across our hospitals.

To get in touch with them in confidence, please call:

**0300 019 4220** (answerphone only accessed by FTSU team)

or email [freedomtospeakup@uhd.nhs.uk](mailto:freedomtospeakup@uhd.nhs.uk).



# UHD matron recognised in Queen's birthday honours

**A matron at the Royal Bournemouth Hospital has been awarded a British Empire Medal for her tireless work to support her colleagues and community during the Covid-19 pandemic.**

Minnie Klepacz, matron for ophthalmology, leads the hospital's BAME network and drove the trust's response to provide risk assessments for all BAME staff. She also created a wellbeing hub for her staff to relax and take time out in.

While doing all of this, as well as her day-to-day matron duties, she also provided exceptional support to the Filipino community outside work, cooking meals for colleagues who were recovering after being in intensive care, helping

others move house and organising virtual community events to offer comfort and reassurance.

Minnie said she felt "truly humbled" to be recognised. "I never thought in my wildest dreams that I'd get an award. I feel so privileged and honoured.

"When I saw an email from the Cabinet Office I was so worried and thought I'd done something wrong. I plucked up the courage to read it again and responded asking if it was a spam email because I just couldn't believe it. They told me it was true and then rang me to reassure me, I couldn't believe it," she said.

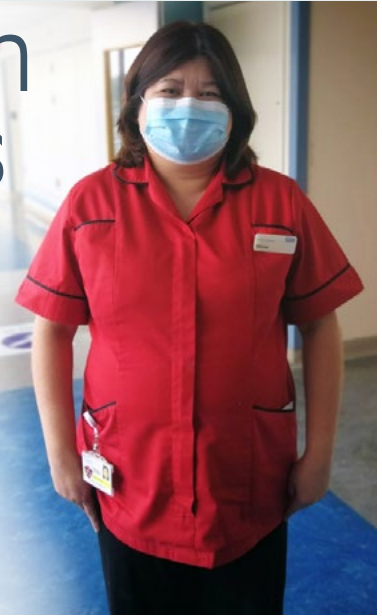
Minnie has worked for the hospital for 19 years having arrived to work

here from the Philippines as a teenager.

"This award is not just for me, it's for everyone who works here and goes above and beyond. As a Filipino, I'd also like to share this award with all staff from a BAME background.

"I'm truly humbled to work with amazing colleagues. They inspire me and give me confidence."

Minnie, who lost 11 friends to Covid-19, added: "Covid is really challenging, and most hospital staff affected by it came from a BAME background. I had my own worries but I had to put that aside and think, how can I support people, what act of kindness and humanity can I provide. If people need help, then I'll help them.



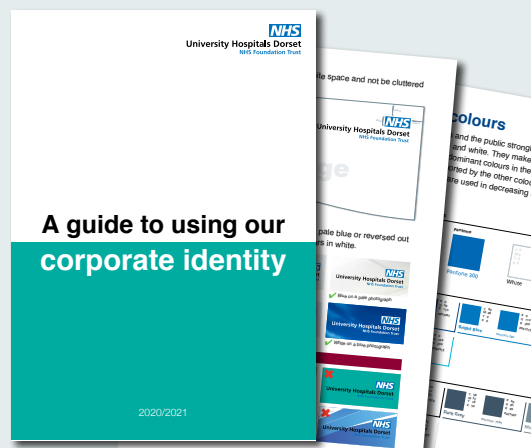
"I'm going to send my medal home to the Philippines. Growing up, my mum always used to display all our awards prominently in the lounge as she was so proud of us all. As I can't visit my family right now, it's only right they have my medal."

Publication of the honours list was postponed in June so those who played crucial roles in the pandemic could be added.

## Using our new corporate identity

Now that we're together as University Hospitals Dorset it's important that our new identity is applied in a consistent and uniform way. To help deliver this we have produced **A guide to using our corporate identity** and have updated our corporate identity pages on the intranet. They include the logos, colours, fonts, email signatures, inclusive language and images we should all use, as well as our trust style guide to be used when copywriting. You'll also find UHD PowerPoint templates and letterheads. These will be developed further when our trust values are agreed later this month.

Please familiarise yourself with the guide and intranet pages and share with your teams. If you are unsure of anything, please contact the communications team on **0300 019 4905** or **2408** or email us at **communications@uhd.nhs.uk**.



**Emails:** Please take a moment to change your email signature to reflect our new UHD branding. Please ensure you open the link for the template in Google Chrome and choose 'keep'. You will then be able to copy and paste the signature and simply edit the text with your details. The social icons will not show up straight away, but will appear when you send your first email with the new signature. Please do not add anything to the signature as this will change the formatting.



# Join our staff networks

In a spirit of unity, our staff networks are coming together across all sites to welcome you and help you feel included. Everyone is encouraged to get involved in our networks, which include the Pro Ability Network, the International Doctors Support Initiative, the Armed Forces Support Group, the EU Staff Network, LGBTQ+ Network and the BAME Staff Network. For more information see staff networks on the intranet.

## What's on

**Black History Month (BHM):** Our BAME Staff Network will be celebrating BHM from Monday 19 October with a variety of activities through the week showcasing the achievements and culture of black people. There will be a virtual forum titled 'Microaggression: I don't see colour' on Wednesday 21 October at 10-11am. Email the network to receive the link on **BAME@uhd.nhs.uk**. The catering teams will be showing their support by offering a range of Afro



## **BAME** (Black Asian and Minority Ethnic)

Caribbean cuisine on Friday 23 October. To help with the events, please email the network.

**EU Staff Network meeting:** Come together post-merger to share any issues you need to discuss or raise. The meeting will be on Friday 30 October at 10am on Teams. To receive the link, email **Christos.Christoforidis@uhd.nhs.uk**.

## **EU Network**

## **LGBTQ+**

**National Coming Out Day:** The LGBTQ+ Network celebrated the day on 11 October by sharing some of their coming out stories on Twitter. Network lead Lucy Hart said: "I never really stop coming out, every new social situation, in some form or other, brings the need to account for one's sexuality, it gets easier, but it is never easy". If you are going through your own personal journey, have a friend who is in need of support, or would like to share your story or experience, please know that you are not alone, support is available to you. To join the network

email **lucy.hart@uhd.nhs.uk** or **diversityandinclusion@uhd.nhs.uk**

## **Pro Ability network**

**Deaf awareness:** The Pro Ability Network, led by Elayne Goulding, is continuing to raise awareness of the impact of face masks on deaf and hearing impaired patients and staff. Masks can hinder communication as they can prevent the ability to lip read or understand facial expressions. To find out more visit the Pro Ability page on the intranet, or to join the network email **organisational.development@uhd.nhs.uk**.

## **New homeless care team**

The homeless care team is a new service, focused on supporting our homeless patients. The team aims to improve the identification of homeless patients and those at risk of homelessness, as well as providing holistic health care.

They will be working with community housing teams to find appropriate accommodation for patients being discharged, and working to prevent patients being discharged back to the street - by doing this they will help to reduce delayed discharges where homelessness is a key cause of delay.

By having a dedicated team it is hoped that frequent attendances will be reduced and fewer patients will self-discharge before their care is complete.

The team is available Monday-Friday, 8.30am-4.30pm and is able to assess patients within 48 hours of referral. Please refer patients if they are rough sleeping, in a hostel, sofa-surfing, an asylum seeker, a traveller, or in temporary accommodation. The team is also there to help with queries, assist with the management of inpatients and to provide teaching sessions about inclusion health, the purpose of the team and how to access the 'duty to refer' form.

## **Who is in the team?**

Consultant, **Jo Todd**.

Homeless specialist lead nurse, **Carole Lucas** (bleep 2138).

Advocacy and discharge co-ordinator, **Lucy Blanc** (bleep 2139).

# Building a better future

Our ambitious transformation programme is picking up pace. Here's what's happening at our hospitals...

**RBH:** The work with BCP Council continues, particularly in respect of transport solutions. The finer details of elevations, building materials and the construction phase plans have to be submitted to allow planning consent to be granted. Design of the main entrance and atrium, road and external works, and energy centre, is ongoing.

**Poole:** Our estates team hopes to complete the decant work to facilitate the new theatre development this month. Demolition will then begin so the new theatre block can be built.

**Christchurch:** The detailed design for the new Macmillan Unit is now complete and we will now be going out to tender for the build work. We are currently awaiting the outcome of discussion with AHH (assisted home developer) regarding the development of the remaining site. Once this is concluded, the planning application will be registered and our Macmillan Unit will form part of a phased development.

# Home First - getting our patients home sooner

Home First is part of our programme to manage the approaching winter pressures and to provide better outcomes for patients. It encompasses a number of initiatives, including 'Discharge to Assess (D2A)' and the use of 'Criteria to Reside', which collectively provide a significant opportunity for the Dorset health and social care system.

A phased approach is being taken to improving and implementing the model across Dorset. This month has seen the launch of a new 'single point of access' for patients being discharged on D2A pathways 1 to 3, and the establishment

of one team in Dorset to deliver care and assessments for patients when they arrive back in the community after a stay in an acute or community hospital bed.

The programme team has arranged weekly engagement events for all staff who need to understand this programme. The events are every Friday, 12-1pm. To join click [here](#) or email [Claire.Mills@uhd.nhs.uk](mailto:Claire.Mills@uhd.nhs.uk) or [Katie.Pritchett@uhd.nhs.uk](mailto:Katie.Pritchett@uhd.nhs.uk)

Keep an eye on future editions of *The Brief* or visit the discharge pages on the intranet for the latest news.

## Let's talk about IT

# eNA Alcohol Assessment now live

The eNA Alcohol AUDIT (Alcohol Use Disorders Identification Test) has just been launched on Acute Medical Unit (AMU) at our Poole site. This electronic assessment replaces the current paper Alcohol AUDIT and will be rolled out across the rest of the hospital within the next few weeks. Initial user feedback has been positive as alcohol

units and scores are automatically calculated within the app.

If you require training on how to use eNA or the alcohol assessment, please log a request on the IT service desk.

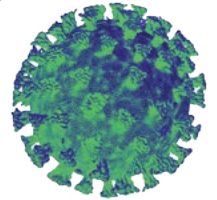


# Launch of the Dorset Research Hub

Finding a safe and effective vaccine for Covid-19 is vital to help stop the global pandemic. UHD is set to play its part in this search, with the opening of a Covid-19 vaccine trial at the new Dorset Research Hub located at the Royal Bournemouth Hospital this week.

It's hoped over 500 people in Dorset will take part in this phase three trial of a vaccine developed by biotechnology company Novavax, to confirm its safety and understand how well it protects from coronavirus infection among a wide range of people. Across the south region, the trial is also recruiting 500 people from Oxford.

All vaccine trials across Dorset, and the wider Wessex region, are being taken forward by a collaboration of local NHS providers, CCGs and the National Institute for Health Research (NIHR). Research teams will deliver trials in a two-centre initiative, using the Dorset Research Hub and a site in Southampton (to be confirmed). More than 800 people have already come forward to take part. Those wanting to take part in the trials can sign up via the NHS Covid-19 Vaccine Research Registry at [www.nhs.uk/researchcontact](http://www.nhs.uk/researchcontact)



**NOVAVAX**  
Creating Tomorrow's Vaccines Today

**NIHR** | National Institute  
for Health Research

The programme team behind the hub has come together from across the Our Dorset Integrated Care System. Dr Patrick Moore, GP, is the Medical Lead for the Dorset Research Hub and Study Principal Investigator. The programme lead is Maria Smith, NHS Dorset CCG, supported by Laura Purandare, Head of Research and Innovation, University Hospitals Dorset (UHD), Ashleigh Boreham, Programme Manager, NHS Dorset CCG, Francesca Pingarelli, Our Dorset ICS Workforce Delivery Team, Dr Phil Richardson, NHS Dorset CCG, Senior Responsible Officer, and Paula Shobbrook, Programme Director, Chief Nursing Officer, UHD.

