



# The Brief



December 2022



## A special gift

See more on page 4

### #NHSpound

Save Interest rates rise



Page 8

Christmas wrapped up



Page 8



Team UHD is growing

Page 13

# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington



Welcome to your festive edition of *The Brief*. Christmas really can be a time of hope and renewal as we look ahead to the new year. For us in the NHS, it rounds off a year of challenges but crucially it also highlights a year where you - Team UHD - continue to be amazing in doing your very best for your patients and colleagues.

2022 has thrown so much at us - relentless pressure on our services, the continuing recovery from Covid, increased demand on emergency care and queuing ambulances, patients in hospital beds who could be cared for elsewhere - regularly over 200 on any given day, CQC visits and industrial action, not to mention our changing political and Royal landscape and a cost of living crisis. It sounds like a version of the '12 Days of Christmas' tune. But let me highlight at least a handful of positives - the 'five gold rings' perhaps.

In my first six months it is clear to me that our value of caring is incredibly strong. We are driven to make improvements, and to make sure our patients and colleagues are at the heart of them. We are ambitious - just look at our transformation programme and the pace of change. We are innovative and creative - your work around improving access to our services and saving the NHS Pound is testimony to that. Indeed the HSJ highly commended our outpatient assessment clinic in its national



awards just last month. And we are proud. Proud of our professions and of our NHS. That is why we care as much as we do.

So thank you. Thank you for pulling together and for making sure that our much-loved NHS continues to provide compassionate care and makes such a difference to so many people, especially at this time of year. I know many of you will be working in our hospitals over Christmas - we meet some of those on page 7. Others of you will be doing all you can to get patients home for Christmas, or supporting them in their own homes so they don't need to come into hospital in the first place. Maintaining the flow of patients could not be more important, and this continues to be a priority with partners across Dorset, especially those in social care.

Winter will be with us for a good few months yet, and we are prepared for the challenge. UHD is not on its own, the NHS as a whole - from emergency departments to wards, and ambulance services to GPs and community and mental health providers - is experiencing huge pressure. But please be reassured we are working very closely as a health system to tackle these pressures together.

We continue to implement initiatives to ensure we are able to support our patients, including improving our same day emergency care offering, introducing virtual wards, and working with partners to ensure our community is cared

for in the most appropriate setting. A lot of this work will feed into our 'Patient First' programme - look out for ways you can get involved.

A really important part of all of this is around resilience - I don't think I've met anyone in the NHS who hasn't felt the pressure this year. That is why our health and wellbeing initiatives are so important - read more on page 10 - as is the work of our fantastic networks who put you at the heart of everything they do. Having our Covid and flu vaccinations is a huge part of helping us to improve our own personal resilience, and I would like to thank all those in delivering thousands of vaccines over the past few months, often on your days off. It's not too late to have yours - please do think about it.

Talking about resilience in the light of so many challenges can feel like a challenge in itself. The planned nurses strike is an ever moving picture and while our trust is not in the first wave of strikes, we continue to plan to ensure there is minimal disruption to patient care and that emergency services continue to operate as normal in what is clearly not an easy time for anyone. I think everyone deserves fair pay, and as we know, public sector pay is very complicated. I'm a nurse and I know that our nurses will be really struggling right now, whether they have made the decision to strike or not.



So in these difficult times, it can be hard to spot the green shoots of optimism, but they really are there. I see the positives when I'm out and about meeting as many of you as possible. And it's a huge privilege to present the monthly Staff Excellence Awards to so many worthy winners.

I'd like to thank all of those who completed their staff survey - over 45%. Last year was 37%. To me this shows we have thousands of engaged colleagues who want to improve the way we do things and make things better.



And two years on from merger, we really are making great strides in

our 'one team' approach, which is making a huge difference in our ability to share skills and resources. We are working ever closer with Bournemouth University, nurturing our teams and enhancing our services. And we have had approval for our UHD New Hospitals Programme outline business case - supporting much of our transformation programme and a really significant milestone. Our new theatres at Poole are close to completion and there are windows going into the BEACH building at RBH - you simply cannot miss the progress now!

So, I would like to close by saying another enormous

thank you to you all. I could not be more proud to be part of Team UHD. Please do look out for any colleagues who may for some reason be finding this a difficult time of year, and may I wish you a happy and healthy festive season.

*Siobhan*



# Vital statistics

NOVEMBER

- We saw **42,990** patients in our outpatients department
- ...and an additional **9,068** virtually
- Carried out **1,521** day case procedures
- Supported the birth of **323** babies
- Attended to **13,450** patients in our EDs
- Started **242** patients on their radiotherapy journey

Thank you **#TeamUHD**



# The greatest gift of all

Our UHD maternity team received some very special visitors when they were reunited with a family whose world was turned upside down last year.

In August 2021, the team helped to deliver Victoria, a healthy baby girl, at St Mary's. However Victoria's mum Timea had Covid-19 when she gave birth and was transferred to intensive care as soon as Victoria was born. Timea was extremely poorly and at one point was given just a 10% chance of survival.

While she was being cared for in the main hospital, the maternity team were supporting new dad Peter with Victoria and went above and beyond to help at an incredibly difficult time.

Timea didn't have any memories of the early days or how Caroline Boyd, transitional care ward sister, worked tirelessly with a range of UHD staff to ensure

Timea got to see and hold Victoria by taking her to see her in ITU.

A year on and the family wanted to return to St Mary's, meet the team again and see where Victoria spent her first week.

[Click here](#) to find out more about this amazing story - you might want to grab the tissues first!



# The Brief 2022

A huge thank you to everyone who has read, shared or appeared in The Brief in 2022! This is your publication, and it has been fantastic to see so many news stories, events, campaigns, network updates, and really great examples of teamwork and caring for our patients from around our hospitals over the year. Please keep sending your stories - you are the humans of our hospitals after all.

You can see all the publication and deadline dates for 2023 [here](#).

**Thanks again, and season's greetings from your communications team.**







# “Not ok” - tackling unacceptable behaviour towards staff

**We take violence, aggression and unacceptable behaviour towards you seriously.**

A new task force is working to better understand what causes these incidents and recommend actions to address them. It includes your colleagues from nursing, medical, AHPs, HR, OD, management, and security. They will be looking at what we can do to prevent incidents taking place, as well as ensuring you feel safe and supported.

**Here's some progress so far:**

## **Bodycams to tackle violence and aggression**

New body-worn security cameras are now in use across our hospitals to capture incidents of violence, aggression and inappropriate behaviour towards staff.

It's hoped the devices will mainly act as a deterrent to prevent situations from escalating, but can be used to support prosecutions.

The devices are worn by trained senior staff in our emergency departments, security and portering teams including car parking, and clinical site management teams. The wearer, after issuing a verbal warning, switches on the device to capture audio and video, which can be used by UHD or handed to the police.

Dave Bennett, UHD's security lead, said: "The main function is as a deterrent - we hope people knowing they are there will make them think twice."

Amanda Tennyson, lead portering supervisor at Poole, added: "Once we explain the camera is there not just for our protection but for theirs, people have been supportive."



## **Security snapshots**

- **Improving secure public access out of hours**

Plans are in place to introduce managed public access at the west entrance at RBH out of hours. The doors are currently locked at night, causing frustration for genuine visitors. In the new year a new video and intercom link to the manned security office will be introduced, with out-of-hours visitors able to gain access at the discretion of the security team between 9pm-6am.

- **Personal alarms**

More than 600 personal alarms, funded by our charity, have been given to Team UHD.

- **Formal accreditation**

12 of our porters have Community Safety Scheme accreditation, which provides some police powers including the ability to issue fixed penalty notices.

- **Conflict resolution training uptake**

90% of eligible staff across UHD have undertaken conflict resolution training.







# Good news feed

## Royal recognition

Congratulations to our former CEO, Debbie Fleming, who recently received her OBE for services to the NHS, announced in the Queen's New Year Honours List 2022.

Debbie said: "I received the OBE in recognition of my contribution to the NHS over 38

*years, but I was so proud to tell the King that my last role before retiring was chief executive for University Hospitals Dorset - an organisation made up of so many dedicated, talented individuals, doing such an amazing job. And of course, he visited the trust only a few months ago."*



## HSJ nod for outpatient assessment clinics

Our outpatient assessment clinic received high commendation at the HSJ Awards 2022.

The clinic, based in Poole's Dolphin Shopping Centre, was recognised in the 'Performance Recovery Award' category at a special ceremony held in London in November. It opened last year in response to long waiting lists caused by the

pandemic and is helping to reduce waiting times and increase the accessibility to life-saving screening.



## Wellness Workshop success

Our Poole stoma team recently held a 'Wellness Workshop' for patients that have had abdominal surgery within the last two years and now have stomas.

Around 50 patients came along and tried a variety of activities including yoga, creative art, mindfulness and mediation. Tracy Lees from the team said: "The feedback has been terrific with patients meeting new friends and trying lots of the activities for the first time."

## Thank you to Liz

Liz Browne, ward clerk, has retired after an amazing 44 years' service at Poole Hospital.

Liz, who was based on the stroke unit, has worked at the hospital since 1976, initially in radiography then as a nursing auxiliary in respiratory and infectious medicine. She is proud to have been among the team of staff to care for one of the hospital's first ever patients admitted with AIDS, caused by HIV.

*"The stroke unit is like a family,"* said Liz.

*"When you've done your work you go and find someone else who might need some help. I will miss everyone here."*





# Pledging to put patients first

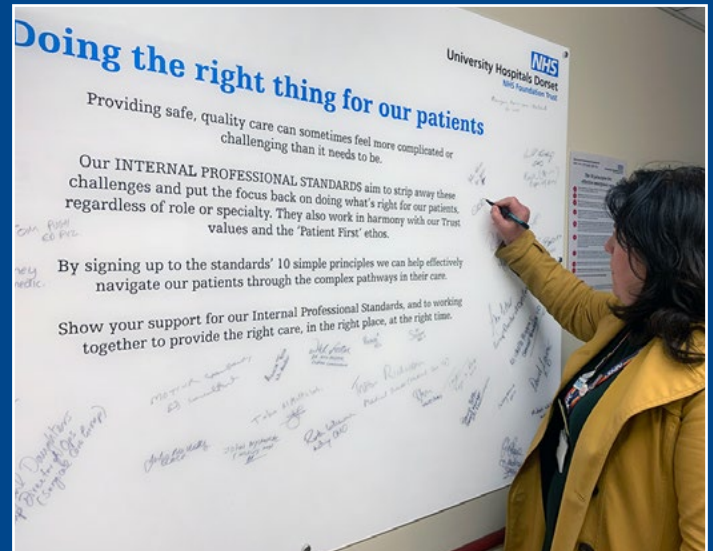
Staff across our emergency departments (EDs) and from a range of specialties marked the launch of key guidance aimed at simplifying every patient's journey through our hospitals.

The Internal Professional Standards are guiding principles which apply to all staff, in any role - clinical and non-clinical - and in any specialty, involved in delivering the safest patient journey across inter-specialty relationships, and keep the patient at the focus of what we do.

The standards were unveiled at events in both our EDs in November. Attendees were invited to put their names to a pledge on the wall as a visible statement of intent. All staff are invited to sign the boards in each ED.

*"The standards will help to orientate all staff around the patient, ensuring we do what is right for them,"* said Dr Tristan Richardson, medical director for medicine.

*"Ultimately, delivering the right care, in the right place, at the right time is a simple ethos, but one that can be hard to consistently deliver*



Chief executive Siobhan Harrington was among those to sign up to the pledge

*on. These new standards will support us to do this for every patient, every time."*

You can read more about the standards under 'I' on the intranet or via the @UHD app.

# Serving up a festive feast

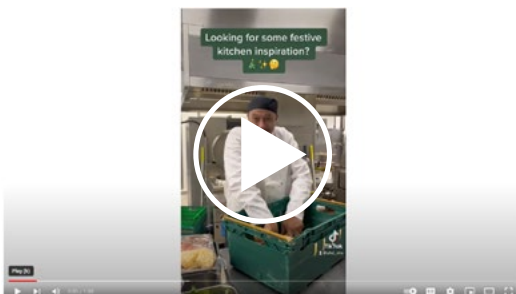
## Meet the team caring for our nutritional needs...

As we all know, the lights don't go off in our hospitals and thousands of staff will be working over the Christmas period to support our patients and Team UHD.

Just one of those teams is our fantastic catering team - you can see below just how many people they'll be cooking for on Christmas Day alone!

The team has also got some thrifty foodie tips for us all in this short video, including making stir fries with your leftover veg and jazzing up a bread and butter pudding with uneaten advent calendar chocolate, if that's a thing.

*Thanks, team!*



## Foodie facts!

**This Christmas Day, our catering team will be serving:**

- Around 900 patient lunches
- 96kg of turkey breast
- 4kg of cranberry sauce
- 60 litres of gravy
- 4000 sprouts
- 90kg roast potatoes
- 42kg of Christmas pudding





# Christmas wrapped up

Here is your round up of all things festive and how you can join the celebrations here at UHD...



**Festive guidance**  
keeping us safe

We all have a part to play in keeping our hospitals as clean and safe as possible. Christmas decorations can go up in areas that carry out elective/outpatient work from 17/18 December and should come down on 31 December, unless they're external. In inpatient wards, we advise you display them for a maximum of seven days over the festive period and avoid close location to toilets, sluices and heavy traffic areas. (Click [here](#) for the full guidance around decorations, shared food, and uniform.)



**Christmas pay**

This year's pay date is 23 December. (Following merger, we engaged with colleagues through our staff partnership forum to understand the overall preference for Christmas pay dates, with the consensus being before Christmas.)

We will be following the agenda for change rules for when Christmas and New Year's Day falls on a Sunday. Click [here](#) for scenarios of the enhancements for shifts worked over the Christmas period.



**Christmas decoration competition**

To celebrate your wonderful creativity, we will be holding a Christmas decoration competition. There will be two categories: best window display and best overall decorations. Send your pictures through to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk) with your category by 12 noon on 22 December. Winners will be decided by Fiona Hoskins, deputy chief nursing officer.



**Christmas trees**

Get into the festive spirit and visit one of our fabulous Christmas trees across our sites. You can find them in the dome, main entrance and St Mary's Maternity in Poole, in the atrium and eye unit at RBH, and in the Christchurch outpatients lobby.



**Love2Shop voucher**

Funded by our UHD Charity, there will be a £10 Love2Shop voucher for every member of staff. These vouchers can be used in over 20,000 stores across the UK. Speak to your manager about your voucher.



**Christmas taxis**

Staff working over the Christmas period who are dependent on public transport to get to work will be able to order a Christmas taxi. Booking details to follow.





## Catering vouchers

As a small thank you for all the hard work seen across UHD over the last year, we will all receive a £4.50 catering voucher funded by our UHD Charity. Cost centre managers have been contacted to arrange collection of the vouchers. Please use these by the end of January 2023.



## Christmas Day breakfast

Our UHD Charity will be funding a breakfast for staff working on Christmas Day. Look out for details in the Staff Bulletin.



## Christmas lunches

If you wish to start celebrating early with your teams, why not come down to the catering department (Shelley and Dolphin restaurants) on 14 and 21 December and enjoy a fabulous two course lunch, followed by a coffee and mince pie. Please pre book your meal. Staff price is £11. Click [here](#) to see the menu.



## Festive listening event

Our governors are holding a festive listening event from 10am-3pm on Wednesday 14 December in the atrium at RBH. They'll be on hand to talk about the latest developments at our hospitals and giving info on health events. As part of the day, Rising Voices Wessex Community Choir will be singing Christmas songs between 12.30-1.30pm.



## Christmas Day Dip



A refreshing way to start your Christmas Day! Register at [www.whitechristmasdip.co.uk](http://www.whitechristmasdip.co.uk). Fancy dress is optional (but encouraged) and all money raised from the dip goes to Macmillan Caring Locally at Christchurch Hospital. Some 1,000 people joined last year - is this your year?



## UHD Charity Light Up our Tree and carol concert

See our charity pages for details. Any further updates regarding Christmas at UHD will be available [here](#).



# Driving home the vaccine message for Christmas



Time is running out to have your winter vaccinations against flu and Covid-19. As I type, just over one in three staff - about 3,700 of you - have protected themselves and others against both illnesses.

Does this figure matter? Yes, frankly. Imagine your ward or service with the majority of your colleagues off sick. Then replicate that across UHD. Things would get very desperate very quickly.

Do vaccines guarantee you against illness? No, but they swing the odds heavily in our favour of staying healthy.

Are the vaccinations safe? Yes. Serious side effects from these vaccinations are incredibly rare, and the aching arm that normally follows these injections goes

away in a couple of days. If you don't want both injections at the same appointment, book two appointments and have them separately.

We're all looking forward to time with friends and family this Christmas and New Year. Many of us will be mingling and socialising a bit more than we have been. This is a perfect environment for infectious illnesses to spread. We have all seen the destructive power of Covid-19 in recent years and we know how readily flu can be spread.

These vaccinations will significantly protect you and each one makes a difference. If you can only have one vaccine, please have it. If you have had your vaccinations elsewhere, please tell us.

**Please get your jabs before it is too late.** Drop-in sessions have been running over the month and another will take place at Poole on 15 December from 10am-12noon in the dome. The campaign will then pause on 16 December before resuming for a short time in January.

Every vaccinated member of staff makes #TeamUHD a little more resilient at a time of year when we need it most.

Please get vaccinated for yourself, please do it for our patients, for your colleagues and your loved ones.

Thank you

*Dr Ruth Williamson*



## #YouMatter

Wellbeing support for you

## Our psychological support and counselling service

We're here to support staff who are struggling with stress and mental health symptoms and difficulties. We provide a totally confidential, evidence-based therapy and support service for a range of difficulties including burnout, trauma, stress, anxiety, guilt, poor sleep and much more. We can also provide specialist support for returning to work from a period of absence.

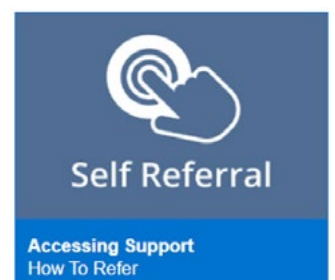
The service is led by a clinical psychologist and staffed by qualified mental health practitioners with specialist experience, expertise and training in supporting NHS staff. Located at RBH and Poole, the service provides psychological assessment, intervention, onward referral, and signposting to promote the emotional and psychological wellbeing of all staff.

We sit alongside occupational health but

are managed separately to ensure complete confidentiality.

We're not a crisis service and cannot provide urgent or emergency mental health support. If you or a colleague are feeling extremely distressed, despairing, or suicidal and need immediate support, please contact one of the services [here](#). Further guidance for anyone supporting a staff member in crisis can also be found on that page.

To access our service you must refer yourself - just click on this button on our [intranet pages](#) (where you can also find out more about the service) or click [here](#).





## Winter Wellbeing at UHD:

### Half price hot drinks

#### **Mondays:**

The Dolphin Restaurant  
The Shelley Restaurant  
Fairmile Cafe

#### **Saturdays:**

The Dolphin Restaurant  
The Shelley Restaurant



### £1 homemade soup and a roll

#### **Tuesdays and Fridays:**

The Shelley Restaurant  
The Atrium Cafe  
Fairmile Cafe  
The Dolphin Restaurant

#### **Sundays:**

The Shelley Restaurant  
The Atrium Cafe  
The Dolphin Restaurant



### Woodfired Pizza Van

Liguori's handmade woodfired pizza van will be onsite for staff. Scan the QR code to download the app and pre-order at all locations. Use code **STAFF10** or show your staff ID card to get 10% discount.

On **Tuesdays** Liguori's will be at **Poole main entrance** from 8.30-10.30pm and **Poole St Mary's main entrance** from 10.45pm-12.15am.

On **Fridays** Liguori's will be at **Bournemouth outside the Urgent Treatment Centre** from 8.30pm-12.15am.



### Farmers Market Stall



**15% staff discount** at onsite farmers market stall with fresh produce and local goodies.

Stall will be at **XCH outpatients entrance** on **Mondays** (11am-1.45pm), **RBH west entrance** on **Wednesdays** (10.30am-5.30pm) and **Poole main entrance** on **Thursdays** (10.30am-5.30pm).

Find more financial wellbeing resources [here](#).  
Find more emotional wellbeing resources [here](#).



# Face to face **SCHWARTZ ROUND** at Poole

Our next face to face Schwartz Round will take place on Friday 16 December at 1pm in the lecture theatre at Poole. The theme is 'Working under pressure in the NHS - the highs and lows'. This event is open to all staff and a light lunch will be available from 12noon in seminar room three.



## Ask me...

Join us at 12.30pm on Thursday 15 December for Ask Me, hosted by Dr Ruth Williamson and Dr Matt Thomas. It's a great opportunity to ask questions, raise concerns or share your views about all things UHD with leaders from across our trust in a really informal setting. You can join the meeting [here](#) and pop any questions in advance to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk).

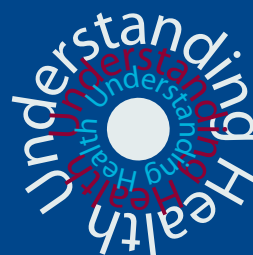


## Learning from Covid-19

Join the Dorset Innovation Hub to discuss how the pandemic pushed us to do things differently and how we can utilise this learning to enhance processes and practices moving forward. This online event will take place on Wednesday 14 December from 1-2.30pm. [Click here](#) to book.

## Explore the skin in our health talk library

The latest in our Understanding Health talk series, 'Understanding Common Skin Conditions' has been added to our UHD [health talk library](#). In the talk, Dr Ian Pearson, consultant dermatologist, talks through a range of skin conditions including eczema, dermatitis and acne, as well as skin cancer. Please share [this video](#) with anyone you think would benefit from watching it.



**UHD noticeboard**



# Our Team UHD family is growing

Recruitment is a challenge for many sectors across the UK, not least our NHS. In our monthly all staff briefings, recruitment challenges are often stated as a source of frustration, with difficulties finding the right people for our roles.

Our recruitment team is working tirelessly to promote the vacancies we have here at UHD, and to celebrate why it is a great place to work - and why Dorset is a fantastic place to live!

We have dedicated 'UHD Jobs' social media channels that are growing by the day, and a brilliant education and training team who care for the many needs of both our students and new starters when they get here.

## So what have we been doing?

Last month alone we welcomed:

- 🎁 **201** starters, including **93** internal appointments. Some **304** jobs were advertised which resulted in **2,632** applications.
- 🎁 **13** new medical members of Team UHD from **877** applications.
- 🎁 **18** international nurses from Kenya, Ghana, Nigeria, Philippines, and Zambia.

## And where have we been?

- 🎁 We've attended **nine** external fairs - four at BU, one at the Vitality Stadium, one at Bournemouth Pavilion and three Bournemouth Job Centre events.



- 🎁 Hosted **five** internal events - two HCSW open days, two newly qualified days and one radiography open day.
- 🎁 Our first HCSW open day saw us recruit **40** people! And most of our attendees saw the event on Facebook.

## Social success

Our maternity colleagues have had great success in their recruitment through our social media channels and many departments have reached out to students through details captured at the BU events.

**If you need support to promote your job vacancy, contact Sian Wright, digital marketing and communications officer, on 4426 or [sian.wright@uhd.nhs.uk](mailto:sian.wright@uhd.nhs.uk)**



# We are #TeamUHD





# Transformation update



## Earlier 'move in' date proposed for planned and emergency hospitals

Led by our clinicians, we've been looking at the safest and most practical ways to achieve our planned hospital at Poole, and emergency hospital at RBH. This work has involved local GP leaders, the ambulance service as well as other partners.

The outcome after many discussions, is we have a plan that achieves the moves earlier, in spring 2025, rather than drawing out the changes to autumn 2026. This makes the most of the new buildings as they become available. The result is earlier patient benefits from the planned/emergency split.

Of the options evaluated the recommendation is:

- RBH will become the emergency hospital from 2025 (18 months earlier than the previous plan)
- both emergency departments, critical care units, maternity and inpatient paediatrics will move to the BEACH Building

- both medical and surgical on call takes will be based at Bournemouth
- Urgent Treatment Centre (UTC) will be developed at Poole with efficient, clear pathways in place for patients (which will also reduce the need to go to RBH and DCH)
- enhanced post-operative care (EPOC) to be established at Poole - ensuring more complex elective cases can be treated there, ringfenced from emergency pressures
- interim solutions in place, including for theatres, and downstream emergency care beds at Poole (transferred from Bournemouth), while building works on both sites continue into 2026

Over the next 12 months we'll be working with departments to develop plans to get us ready for the for the 2024+ period and agree the details around key

service moves. We will also be looking at other key changes, including transport and support services.

The next step is to seek Trust Board approval in January, following which there will be further engagement with partners. A key message is our destination hasn't changed, we'll still get to the emergency/planned hospitals, it's just that we've a safer and quicker route to get there.

Thank you to colleagues who have given this a lot of thought, time and discussion and who have shared their passion for making things better for our patients and staff.

For more information on our transformation plans, see our You Said special on page 16 or visit the 'Investing in our Hospitals' section of the website [here](#).

**Richard Renaut**, chief strategy and transformation officer



# Transformation update

## Dynamic future for Poole theatres

The new theatre building at Poole Hospital is on track to open in May 2023. The purpose-built tower contains eight brand-new, state-of-the-art operating theatres. Four of these theatres are in a 'barn' theatre - an open plan operating environment which will improve team communication and efficiency, allowing more patients to be treated.

In October 2022, the clinical and operations teams visited the barn theatre to assess working practices related to infection control, radiation protection, and staff movement. Since then, education sessions have been held on clinical governance days.

In May 2023, day theatres will be shut down, and the current day theatre staff will merge with the main theatre team on level two. To prepare the team for changes, the theatre leadership team has

been leading a consultation with the day theatre teams.

Theatre leads are also working closely with procurement to provide a wide range of brand-new equipment. State of the art IT, telecoms and monitoring equipment has also been ordered to support teams with modern and dynamic ways of working. Staff simulation and trial lists are scheduled to commence in April 2023.



### Key dates...

**28 March 2023: Target IHP theatre completion**

**3 April 2023: New theatre staff simulation and trial lists**

**23 May 2023: Target completion date**

**If you would like to get involved or comment on the theatre transition project, please contact: [strategyandtransformation@uhd.nhs.uk](mailto:strategyandtransformation@uhd.nhs.uk)**





# You said... a transformation special

With so much physical change across our hospitals in 2022, and even more to come, our strategy and transformation team answers some of your questions...



**Dr Isabel Smith**  
Medical director for strategy and transformation



**Richard Renaut**  
Chief strategy and transformation officer



**Steve Killen**  
Director of transformation



**Paula Rayson**  
Lead for clinical design transformation

## Are we going to move into the BEACH Building early?

You can read all about our plans to move early and why on page 14.

We really want effective integration of teams now, ahead of moves, so for example making sure all the policies are aligned and everyone's doing things the same way, even if across two sites.

## What is the transport strategy?

Overall, our travel strategy is more than just cars and car parks, as half of Team UHD do not commute by car, and it is tied in with our Green Plan. There will be opportunities for 'one-to-one' conversations for every member of staff who's going to be affected by the moves, and some funding to help staff who might have to travel further to work.

There will be a significant amount of work in January to March, engaging with you for practical ideas on what works best and what travel initiatives people will find the most useful. Currently we're promoting our new

Lift Share scheme and are gathering data on things we can do immediately and later on when most of the moves are expected to happen.

We have commissioned some experts in public sector travel and are looking at what other trusts are doing. We're also talking to the bus company about more discounted bus permits and are putting in a rolling programme of more bike and shower areas.

Cycling - cycle parking has been improved at Christchurch and RBH and are well used. At Poole, we've introduced clean towels and improved some areas and are looking to get a bike user group to feed back on where we can improve facilities.

## How much focus is there on rest and recharge spaces?

We want to create great spaces and there are several areas that are being created within the new build areas. For example, the main entrance in the atrium at the BEACH Building at RBH will have new coffee facilities and communal areas for staff to use. We're also planning on a brand-new doctor's mess, more than twice the size of the current one.

## Hot desking can be demoralising - are you making space for everybody?

We need everybody to have a functional space to work, and that's whether you're a surgeon in theatre that day or somebody working in an office. The challenge is creating space for people to use when they need it, but at other times for other people to be able to use it. Looking ahead, our HR and OD teams are organising sessions where we can listen to what people need. We'll be looking at the issues, what we've done so far, what's worked well and what we need to do to get people ready for those moves.

## What's happening at Christchurch?

We're pleased to have been able to recently refurbish the physio areas and staff changing areas at Christchurch. Looking ahead, the big change is the rebuild of the Macmillan Unit. As building costs have gone up significantly, and with the challenge of fundraising during Covid, it's been a struggle to fund this project. We are working with the trustees of Macmillan Caring Locally to try and find a way forward and will share progress as soon as we can.

## What can we expect from January 2023 onwards?

The focus for the next six months is on integrating teams and ensuring you're supported in coming together. A good example of integration is cardiology coming together in April, ahead of the new theatre complex opening in Poole.

From next spring at RBH, the kitchen and Shelley restaurant will become the construction area for the new modular building. There will be some building work

going on in both the Oasis and Shelley restaurants, and in the main atrium.

## How can I find out more, or get involved?

Dr Isabel Smith, ([isabel.smith@uhd.nhs.uk](mailto:isabel.smith@uhd.nhs.uk)), or any of the transformation managers, would love to hear from you:

**[strategyandtransformation@uhd.nhs.uk](mailto:strategyandtransformation@uhd.nhs.uk)**.

You can also arrange a site tour of the BEACH Building.

You can find out more about our transformation plans via the 'Investing in our Hospitals' staff portal, or regular updates in *The Brief*. If you're on Twitter, then look out for our weekly #TransformationTuesday update on the UHD Twitter feed (@UHD\_NHS) where we highlight recent milestones.







# Ruth's reflections

with Dr Ruth Williamson

Here we are at the December edition of *The Brief*. That came up quickly! I'm writing this on a Sunday after the Friday deadline for handing it in to the ever polite and patient comms team. Thank you, Jane for your kind reminders.

There's a lot going on, but since my last blog I did get to visit the estates team at Poole and their fascinating 'secret world'. I learned that if you sit on the side of a modern hospital bed it puts strain on the lifting mechanism making it more likely to break and if you forget to unplug it pulls out the power socket. This happens so often that the team have got the replacement time down to six minutes! After a power failure at 3am, Bernard and his team got the lights back on. He then came across to Christchurch for a LERN panel meeting with a family to explain how we keep our water safe. Thank you Bernard and team.

The stroke unit is next on my list of places to go but I'm keen to find out more about where you work, what you are proud of and what is hard, so please send an invite - [ruth.williamson@uhd.nhs.uk](mailto:ruth.williamson@uhd.nhs.uk)

Out of work the World Cup provides a diversion. I enjoy watching football played to high standard but like others have some unease about the inequality of footballers' wages and privilege compared with those of the people who built the stadia in Qatar. Similarly, the fact that in the UK we enjoy freedoms and legislation to protect them that are not universal has been brought into the fore by the debate over players wearing rainbow armbands. While there is legislation, there is more we can all do to be truly inclusive and to call out behaviours that don't match our values.

Coming closer to home I've been learning more about population health management and inequalities in health and wellbeing. In Dorset those from the most affluent areas live longer and in better health than those in the most deprived area. Those facing the most challenges have, at the age of 45, the same health status as those aged 60 from the 'nice part of town'.

The same people wait longer and are less likely to come to booked outpatient appointments. Those on longer waiting lists are more likely to come to our

emergency departments than those who aren't. Understanding these differences and tackling them benefits everyone and will be an area of focus for next year.

I appreciate that it's not a very Christmassy blog. Not everyone celebrates Christian festivals and for some this is a difficult time of year remembering loved ones no longer with us, or being alone, or for many of us in the NHS doing the same work that we do every other day. For those of you that do celebrate I wish you a Merry Christmas, for those of you that don't or who are working on the holidays thank you for everything that you are doing and I hope you get some time to rest over the next few weeks.

And on that note I've one more thank you - in memoriam. Anita Buchanan was Alyson's PA and helped me out immensely over the last few months with her meticulous filing and efficient gathering of papers for the raft of committees which the CMO attends. She died recently after a long illness, working with great loyalty to the organisation even though seriously ill. She was always smiling and is already much missed. Thank you Anita.

Ruth





# patient

**noun:**

noun: a person who is under medical care or treatment.

**“Thank you for giving me my second life...”**

*Meet Maddy Shadab. Maddy was diagnosed with multi drug resistant TB in 2017 when he was a student living in Bournemouth. He was looked after by David and Susie in our TB team...*



“Towards the end of my second year I had constant fever, sore throat, fatigue and sweating. I went to my GP who thought I had viral tonsillitis. A few days later I felt a painful lump on the side of my neck - which after a month of investigations indicated TB.

“I was hospitalised for two weeks and took the news of my illness very well. Even though I thought TB was an ancient disease, I overcame my ignorance and started my treatment. I improved dramatically and went back to normal life almost immediately, even going to Rome to celebrate my birthday with my partner. Then I got an urgent call from my nurse - we knew there was something wrong.

“I was told I had multi drug resistant TB. I started treatment in November 2017 and was admitted to hospital for a month. I had dropped all hopes of ever graduating as I thought I would never get out of hospital or even survive TB.

“The side effects of the drugs were severe and from a healthy young man, I was suddenly walking with someone’s support. My face was completely changed, my skin colour had changed. I often used to think MDR TB survivors must be superhumans.

## TB OR NOT TB?

“But fast forward five years and I am currently working as a marketing manager for a biophysics company. I’ve been very lucky to progress very quickly - perhaps all my bad karma left my body after being ill for three years.

“I’m still very well and healthy, touch wood. I play cricket three times a week, eat healthy and maintain a healthy lifestyle. This picture shows me with my family last Christmas. I currently weigh a whopping 77kgs compared to 46kgs at one point.

“I live in Oxfordshire and we are involved with various charities and always raising money for good causes. I am always trying to raise awareness about TB in India. I have spoken to a lot of people since my treatment finished and there is still a lot of ignorance about TB in India.

“I remember one particular instance when I went to university for an exam, two months into treatment. It was just the examiner and me. She looked shocked and said - ‘did you just come to an exam with a PICC line?’ I said ‘yes mam, I did’ and her mouth just stayed open. She was very kind to me and said she would pray for me while I did my exam. In the end, I apologised for a massive stack of hair on the desk (I was having severe hair loss at the time), and she said ‘don’t ever apologise for that’. Crazy times!

“I want to thank everyone involved in my care and for giving me my second life. And to other patients out there, please know it’s going to be okay!”





# SPOTLIGHT ON: Skin to skin... but watch my chin!

## Safe skin to skin contact with babies

The Healthcare Safety Investigation Branch (HSIB) has found cases of otherwise healthy newborn babies experiencing a sudden unexpected postnatal collapse (SUPC) during skin to skin contact.

Locally there have been incidents where babies had a 'dusky' (purplish appearance) episodes during skin to skin contact. This can happen in a hospital setting or when new babies go home.

**“Skin to skin but watch my chin”** reinforces how important skin to skin contact is for babies but also highlights that a baby’s face should be visible when feeding or cuddling.

### Tips to help new parents

- Ensure the baby’s neck is straight, head upright and facing the side.
- Ensure the airway is clear and does not become obstructed.

- Engage with your baby during skin to skin and try not to be distracted.

### And additionally for midwives and healthcare professionals

- Does the mother need to be in a semi-recumbent position?
- Speak to parents about the benefits and how to escalate concerns.
- How can I closely observe babies who may be more at risk of collapse?
- Is mum the most appropriate parent to undertake skin to skin?
- Are you distracted by other tasks and cannot observe the baby appropriately?
- Is the safest place for the baby in the cot?
- Could someone else do skin to skin during suturing?
- Should a light be on so you can monitor the baby’s colour?



- Are there any concerns that need to be escalated about the baby’s wellbeing to the neonatal team?

**Remember!**  
The risk of SUPC increases with raised BMI, opioid analgesia during pregnancy/ labour, sedation and busy staff distracted by other important tasks.

## Naming our new friendly robot

You may have seen in our Staff Bulletin our new robot cleaner gracing the floors at RBH. Using smart technology to clean the corridors and theatre floors, the robot follows a mapping system to move around the hospital and between floors, freeing up time for our housekeeping staff to clean more difficult areas.

We held a vote to find the most popular name and the results are in!

Well done to Laura Culshaw, accredited scientific practitioner in clinical measurements at Poole Hospital, for her suggestion of **Meryl Sweep**. Keep an eye out for Meryl Sweep at RBH.





# Time to BRAG

Welcome to the December update from our Benefits Realisation Assurance Group (BRAG), where we review achievements since merger.

## Ward guides working well

The new ward guide for the Poole site has been well received, giving information on contacting estates, information on equipment use, common issues and how to avoid them plus useful guides and contacts. You can access guides for all sites [here](#).

## Fire wardens in place

The Poole system for managing fire response has changed, with all departments now having trained fire wardens able to keep an eye out for any potential dangers related to fire. Thanks to the 400 trained wardens across our sites - all of them are the eyes and ears of the fire advisor and play a fundamental part of the fire strategy.

## Estates goes electric



Over 75% of requests for estates support are now happening electronically. The e-requests portal saves time and lets you know that your job is on the system. It also means that the team can prioritise the most urgent jobs.

## Day surgery delivers

Day surgery is successfully using model hospital data as well as involving representative members from across the patient pathway to deliver improvements. Changes have led to significant improvements in day case rates, in particular with new procedures in place for urology patients. We have now extended the invite to our system colleagues in DCH to support network wide improvement in day case rates.

## Simulation suite success

BEAT has opened the multi professional simulation suite allowing staff who work together to train together. These scenarios are very effective, immersive and interactive, putting theory into practice.

## Tiger waste on track to save £80,000

The expansion of 'Tiger Waste' system across UHD for offensive materials is on course to save around £80,000 per year. Using the distinctive yellow and black bags for healthcare waste from non-infectious patients is better for the environment, using less energy to incinerate as the ash can be reused rather than buried. For more information click [here](#).



**NHS**  
University Hospitals Dorset  
NHS Foundation Trust

### Look out for the tiger!

**Introducing the offensive waste stream**

**Tiger Waste is:** Healthcare waste from a non-infectious patient.

**Why:** UHD plan to send all tiger waste to a domestic waste plant which produces energy from waste. This will have both environmental and financial benefits for the trust.

**Ensure it is in:** Yellow and black striped bag.

- ✓ Empty catheter bags, incontinence pads, hygiene waste, gloves and aprons - all of which have no infection risk.
- ✗ Pharmaceutical, infectious and domestic waste.

Contact UHD waste manager [dan.thomas@uhd.nhs.uk](mailto:dan.thomas@uhd.nhs.uk)

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





# Disability History Month

Disability History Month is a chance for everyone in #TeamUHD to come together and show support for disability equality. We spoke to ProAbility Network members to learn more about the experiences of our staff at UHD with diverse abilities and discover the importance of allies. Meet...



**Stacey Payne**  
Children's oncology pathway coordinator

**Elayne Goulding**  
IT project support officer and network lead



**Andrea Holloway**  
HR recruitment administrator

**Peter Gill**  
Chief informatics and IT officer and network exec sponsor



## What is the ProAbility Network and why is it important to UHD?

**Stacey:** The ProAbility Network provides a safe space for #TeamUHD's diverse workforce. It is a platform for members' personal stories to be heard and a vital tool for implementing positive change throughout the trust.

**Andrea:** We promote inclusion, encourage openness and educate others about the challenges that someone with a disability may encounter in their lives.

## Why is the network important to you?

**Elayne:** We want to contribute to an inclusive workplace and encourage young people to join the NHS and be able to bring their whole selves to work.

**Stacey:** Before I joined ProAbility, I felt quite lonely at times. The network has given me the confidence to achieve new goals or 'put myself out there' to be considered for tasks that I did not think I would be able to achieve.

## What support does the network provide for its members?

**All:** Advice, encouragement, support, friendship, laughs, fun, education, a safe space, role models, allies, community, a voice.

## Tell us about your personal experience...

**Andrea:** It took me a long time to tell anyone about my 'hidden disabilities' as I don't class myself as disabled. Working at UHD with 'hidden disabilities' is very tough because no one understands them or why support is required. Managers don't always understand and can be very dismissive. The ProAbility Network is working hard to change this and to make the workplace a less challenging environment. We need to build on our foundations and showcase ProAbility not disability.

**Stacey:** I live and work with a hidden disability which can be debilitating. In the past it has been difficult for those around me to understand the impact of my disability on my body as I was told I 'don't look sick.' Conversations with colleagues and the trust wide re-education of what disability means has made working at #TeamUHD a lot brighter.



**Elayne:** I have declared both a disability and long-term health condition on ESR but this has not stopped me from working full time. I have been proud to be involved in deaf awareness campaigns which have had a positive knock on effect for patients. The network has allowed me to share my passion for making our workplace a more inclusive organisation that embraces diversity.

## How important are allies to the network?

**Peter:** Allies multiply the network's ability to educate the trust and open doors to support the process of improving our culture. Allies represent our trust values of one team working together to care for each other, listen to each other and have open and honest conversations in order to improve our inclusivity.

## What is next for the network?

**Elayne:** In 2023 our focus will be on neurodiversity to increase learning and support any organised trust training. We are also campaigning for more staff to declare disabilities and long-term health conditions on ESR as this supports the Trust EDI Strategy. We will encourage culture change so staff feel confident they are supported in work by managers.

# Purple Light Up

A part of Disability History month, #PurpleLightUp is a global movement that celebrates and draws attention to the economic contribution of the millions of employees with disabilities around the world. To celebrate, our ProAbility Network held an event in the marquee at RBH...



The Bournemouth Heart Club were there to chat with staff about their Keep Well Scheme and discount offer for staff. [Find out more here.](#)



Occupational Health were there to talk about our wellbeing offers for staff including [physiotherapy](#), [Be Active](#) and the UHD [Psychological Support and Counselling Service](#).



Friday 'Five Minutes of Fun' returned for a very special edition led by Kate Ledger.



LiveWell Dorset had information on the support they offer for getting active, losing weight and stopping smoking. Visit [www.livewelldorset.co.uk](http://www.livewelldorset.co.uk) for more.



The Great Purple ProAbility Bake Off was the main event, judged by Peter Gill and Andy Whittingham. After some serious deliberation they picked three finalists and crowned a winner...



The entrees

and the winner is... Toni Bailey with her delicious ProAbility themed cake.





# Supporting you in 2022

As we look back over the past year, it has been great to have worked with many colleagues and teams from across #TeamUHD on leadership development and team integration journeys...

## Coaching Conversations

Compassionate and Inclusive Management

Feedback Skills

Team Development

Leading Your Team Through Integration

Leadership Fundamentals

Leading Your Team Through Change

Across all of our workshops and programmes this year, we have supported around 400 of you with your individual leadership and management development. They are designed to help develop

your skills and knowledge in key areas of leadership and management, enabling you to reflect on your personal style and consider your impact at work, while providing you with practical ways of applying your learning within your day-to-day role.

Take a look at what your colleagues have said...

Really good balance of theory and reflection, the workbooks are really valuable too...

I will take more time to listen to my team to understand concerns and fears to be able to help them holistically...

The content was great as it encompasses UHD values...

Lovely to get other people's ideas and perspectives and share good practice...

Opportunity to share experiences in a safe, small group with colleagues who understood your experiences...

We have enjoyed working with so many colleagues this year and are looking forward to working with more of you next year.

Please keep an eye out in January for upcoming dates for workshops and programmes, as well as other opportunities for development.

# Could you volunteer to support us this winter?

With a challenging winter, and to help us continue to provide great care, we are looking to recruit a team of volunteers to work alongside our clinical colleagues and our regular volunteers.

If you are interested in this important role, we have created some extra training slides. Go to our [UHD Volunteers Induction](#) pages. If you are up to date on your BEAT VLE, only complete the extra training, for example the mealtime companions and accessibility support videos, and sign the self-declaration form to say you have done so.



Please do not feel compelled to complete all the roles listed on this [form](#), do as many as you feel comfortable doing. Any questions, please email [proudto.volunteer@uhd.nhs.uk](mailto:proudto.volunteer@uhd.nhs.uk). Thank you to all those who do volunteer.



# NHS Pound forecast: interest rates rise

We've been asking you for your ideas to help save, invest, protect and use wisely our NHS pound. Thank you for the suggestions you've sent via the [NHSPound@uhd.nhs.uk](mailto:NHSPound@uhd.nhs.uk) email and our QR code questionnaire.



Here's some of your suggestions and where we're at:

Saving	Suggestion	Expert response	Viable?
Energy	Time switches on wall-mounted boilers in areas where they are not needed at the weekend.	Due to the risk of legionella, we can't leave boilers idle.	Sadly not
Resources	Currently using far too many dressings on our orthopaedic patients.	The team will message staff re: Clearpore dressing use. Halving the use could save £250.	Yes
Energy	Could we have lighting that only comes on when there is movement detected?	Estates are looking at areas in the Derwent for feasibility of sensor lighting.	Yes
Staff time	The appraisal format is time consuming, repetitive and paper heavy.	The appraisal team is looking to improve the form and link it to ESR for uploading to save time. They will also provide guidance on filling it in electronically.	Yes
Waste	Do we really need an orange bag bin in every room where I work as a physio? They're expensive and we need to save the planet and pound.	Our waste manager is speaking to the Christchurch team to review the number of bins needed.	Yes

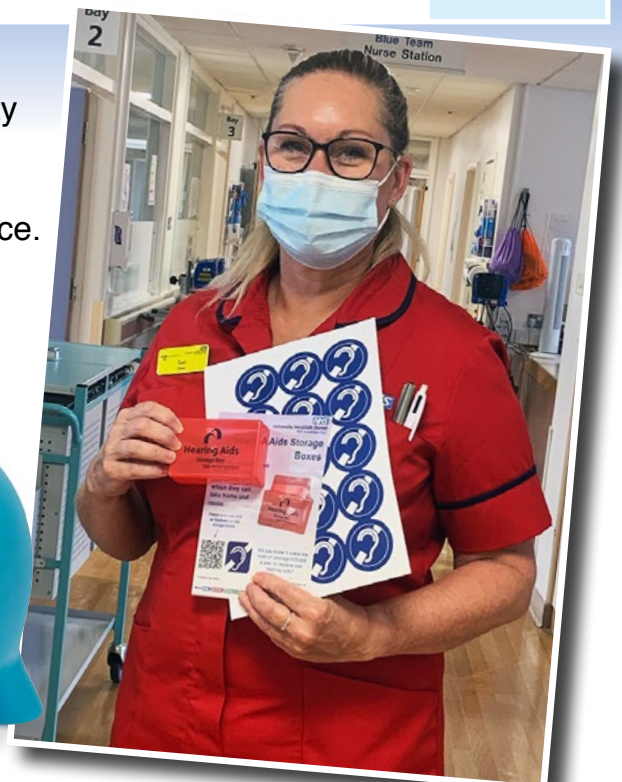
## PS...

You may have heard of the brilliant initiative our ProAbility Network has introduced to reduce precious hearing aids getting lost. Bright red boxes are given to the patients to store their hearing aids in, making them harder to misplace. And as an extra benefit for the trust, it saves about £10k every year - a win all round!

**#NHSpound**  
Invest

**#NHSpound**  
Use wisely

**#NHSpound**  
Protect





# Rocking around the non-cut down tree



**GUHD**

Our information governance team is leading the way having gone 'paper free'.

## How did you do this?

Firstly, we decommissioned our printer. With our files, anything that needed to be retained was scanned and saved in SharePoint, everything else was disposed of either in the confidential waste stream, or as recycling (because this is the most sustainable and cheapest way to dispose of any paper). Finally, we logged our efforts in the trust [EcoEarn](#) system and were the winning UHD team in November!

## And why?

Many of the LERN (Datix) incidents that are reported to IG relate to paper records being misfiled or mislaid. Paperwork can be difficult to manage and easy to mislay, and printed documents can also not be relied upon, as they easily become out of date. Paperwork therefore presents a data security risk to the trust.

We can also all play a part in minimising the impact of our activities on the environment and help the NHS achieve its 2040 Net Zero targets for our 'core' footprint and 2045 for our carbon 'footprint plus'.

Digitisation reduces costs of paper, printers, ink, postage, office space for files and employee time to manage paperwork. Additionally, going digital can save time.

## Want to do your bit to reduce paper use?

Take a look at this inspirational how-to guide for some good work that has taken place in UHD and across the NHS [here](#).

**FACT!** An average tree can only produce about 17 reams of paper and takes about 100 years to grow.

## Quiz time!

- 1 Guess how many assets are wrapped up on the Information Asset Register?
- 2 Which newspaper revealed the contents of the Queen's Christmas message in 1992?
- 3 How many IG related incidents have UHD's elves had to review this year?
- 4 What is Santa's favourite pizza?
- 5 Does the naughty and nice list contain Personal Identifiable Data (PID)?
- 6 What happened to the man who stole an advent calendar?
- 7 What the largest ICO fine for a data breach recorded to date?
- 8 Can you find the SIRO (senior information risk owner) all dressed up for Christmas in this issue of *The Brief*?
- 9 What's Japan's favourite Christmas meal?

Answers can be found [here](#).



If you would like to learn more about the information governance team and what they do, click here - [Meet the IG Team \(sharepoint.com\)](#)



# Caring for our carers

Our teams, together with those at DCH and Dorset Healthcare, have come together with the support of local carers and other carer professionals, to create a new hospital carer 'passport'. The aim is to help ensure carers are easily recognised and subsequently supported with their stay in hospital.

Carers have a right, but not a duty, to continue to care while their cared-for person is in hospital. Karen Uphill, carer support advisor for UHD, said: *"Knowing who the carer is for our patients is so important as they know their cared-for person best. As staff we always put the patient at the centre of all that we do. It is crucial that we work with carers to understand the individual needs of our patients so that we can provide the best care possible."*



## The carer passport includes:

- flexibility with visiting times
- inclusion in care
- inclusion to assist at mealtimes
- involvement in discussing and planning for discharge
- access to information about patient care (with relevant consent)

For further information call **0300 019 8714** or email **carersupport@uhd.nhs.uk**

# Student and preceptorship support

Our UHD student and preceptorship team is comprised of BEAT practice educators, learning environment facilitators and placement co-ordinators who provide pastoral support, clinical skills training, development plans, 1:1 coaching and so much more. The team also supports all learners and newly qualified registrants including nursing, midwifery and AHPs.

Get in touch via **students@uhd.nhs.uk**, **preceptorship@uhd.nhs.uk**, look out for posters in clinical areas or check out the BEAT pages of the intranet to find out how they can help you in your learning journey.

**University Hospitals Dorset**  
NHS Foundation Trust

### Your University Hospitals Dorset Student and Preceptorship Support Team

students@uhd.nhs.uk  
preceptorship@uhd.nhs.uk  
RBH: 6501 / PH: 8771

**Alice Giring**  
Deputy Head of Education

**Hannah Street**  
Learning Environment Lead

**Learning Environment Facilitators**

- Dan Solom
- Elena Alcocer-Jimenez

**What we do**

- Supervisor and Assessor support
- SLP Training
- Learning environment quality
- Placement audits
- Placement capacity
- CUP Facilitating
- 1:1 Coaching
- Clinical Skills teaching

**BEAT Practice Educators**

**What we all do**

- Pastoral support
- IT teaching
- Development plans
- Clinical skills teaching
- Workshops & seminars

**What I specialise in**

- Caroline Marshallsay  
Wellbeing, resilience & Restorative Clinical Supervision
- Abigail Fitzjohn  
Registered Nurse  
RNDA Apprentices
- Andrea Lucas  
Return to Nursing Practice
- Caroline Goddard  
TMA & RNDA Apprentices
- Siobhan Standen  
Simulation  
Preceptorship
- Lauren Errington  
Preceptorship  
TMA Apprentices
- Emma Mackrell  
Placement Co-ordinator
- Rebecca Wiles  
BEAT Practice Educator for AHPs  
AHP student and preceptorship support

# Give the gift of play



We have launched an appeal to raise £75,000 for new playground equipment at Poole Hospital's child development centre (CDC), accessed by over 2,000 children each year with neurodevelopmental conditions.

The CDC offers a multi professional approach to the assessment and treatment of pre-school children with a variety of developmental needs within Poole, Bournemouth and beyond. The team offer a family focused service that

provides a safe and child friendly environment and developmental play specialists work with families to plan and deliver care which will enable their children to fulfil their potential.

The centre also hosts school aged clinics for children with possible neurodevelopmental conditions, including cerebral palsy, down syndrome, learning disability and sensory integration difficulties.

Caroline Fawcett, lead health play specialist, said:

*"The replacement of this equipment will make a huge difference to the children who access the facility for diagnosis, therapy, assessment and play; giving the gift of play to many children in our community."*

The health play specialist team also bring long stay inpatients to the outdoor play area, some of whom need wheelchair or supported mobility access.

You can support the appeal via [www.uhdcharity.org](http://www.uhdcharity.org) or call 0300 019 4060/8449.

# Come Carolling

As part of the Light Up Our Tree celebration, join us at our Christmas service on 14 December at 7pm at St Mary's Catholic Church in Poole. You can stay up to date with details about this service online at [UHDcharity.org](http://UHDcharity.org) or by following @UHDcharity on social media.





## Light Up Our Tree

### Remember a loved one this Christmas

Light Up Our Tree is your opportunity to remember cherished family members or friends who are sadly not with us today. The names of your loved ones will be written on a candle decoration and displayed at either the Royal Bournemouth, Christchurch or Poole hospitals over the Christmas period.

James Keith's mum Beverley suffered a severe stroke and spent 62 days in hospital during the pandemic. She

sadly contracted Covid-19 and passed away.

James said: *"I'd like to ask you to support Light Up Our Tree because of the incredible care and support my mum and our family received. Thank you to all the staff who were so dedicated to providing my mum with such outstanding care in the most difficult of circumstances."*

*"My mum was such a bright light in so many people's lives. This candle I have purchased*



*in her memory will represent the light she has left behind in our hearts."*

You can make your donation and candle dedication by calling our charity office on **0300 019 4060 / 8449** or online at **UHDcharity.org**



Thank you to all our dashers, our volunteers, to Haskins for our incredible grotto and gifts, to Father Christmas for taking time out of his busy schedule, and to Rapid Relief for the hot food and refreshments at this year's Elf Dash.

Thank you also to Coles Miller, Gold sponsors. Nick Balchin, marketing director, said: *"The Elf Dash is a fantastic fun event to get everyone into the Christmas spirit while enjoying the beautiful beach at Branksome. We're very grateful for this opportunity to help the NHS, and to say 'thank you' in a tangible way that benefits local people."*



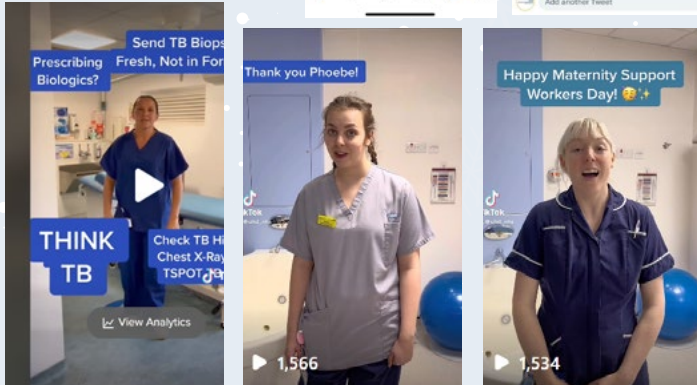
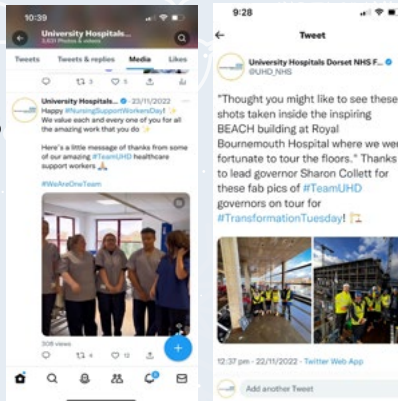
If you are interested in finding out more about how you can support the charity:

Follow @UHDCharity on  Facebook  Instagram and  Twitter Visit **UHDcharity.org**, or contact the office on **0300 019 4060/8449**



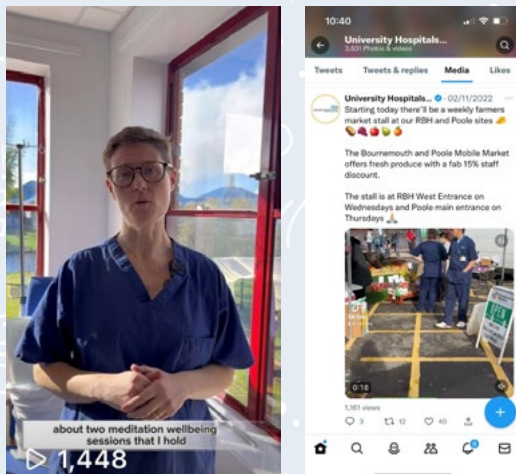
# Let's get social

November was a very busy month across our social media. We celebrated healthcare support worker and maternity support workers days with some fun and inspiring video messages featuring members of #TeamUHD, continued to raise awareness of the TB or Not TB campaign, and used our #Transformation Tuesdays to provide updates on our BEACH Building.



## Winter wellbeing...

...is a theme that clearly resonated with many of our followers, as a video featuring the farmer's fruit and veg market at RBH took the top [tweet](#) spot earning over 4,000 impressions, while therapist Emma Sessa's Insta [Reel](#) for staff meditation sessions received more than 1,400 views.



## Small change, big impact

Signage is something we can perhaps take for granted, (or take no notice of at all!), but The Good Grief Trust's [photo](#) of our bereavement parking services sign in RBH's car park attracted wide-spread attention and public praise.



## On board with TikTok



With platforms such as TikTok now the preferred channel of choice for young people to consume news, it was great to see our trust Chair, Rob Whiteman, promoting November's Board of Director's meeting via TikTok, with his [video](#) achieving over 1k views collectively across our channels.

## Level up your social skills in 2023...

If you're interested in kicking off the new year with an intro to social media, come along to our next session on Thursday 26 January, 11am-12.30pm, in seminar room 3 of Poole's education centre. To book your place email [emma.welham@uhd.nhs.uk](mailto:emma.welham@uhd.nhs.uk).

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





# Let's talk about IT

## Heart the heart form!



A new cardiology eForm has been created so all patient complications can be reviewed in one place and the whole process is completed online.

Part one of the process is completed from the eForms portal and used for reporting the cardiology problem. Part 2 is then viewed by the cardiology consultants during their M and M

meeting where they discuss the complication and report the outcome. When this is finished, the eForm is uploaded into EPR.



Dr Peter O'Kane said:

*"This is amazing work and we are very grateful - yet again you and the team have delivered a great product to facilitate patient workflow."*

## eCaMIS news:

### Upgrade:

Please [click here](#) for full details of the changes in the latest eCaMIS upgrade, version 31, along with some reminders about data quality e.g. using the right code for if you don't know the GP or the patient isn't registered with a GP, dating entries you write in the scratchpad. Contact the demographic data quality team via email: [data.quality@uhd.nhs.uk](mailto:data.quality@uhd.nhs.uk) for a quick resolution to your query.

### Letters:

Letters verified in eCaMIS are automatically sent electronically to EPR, Dorset and some Hampshire GP practices and the Dorset Care Record. If a letter is subsequently amended or the patient/GP is incorrect, you need to 'un-verify' the letter on eCaMIS, hide the letter on EPR and contact the GP practice via email to notify them the letter needs to be 'marked as error' on their system. This process is detailed in full [here](#).

### Transferring patients:

Now we are all on the same eCaMIS, patients can be transferred from an RBCH to a Poole list or vice versa. We do recommend patients are added on to the primary site for that consultant / specialty to reduce the number of moves that need to be actioned. If you would like training on this function, email [it.trainers@uhd.nhs.uk](mailto:it.trainers@uhd.nhs.uk).

### Dorset Care Record review of the year

Andy Cowling, DCR head of service, looks back at some of the success stories of 2022, including getting highly commended in the Health Tech News Efficiency Savings of the Year award, and looks ahead to further enhancements in the future. You can read his blog [here](#).

### Annual IT Christmas freeze

The Annual IT Christmas freeze is on from now until Tuesday 3 January. During this period there will be no changes or upgrades to IT.

### Clinical Viewer retirement - January 2023

Our [FAQs](#) document has been updated following your feedback. Contact [sarah.hill@uhd.nhs.uk](mailto:sarah.hill@uhd.nhs.uk) if you have an issue not covered on the FAQ or don't have the permissions.



# The Brief



## Wednesday 13 December - spread the word

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

Update	Shared?
<p><b>Christmas wrapped up:</b> See page 8 for your round up of all things festive, including thank you vouchers, pay dates, decorations competition, charity events and more.</p> <p><b>Update on industrial action:</b> UHD is <b>not</b> included in the planned RCN industrial action on 15 and 20 December but further dates may be added. UNISON, Unite and the GMB members will take part in strike action on 21 December, and GMB members will take part in an additional strike day on 28 December. These will mainly impact our local ambulance service SWAST. We will continue to update you on our plans to minimise disruption to patient care. Thank you to all those involved with this.</p> <p><b>Pressure on emergency services:</b> Our services have been extremely busy with significantly more children due to concerns over Strep A and scarlet fever. Keep an eye on business continuity messages via the <i>Staff Bulletin</i> and all staff emails.</p> <p><b>Moving into the BEACH:</b> We now have a plan that achieves the moves in spring 2025, rather than autumn 2026. See page 16 for a 'You said - transformation special'.</p> <p><b>"Not ok":</b> We take violence, aggression and unacceptable behaviour towards you seriously. Read about the new task force on page 5.</p> <p><b>Vaccines:</b> Flu cases are rising. Email <a href="mailto:gemma.lynn@uhd.nhs.uk">gemma.lynn@uhd.nhs.uk</a> to discuss jabs for your ward or attend the drop-in session in the dome on 15 Dec from 10am-12noon.</p> <p><b>Our psychological support and counselling service:</b> The service is here to help us with a range of difficulties including stress and anxiety. Read more on page 10.</p> <p><b>Network news:</b> Our networks continue to be very busy and a great source of support. Meet our ProAbility network on page 22.</p> <p><b>And finally:</b> See <i>The Brief</i> for events, our 'good news feed', recruitment stats, useful IT information, social media spotlight, Green UHD, a Charity round up and much more...</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date: