

# The Brief

May 2023



## Celebrating nurses and midwives this May

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Royal reflections

# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington



**“All things seem possible in May...”**

These are the words of US naturalist and writer, Edwin May Teale. And what a busy and historical month we have ahead.

So let's start with some good news. Our Covid numbers are down, and face masks are no longer required in most areas across our hospitals. I know some of those in our ProAbility Network emotionally described this as 'freedom day', and for me, it's also so nice to actually see the full faces of some of you for the very first time. I do hope this has a positive impact on us all.

Nominations for our first UHD Awards are now in, and our judges are working through an incredible 849 nominations. Each one of these is testament to the incredible work you are doing every day and I'm really looking forward to sharing those citations far and wide.

Turning our attention to the new builds, those plans on a page are well and truly coming to life and we now have the green light to operate on our first patients in the barn theatres at Poole at the end of this month. What a momentous month it is!

Over at RBH, the teams who will be working in the BEACH Building have been signing their names on special boards that will be installed in the building itself, as you can see in the image below. This reflects the fact that while the buildings will be our homes, it is the people who will bring them to life.

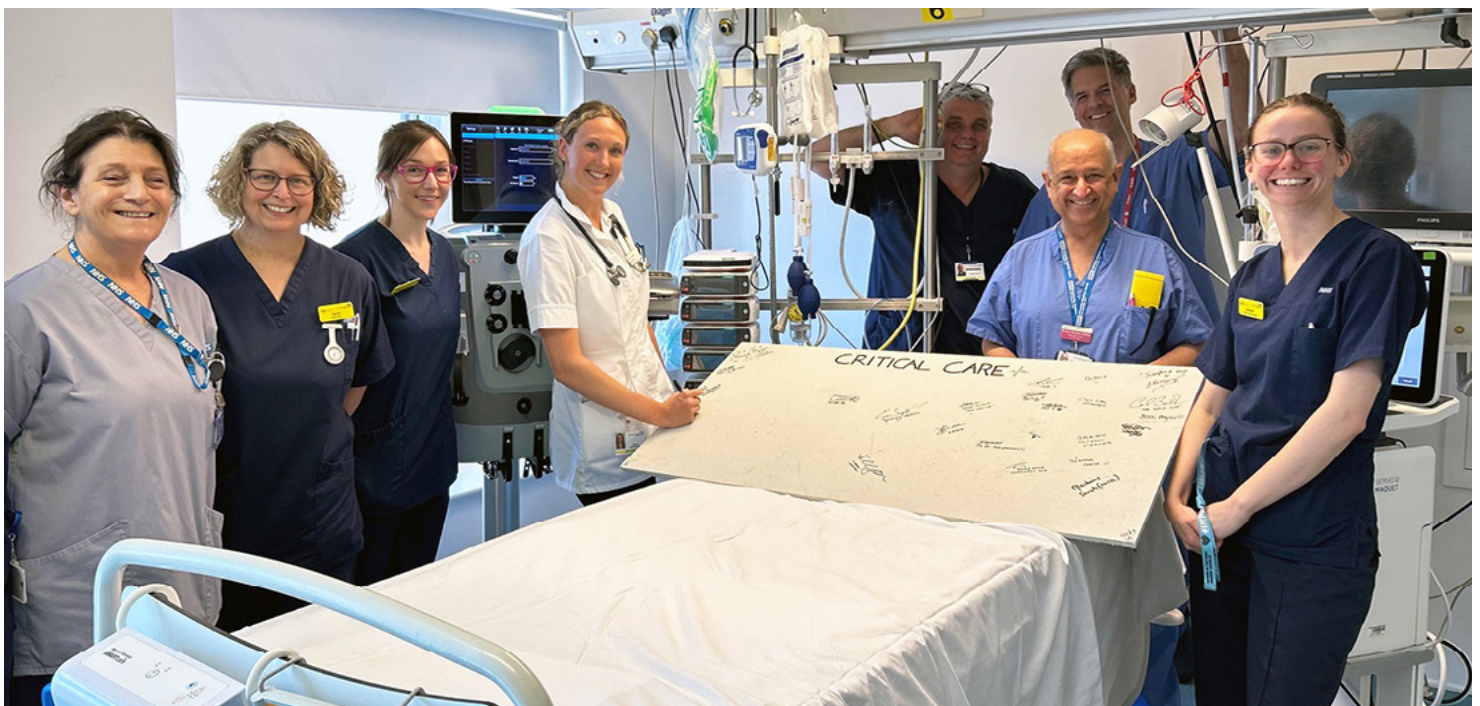
The planning permission has also been granted for the link road into the hospital from the Wessex Way. I know that travel is really high up there as something that impacts your views about work, so this is something really positive. Read more on page 8.

We are once again reporting against the 4-hour standard, which as the campaign clearly

states, is a target '4-everyone'. I was really pleased to see RBH achieve 70%+ against that target last week, and there is a real Team UHD drive to improve hospital flow. You can read more on page 4.

Our new chief medical officer, Dr Peter Wilson, has now been with us for a month and is working hard on a clinical strategy for our trust. He shares his views on joining Team UHD, and the challenges ahead, in 'Peter's Ponderings' on page 12. Do take a look. We've also had eight expressions of interest from our GP community to work as part of our executive team. This is really positive from both a clinical, and a 'Team Dorset' perspective.

Moving beyond our county, the national guidance to CEOs across the country is to stay patient focused, be optimistic and to do the difficult things. I think it's safe to say we are already living and breathing that at UHD.



We have now been through five waves of Covid, and as many periods of industrial action, that have directly impacted us here in the NHS. The personal impact on you can never be underestimated, and I encourage all of you to ask one of your colleagues, or someone in the trust, how they are. While we are doing well in terms of activity and reducing waits for care, inevitably periods of industrial action have an impact, and there is a challenging road ahead.

We are currently experiencing one of our toughest financial positions and need to make trustwide savings of £33m this year. That may seem daunting - in many ways it is - and we have to take a longer term approach to our finances.

But you are the catalyst for change. Your ideas will make a difference, so please tell us what they are. You can do so via our NHS Pound campaign - see page 26.

We will soon have our UHD objectives for the year and it will be all systems go on our appraisals and team objective setting. This is a really important process and I really encourage you to have meaningful conversations to make a difference to your working life, and ultimately our patients. Our objectives will be linked to Patient First - so please keep your eye out for more opportunities to find out more.

Appraisals encourage us to focus on the individual. Our

staff networks are already great champions of this, and I'm pleased we will be launching 'See ME First' next month, a staff led initiative to promote equality, diversity and inclusion. Watch this space.

So in this busy and historical May, please do enjoy the bank holidays where you can, especially the Coronation weekend, and join your colleagues at Team UHD as we mark International Day of the Midwife, Nurses Week, Dying Matters Week, Deaf Awareness Week, Staff Networks Day, Mental Health Awareness Week, and many more!

What a month. Thank you, for everything.

*Siobhan*

# Vital statistics

April 2023

- We saw **33,319** patients in our outpatient departments
- ...and an additional **7,426** virtually
- Carried out **1,060** day case procedures
- Supported the birth of more than **306** babies
- Attended to **13,051** patients in our EDs
- Started **197** patients on their radiotherapy journey
- We cared for **238** people at the end of their lives

Thank you

**#TeamUHD**

# Incredible response to our UHD Awards



Nominations have now closed in the first ever UHD Awards, with an incredible 849 entries pouring in from staff and the public keen to recognise UHD colleagues.

Judging takes place in mid-May, with the shortlist revealed later in the month.

We'll also be sharing a list of all nominees during the month, ahead of the awards event itself on 15 June.

Staff and the public put forward staff and volunteers for recognition in one of 11 categories, covering awards for leadership, inclusivity, improvement, team integration and care.

**“A huge thank you to the hundreds of staff and dozens of patients who have put forward an individual or team for recognition - I know this will mean so much to those that have been nominated,”** said Siobhan Harrington, UHD chief executive.

The awards event, at The Pavilion in Bournemouth, has been shaped by the feedback from more than 500 staff in a pre-awards launch survey.

**Look out for more news on the UHD Awards throughout this month**

## One in four patients benefiting from event MADE for discharge



A two-week focus on discharge, involving our partners in health and social care, is underway and providing immediate benefits.

The Multi-Agency Discharge Event (MADE) aims to support patients who have no clinical criteria to reside to leave hospital.

MADE's aim is for barriers to discharge to be identified and removed on these wards, with learning shared after the fortnight to benefit patients elsewhere in our hospitals.

The focus is on three wards - Ward 5 (RBH), and Lulworth and Fayrewood (PH) - in which we have been trialling 'older people's continuing care'. This model cohorts patients with no criteria to reside, who remain in hospital for some time, to develop our expertise on complex discharge management and non-medical interventions.

Early results are positive with up to one in four patients on each ward having plans to be

discharged within two days of the MADE review.

Teams from the three wards, together with those working in discharge and management, are working with community and system colleagues from local authorities and community support services including community hospitals, therapists, and NHS Dorset, and are meeting regularly throughout the fortnight and reviewing each patient individually, and discussing their care with them and their families.

We know that remaining in hospital when a patient no longer requires our expert care increases risks, particularly for elderly patients. This includes infections and deconditioning.

Timely discharges also support better flow in our hospitals, leading to benefits for patients across a range of UHD services, including our emergency departments, and actively contributing to achieving the four-hour organisational safety standard.



▼ Liz Smith, clinical lead for OPS physiotherapy, Gabi Vanci, deputy clinical lead, Fayrewood, and Khuloud Qaddoura, ward clerk, Fayrewood.

# Urgent same day care means patients home sooner



In the latest in our series of articles looking at how services and departments are supporting the reintroduction of the four hour safety standard, we look at the role of our same day emergency care (SDEC) services.

The aim of SDEC is to deliver a high-quality service where patients are seen in the right place first time by specialities and practitioners delivering timely care in the most appropriate environment for that patient.

SDEC facilities provide that immediate care to patients to avoid an admission to a hospital bed or to avoid an attendance to ED, supporting teams there to better target their resources and skills.

Patients arrive having been signposted there from our EDs, or by direct referral from a GP, via the ambulance service or via **NHS 111**.

We offer a range of same day emergency care facilities from a wide variety of specialities.

**The four hour safety standard means that we aim for all our patients to be seen, treated, admitted or discharged within four hours of attending our hospitals for their urgent or emergency (unplanned) care.**

**Delivering it requires a whole-UHD effort - it's not an emergency department standard, it's '4 everyone'.**

Medicine, frailty, oncology, surgery, orthopaedics and gynaecology have all developed services that meet the specific needs of their patients and where same day care is championed.

All our SDECs benefit from access to rapid diagnostic testing, with the same turnaround times as those provided to our EDs.

They see a range of common but serious urgent conditions, including some abdominal or chest pains, breathlessness, coughs, blood clots and irregular or abnormal heart rates.

Our trust has invested significantly in staffing and resourcing our SDECs, and their increased use is validating this decision.

The aim now is to expand access, with Poole Hospital's surgical SDEC recently opening its doors for the first time at weekends, with other SDECs poised to follow suit with this seven-day model.

SDEC Attendances This Year vs Last Year Rolling 12 Months



## SDECs: The lowdown

SDECs are led by advanced care practitioners, supported by consultants and senior decision-makers, and because they are arranged to provide fast assessment, diagnosis and treatment, they improve the experience for patients because treatment can begin sooner and unplanned hospital stays are avoided, reducing associated risks of infections and deconditioning while in hospital.

This frees up beds for patients in our emergency departments who are so unwell that they require an inpatient stay.

**Dr Hannah Smith** is the clinical lead for SDECs at UHD.

“Same day emergency care is a brilliant pathway working to provide the right care in the right place at the right time for our patients,” said Hannah.

“We know that the use of SDEC pathways reduces the need for admission to a hospital bed, improves the efficiency of the emergency and urgent care pathway and is convenient and safe for patients.

“The challenge is in identifying which patients would benefit most from SDEC and which should be in our hospital beds.



“We’re becoming much better at this, but I would like to move to a mind-set where SDEC is the first clinical pathway teams think of and an assumption that patients are suitable for SDEC unless proven otherwise.”

Tell us about what you or your team is doing to support the four hour safety standard 4 everyone. Contact [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk)

# International Day of the Midwife

On Friday 5 May midwives, maternity support workers and student midwives across the world will be celebrating International Day of the Midwife 2023.

Here at UHD, our maternity colleagues are using the day to focus on team wellbeing, as well as handing out goodies to celebrate their profession - and no doubt supporting the birth of a number of babies!

We spoke to two of our midwives from Team UHD to find out more about why they joined the profession...

## Sinead Maggs - student midwife

“There is not a single shift that goes by that I don't think how amazing it is to be a part of this...”

“I have six younger siblings and have always been around and seen their appointments. My mum had high risk pregnancies and seeing the support she was given really inspired my career and made me want to provide that support to other people.

“In this job, you know you can make a difference to a woman's journey through the good and the bad. There's a real sense of reward for being a part of someone's journey.

“There not a single shift that goes by that I don't think how amazing it is to be a part of this.”



## Kerry Taylor - head of midwifery

“What a privilege to be the first person to touch a baby...”

“After all these years, 23 years, if I could do my time again I would still pick the same job, even though it has become more challenging.

“It's an honour to be a part of someone's journey in that way and it makes me ridiculously happy supporting a lady through a pregnancy and their birth.

“We are often the first people to touch the baby as they enter the world - what a privilege that is.”



# A nod to our nurses

International Nurses Day falls on 12 May, Florence Nightingale's birthday. Widely acknowledged as the founder of modern nursing, Nightingale shaped the future of nursing.

This year's theme is 'Our Nurses. Our Future' which resonates at UHD during this time of change with an exciting future on the horizon. It is a time for us to channel the strength and dedication of Nightingale and take our turn in shaping the nursing future at UHD.

We will be focusing on the developments in services at each of our sites, thinking what the future for our nurses at UHD will look like - from the changing nursing environment in the new BEACH Building and the barn theatres, to the developing services across UHD and the opportunities this will all bring.

Nursing is clearly undergoing a challenging time at present. It is important that we don't lose sight of celebrating International Nurses Day, honouring our hard work, professionalism, dedication and compassion - the qualities that we mirror from Nightingale herself.

There will be celebrations throughout the day; Matt and Fiona, our deputy chief nursing officers, will be 'walking the lamp' in honour of Nightingale and to shine a light on the contribution of each and every member of our UHD nursing family, recognising how important our nurses are to our future.

We'll be speaking to lots of our Team UHD nurses during Nurses Week, so keep an eye on our socials and meet some of your colleagues. You can also read about our clinical nurse specialists on page 13.

## Special app offer!

The Village Hotel opposite RBH is offering any student nurses free entry to their gym facilities and a free Starbucks coffee on 8 May to mark National Nurses Week, which runs from 6 May. Just turn up with your student ID card and mention the UHD staff app or show the app.

Search 'a' on the intranet to download our staff app.

Wishing you all a very happy International Nurses Day!



**OUR NURSES.  
OUR FUTURE.**

International Council of Nurses

**International Nurses Day  
12 May 2023**



## Transformation update

# Making plans for a day on the BEACH

Plans are well underway to mark the 'topping out' of the new BEACH building on Friday 19 May - the new home for our maternity, children's, emergency and critical care teams.

Over the past few weeks, we've been asking teams who have been involved in the design journey, or who will be working in the BEACH, to sign boards which will be installed in the structure of their new department. You have until 12 May to leave your mark!

Details of the 'topping out' ceremony will feature in the June edition of *The Brief*.



## Improving access to RBH

BCP Council has granted planning permission for the spur road into RBH.

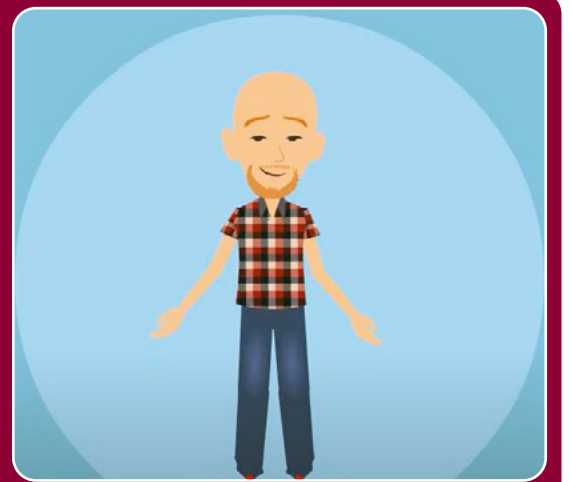
Steve Killen, UHD transformation director, said: "The road will take staff traffic volumes away from the Deansleigh Road junction with Castle Lane East and will improve access for pedestrians and cyclists, as well as enhancing local highway network resilience."

Work will start this month and is due to be completed by the end of 2023. More information [here](#).



## Say hi to Harry

With nearly 300 views, the animated video produced with the support of Dr Harry Adlington is proving popular with the public. Dr Adlington explains how our ED team will be based in one new enlarged department within RBH when planned and emergency care changes in spring 2025. You can watch it [here](#).





## Transformation update



# The Oasis is now open

**The refurbishment of the Oasis staff restaurant at RBH is now complete.**

The Oasis offers a set **'meal for the day'** for £2.20, and extended hours for lunchtime from 12-3pm. Breakfast is available from 7.30-11.30am and after 3pm, with the hot food options including jacket potatoes, served until 7pm. The popular 'soup and roll for £1' offer has been extended as well as various 'heat me' options such as paninis and flatbreads.

While we need to ensure there is enough seating for those purchasing food there, if there is space, please feel free to use during breaktimes.

## Transforming our catering services

This month we'll be launching the next phase in the transformation of our catering offer. **'Click and Collect'** will be a new service where RBH colleagues can order through an app to collect pre-ordered food and drink from the Atrium café. The service will also be 24/7 from Tuesday to Saturdays. More info to come.

Next we'll be launching a new patient menu and distribution system at RBH, using 'regen trolleys' to offer a fresh approach on the way meals are delivered. Our governors took the opportunity to see (and taste) progress, with wards 1 and 4 helping to pilot the service.

## Green light for Poole theatres

After a successful Gateway review in April, our theatre teams have been given the green light to welcome their first patients to the new barn theatres at the end of the month!

The theatres are currently being deep cleaned ahead of the big equipment move and the start of orientation and simulation training from 9 May.



◀ Our governors recently visited the barn theatres



## Meet Sorcha Dossit, health and wellbeing lead

“I have worked for the NHS for nearly 20 years, 13 at RBH and then UHD as a physiotherapist in MSK outpatients, ED and OH.

“I’m most looking forward to getting to know staff across the whole organisation and building a collaborative approach to support health and wellbeing. Our staff are our most vital resource so ensuring they are as happy and healthy in work as possible is incredibly important and will have a knock-on effect on providing excellent patient care.

“There are already lots of resources available to support you but these are not always viable

to everyone. The first stage is to improve this monthly wellbeing round up... there will be exciting new features in next month’s edition!

“Work is also underway to develop and support our network of mental health first aiders across the trust. We are looking at improving safe spaces for staff and looking at the important role our volunteer wellbeing ambassadors and champions carry out to create and sustain UHD as a healthy workplace.

“It continues to be a particularly challenging time for Team UHD so I am excited to play my part in improving all of our healthy working lives.”



## Keep on movin’ with #TeamUHD

Every month join us as we celebrate you, and all you do to keep active outside of work.

“My name is David Thomas, I’m a TB consultant nurse and competitive rower for the Bridport Gig Rowing Club.

“Rowing is an incredibly inclusive sport. It has allowed me to race all over the south west and even compete in World Championships held in the Isles of Scilly.

“You can’t row a 32ft long boat by yourself so you learn to work together as a team. We have been training for the 2023 World Championships 4-6 times a week since last November both on-water, circuit training and long hours on rowing machines.

“There are lots of rowing clubs all along the coast now, the nearest ones to here are Poole, Swanage, Weymouth, Portland, Bridport and Lyme. My advice would be to contact whichever is nearest, ask for a taster session and go for it! You can be any age, shape, background or ability. There is a place for

everyone, not everybody wants to compete and most clubs offer fantastic social rowing sessions. It’s a great way to get on the water and get fit working as a team.

“Ignore your insecurities, just have a go! Give it a few sessions to get used to the long oar and technique. 10 years later I’m still being corrected by the cox in every session!”



## Staff rest areas

We have been working closely with staff across UHD to understand what support would make the biggest difference to you. Many of the requests that we received were for support to enhance staff rest areas and turn them into spaces in which staff can unwind and de-stress before, during and after their shift.

We have secured charity funding to make small improvements to existing staff rest areas across all UHD sites. To express your interest in improving your area, fill out this [bid application](#). To avoid duplication, please communicate within your teams and ensure only one application is submitted per area.





# Ask me...

Join us at 12noon on Thursday 25 May for the next 'Ask Me', hosted this month by our new chief medical officer, Dr Peter Wilson. It's a great opportunity to meet Peter, 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).

## Newly qualified nurses open day

Are you a student nurse due to qualify in September 2023? Join us for our open day on Saturday 20 May in the Education Centre at RBH from 9am-5pm. You can expect a tour of the hospital, talks from our matrons, information about our preceptorship programme, opportunities to network with staff and lunch included on the day. You'll also be interviewed and if you're successful, you'll be offered a position the same day.

To apply, click here: <https://bit.ly/3EGTyZ1> or email [sue.davies@uhd.nhs.uk](mailto:sue.davies@uhd.nhs.uk)

**Are you a third year student nurse close to finishing your studies?**

University Hospitals Dorset NHS Foundation Trust

**Join us for our Newly Qualified Open Day at UHD**

on Saturday 20 May at the Education Centre, Royal Bournemouth Hospital from 9am - 5pm

An amazing opportunity for you to see how we work at the Royal Bournemouth, Poole and Christchurch Hospitals, learn more about our preceptorship programme as well as the chance to network with nurses around the hospital. Interviews will take place on the day with offers made to those successful ones!

Please ensure you bring a copy of your ID to the interview.

Lunch will be provided.

For more info and to apply, email [sue.davies@uhd.nhs.uk](mailto:sue.davies@uhd.nhs.uk)

**Inflammatory bowel disease patient education day**

Saturday 13 May 10am-1pm  
(doors open at 9.30am)

Lecture theatre, Education Centre, Royal Bournemouth Hospital

**Schedule:**

10-10.30am:	Dr Imogen Williams - IBD overview
10.30-11am:	Dr Nicola Taylor - Pregnancy and IBD
11-11.30am:	Dr Mukherjee - Rheumatology and IBD
11.30am-12noon:	Coffee break with refreshments
12-12.15pm:	Crohn's and Colitis UK
12.15-12.30pm:	Vic Arnold - UHD merger
12.30-12.45pm:	IBD nurses
12.45-1pm:	Bill Howlett - patient panel

The event is open to patients with IBD under the care of Poole and the Royal Bournemouth hospitals.

To reserve spaces please contact: [ibd-patientpanel-bmth@outlook.com](mailto:ibd-patientpanel-bmth@outlook.com)

## IBD patient education day

On Saturday 13 May, our IBD team is hosting an education day for patients at UHD. The event, held in the education centre at RBH, starts at 10am with talks from IBD nurses, a guest speaker from Crohn's and Colitis UK, and Dr Niki Taylor. Please [click here](#) for full schedule details. To reserve spaces, please contact [ibd-patientpanel-bmth@outlook.com](mailto:ibd-patientpanel-bmth@outlook.com).

## Maternity talk: save the date!

The next Understanding Health talk in the maternity series will be back on Tuesday 11 July. 'Understanding how you can support your partner' will be hosted by our head of midwifery, Kerry Taylor, who will be joined by her maternity colleagues to talk about various ways partners can support through your labour journey.

This free virtual talk will run via [Teams](#) from 9.30am and is open for everyone. A recording of the talk will also be available after the event on the health talk library.





# Peter's ponderings...

with Dr Peter Wilson, chief medical officer

I am sitting reflecting on my first few weeks as chief medical officer at UHD. It has been a bit of a whirlwind, especially with the industrial action coming so soon after I started.

My first thought is one of real pleasure that I was asked to become your CMO. I am passionate about healthcare and am delighted to be back in a busy acute hospital.

What struck me when I first started was the friendliness and openness of Team UHD, from the maternity nurse who stopped a confused and lost me trying to get from the Stadium car park to Poole on my second day; to the ophthalmology administration team who took the time to talk about their experiences of working through Covid and strikes, and the lovely team serving coffee in the atrium who welcomed me on my first day. These small acts of kindness made my introduction so much easier.

The second thing that struck me was the number of people that go above and beyond every day. Watching the quiet efficiency of staff of all roles and grades during the industrial action was inspiring. This does not take away from your tiredness, from the upset of missing annual leave, and the stress for patients not receiving care, but showed how you continued to deliver the support

patients needed despite all of this.

So, my second thought is how pleased I am to be working within an organisation with people like this.

My immediate third thought is, how long can we continue to work like this? I have been struck with how many things are happening simultaneously - Patient First, PSIRF, scrutiny by CQC, and scrutiny of our emergency department, all at a time when we are still trying to recover from Covid and our elective performance is struggling. Doing all of this is tough. Doing it while reconfiguring our services over the next two years has the potential for causing anxiety.

My thoughts rapidly went to how can we collectively, and me in particular, make this transition easier? I have spoken to many of you over the last few weeks and this is what I heard:

**1. Don't be relentlessly positive.** This is going to be tough. We should acknowledge it openly. I don't believe that means we should be defeatist or negative - I wouldn't have accepted the job if I didn't know we can succeed - more that we allow our concerns and stresses to be heard.

**2. Remember how good services are already.** We are not reconfiguring

services because they are bad, we are reconfiguring to make our hospital sustainable both from an estates and workforce perspective. We need to acknowledge the pride that all of you will feel for the services you are in at the moment, while also looking to the future with pride.

**3. Communication is essential.** This is tricky, as people like being communicated in different ways. But we must all work together to improve our communication both up and down the organisation to ensure we are both well informed, and also able to raise timely concerns.

My final reflection is on the future. I am excited, nervous, concerned and looking forward to the future. The idea of being part of an organisation that develops an excellent acute site and the ability to continue elective surgery on a planned care site is exciting. Added to this, Patient First will focus us to develop our services with a clarity of vision that ensures we deliver excellence of care into the future.

I am very aware of the things that will get in our way but I hope we will collectively work together to overcome these obstacles and deliver the future we all want, both for us, and our patients.

Peter

# SPOTLIGHT ON: Our clinical nurse specialists

At UHD we're lucky to have almost 100 clinical nurses specialists working across our hospitals. Each staff member provides an invaluable experience for our patients and their families as they navigate their way through a cancer diagnosis and treatment pathway.

We recently celebrated a new awareness day that recognises the contribution of our expert cancer nurses. National Cancer Clinical

Nurse Specialist Day, launched last year and celebrated on 26 April, is a celebration of this fundamental role and its contribution to cancer care.

Here's what a few of our specialists have to say about the work that they do and the difference they make to our patients, as well as a testimony from the colleagues they work alongside and support...



“The reason why I enjoy being a CNS is you have the time to give individualised patient care, this in turn makes the job very rewarding. You also become a specialist within your chosen role, this is achieved by attending training in the form of study days or courses - both in house and further afield.

“I have been fortunate to complete/ pass many courses since becoming a CNS. These opportunities have enhanced my clinic practise and improved patient care...”

**Robyn Gregory**  
Acute oncology/cancer of unknown primary specialist nurse



“The benefit of being a gynaecology cancer specialist nurse for me, is being able to provide emotional support to both patients and their families to cope with the stress and anxiety of a cancer diagnosis...”

**Mary Brinsdon**  
Gynaecology specialist nurse



“The cancer nurse specialists are the linchpins of our teams, providing invaluable support to patients diagnosed with cancer in a clinical environment and by phone.

“Their presence in clinics is key to providing holistic care. Their role in oncology care must continue to be promoted for us to provide the best possible oncology treatment.”

**Dr Amelie Harle**  
and **Dr Tom Geldart**  
Consultant medical oncologists

# Network news

# WE SUPPORT DEAF AWARENESS



## It's Deaf Awareness Week

### Learn

Complete this [free online deaf awareness training session](#) to help you understand more about what it is like to be deaf or hard of hearing and how best to communicate with those who are. Enter the code UHDNHSFT in the 'apply coupon' field.

### Care

If a patient cannot hear us, how can they give consent? We know how distressing it can be for our patients if they can't understand what is happening around them. This can be a particular challenge for our patients who are deaf or have hearing loss. To help, we are

providing red hearing aid storage boxes to patients on our wards who need them. This will prevent the loss of hearing aids during their stay in hospital, avoiding the stress of being without an aid and the cost of getting a replacement.

To request the storage boxes for your ward / department, please order an initial small supply on Powergate using the code 3TBOX1R04 and then top up when needed. Your order will be delivered to your area.

### Share

Take a look at and share our top tips for communicating with someone with [this document](#). You can also find more resources

on the ProAbility network page on the intranet.

### Come and see us

Throughout the week our ProAbility Network will be outside the Oasis at RBH and at the bottom of the ramp by the Dolphin Restaurant at Poole. Come and chat to us about what we can all do to support our staff and patients with hearing loss.



## UHD staff networks social

Join us on Thursday 18 May from 7pm at Flirt Café in The Triangle, Bournemouth for networking, a quiz, music and nibbles. All staff network members and allies welcome!

If you would like to attend, please email [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk)

## Our networks have a new look...

Do you want to join a staff network? Scan the QR codes or send them an email to find out more!

**BAME**  
Black Asian and Minority Ethnic Network  
[BAME@uhd.nhs.uk](mailto:BAME@uhd.nhs.uk)



**UHD Pride Network**  
[pride.network@uhd.nhs.uk](mailto:pride.network@uhd.nhs.uk)



**ProAbility Network**  
[pro-ability.network@uhd.nhs.uk](mailto:pro-ability.network@uhd.nhs.uk)



**WN**  
**Women's Network**  
[womens.network@uhd.nhs.uk](mailto:womens.network@uhd.nhs.uk)



**Armed Forces Support Group**  
[ArmedForcesSupport@uhd.nhs.uk](mailto:ArmedForcesSupport@uhd.nhs.uk)



**European Network**  
[european.network@uhd.nhs.uk](mailto:european.network@uhd.nhs.uk)



**International Doctors Initiative**  
[internationaldoctors@uhd.nhs.uk](mailto:internationaldoctors@uhd.nhs.uk)



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

# I do beg your garden...



Nestled at the heart of all our hospitals are our green spaces, little oases of calm for us to enjoy on our breaks. At RBH and Christchurch, these spaces are curated by dynamic duo, Simon Hearn and Vinnie Magill.

With varied roles including gardening, hedge and grass trimming, litter picking and more, this team is busy all year round.

## What do you enjoy about the job?

**Simon:** "I have been here for six years now, and I love coming in every day. I have been gardening all my life before I decided to join the NHS. It's an ever-changing role and I get a lot of job satisfaction; I feel very lucky looking at our sites seeing a how good a finished job looks."

**Vinnie:** "I started in 2021 after coming over from Northern Ireland. It was supposed to be a part time retirement role, but I have been full time since joining! I have experienced one full season and am excited to be at the start of this one. I love that the role is so varied, no day is the same."

## What changes can we expect over the summer?

**Vinnie:** "We hope you have noticed a rainbow of tulips planted in various displays. The colours you see across RBH and Christchurch now are our spring colours and when these stop blooming, we will plant a summer palate. We are in the middle of cutting season now so we can maintain the area all summer long. We have seen a few herrings settle by the lake and our moorhens have had some chicks."

## What is next for our sites?

**Simon:** "We love thinking of ideas for new plant beds. Colleagues may have noticed a bank has been cleared by the lake. Once we have killed the weeds and cleared the area, we are going to add platforms and fill then with shrubbery, green grass and bright flowers. You will be able to admire this garden while sat on the benches the other side of the lake. We will get plants that keep

the local insect population happy - if the rabbits and ducks don't eat them first! It is an ongoing battle finding plants that our ducks won't make their dinner."



On 22 May, join us as we celebrate International Day of Biodiversity. Step outside and learn more about the plants, animals and insects that live in your local community.

Remember to log your points on EcoEARN with the connecting with nature activity.



# Foxy Fridays

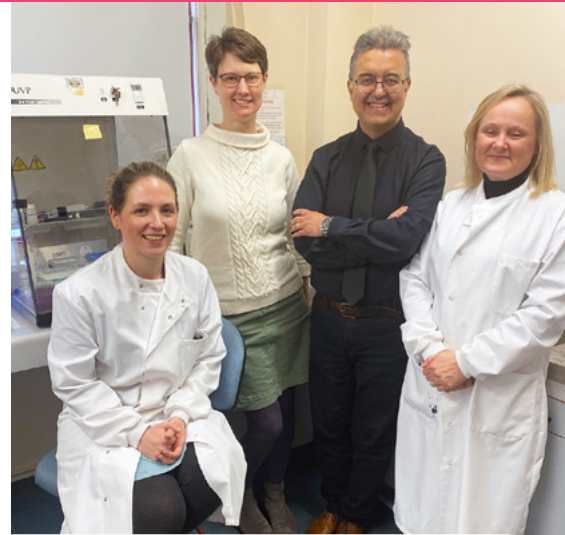
Join us on our [social media channels](#) and the Staff Bulletin for 'Foxy Fridays', an update from Paul Fox, one of our carpenters, on all the wonderful wildlife surrounding RBH.

Do you have any wildlife updates from around our sites? Have you seen any new or unusual greenery? We would love to see them! Send any pictures through to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk).

## New BU-UHD research collaboration: *Using machine learning to analyse genetic marker*

Working with BU can really add value when developing your research ideas. When Amy Christian, healthcare scientist assistant at UHD, submitted her idea for a part time PhD in January, she knew she wanted to undertake research that helps further understanding of Waldenström Macroglobulinaemia in order to provide better treatment options for those presenting with this condition.-

Working with colleagues from both UHD and BU, the team is now exploring how machine learning might enable them to analyse the genetic markers that could influence patients response to treatments. We can't wait to see what this new important collaboration discovers!-



**Want to harness the collective power of our BU-UHD partnership in your research? Then come to the research event detailed below!**



## New part time PhD pathway

Are you, like Amy, keen to combine research with practice? **Our new part time PhD pathway** aims to support those who want to do undertake a PhD alongside their role at UHD.

Applications for part-time PhDs starting in September 2024 close in December giving you plenty of time to develop your ideas.

Interested? Join our drop-in event via Teams on Monday 5 June from 9-10am where there will be a range of people to advise you. Email [susan.varley@uhd.nhs.uk](mailto:susan.varley@uhd.nhs.uk) for the Teams link.

## Collaborative Research: A Time for Action

There's something for everyone at the up-and-coming BU-UHD research event taking place on Wednesday 24 May from 4-8pm in the Bournemouth Gateway Building, Lansdowne.

Delegates can enjoy a keynote speech from Professor William Rosenberg, the new chair of Wessex Health Partners, before listening to presentations or participating in interactive break out rooms covering medical

science, sustainability in healthcare, people and workforce, digital futures and health inequalities.

The event is an ideal opportunity for both clinical and non-clinical staff to network with colleagues at BU and UHD, develop research ideas, and present research, audit and quality improvement projects of interest.

Places are free and filling fast so [click here](#) to book yours today.

**Research skills training:** If you would like to improve your research skills then book on to the pre-event workshops on combining research and practice, literature searches, patient and public involvement, and writing research bids. Led by experienced research colleagues at BU and UHD, delegates can choose two of the four workshops on offer. To book [click here](#).



# Recruitment **ROUND UP**

## Job advert library now live on the intranet

Do you struggle with writing job adverts? We now have a dedicated page on the intranet for job adverts, where you can find templates for a number of different roles. This will be updated as/when more requests come through for adverts to be rewritten. We're encouraging hiring managers to use these as a guide and to add in any additional information about the department/ward that they think will be relevant for the candidate. Visit the recruitment section of the intranet or [click here](#).

## Need an advert refresh?

Send an email to [sian.wright@uhd.nhs.uk](mailto:sian.wright@uhd.nhs.uk)

## #MeetTheTeamMonday

Our social media campaign which features a different staff member each week has been hugely successful - but we need more volunteers. No matter what role you have in the trust - from management, to portering, admin, housekeeping, consultant, nurse etc - we want to meet you and promote the amazing work you do! Not only is it an opportunity to meet you and understand the work you're doing but it also helps when we're advertising for roles in the trust. Get in touch and organise a visit with Sian by emailing: [sian.wright@uhd.nhs.uk](mailto:sian.wright@uhd.nhs.uk).



## Recruitment events and activity for 23/24

The recruitment events and activity calendar for 23/24 is available on the intranet - please note this will be updated regularly as we sign up for/organise more events. If there's anything you would like to attend or feel that we should be attending, please get in touch as we are always looking to promote #TeamUHD as the place to work!

## Staggering figure for medical recruitment

We had a record-breaking **878** applications for the role of junior clinical fellow in emergency medicine! Interviews for the role are being held in May.

# Dying Matters Week

Dying Matters

Ahead of national Dying Matters Week next week, our palliative care teams will be promoting the Butterfly WINGS model of care, which encourages dignity, respect and compassion at the end of life.

The blue butterfly is a symbol we use at UHD which signifies a patient is near the end of their life or that someone has recently been bereaved. The aim of the butterfly is to inform those around the patient or relative that they are going through a very difficult time and so you may choose to alter the way that you approach them or what you talk to them about.

Our palliative care teams will also have information stands until 5 May in the atrium at RBH and the dome at Poole during this week. Please share your

thoughts on what you need to be able to provide the best care possible for our dying patients.

If you cannot visit the stands, you can give your feedback via this [survey](#) and help improve end of life care. In 2021 when this survey was formed, it helped to shape the Butterfly WINGS model used widely across UHD. It also helped the team pick up on concerns about car parking, meals and visiting information.



**Last month we held an 'understanding end of life care' talk. Hosted by Dr Amy Pharaoh, consultant in palliative medicine, and the Forest Holme Hospice team, they spoke about what happens at the end of life and how to plan for a good death. Catch up [here](#).**



## Working Better Together

Dorset's integrated care partnership (ICP) strategy, 'Working Better Together', is now live.

This strategy sets out how the NHS, councils, and other

partners within our ICP will work together to make the best possible improvements in the health and wellbeing of local people.

Within it, we present the main

things that people in Dorset have told us affect them, both good and bad. Where things aren't working, we will look at what we can do to make things fair for everyone.

You can see the strategy here: [www.ourdorset.org.uk/strategy](http://www.ourdorset.org.uk/strategy)

## Dorset Care Record - help us help primary care

**The Dorset Care Record (DCR) is the shared care record for Dorset and can provide you with a comprehensive single view of an individual's health and social care information.**

GP data in Dorset is currently unstructured so feeds into the DCR as a primary care summary in the CDV tree rather than populating fields in the DCR.

Information is available through the system 24/7 at touch of a button and now includes:

- demographics
- encounters
- allergies and adverse reactions
- referrals
- alerts
- medications
- correspondence
- radiology
- pathology
- care plans

We're trying to reduce calls to primary care about information that is already contained within the DCR - so request access today! Simply click on [this link](#)

and once you've completed the short [DCR mandatory e-learning module](#) and passed the associated assessment, you will be sent log-in credentials. Alternatively book a 30-minute webinar using the same link above.

### GP info on DCR

Coded GP data is visible to you via the DCR. If you need to see more detailed information then we do offer training on a view only option onto the GP SystemOne system. Email [it.trainers@uhd.nhs.uk](mailto:it.trainers@uhd.nhs.uk) for more information and to book.



## Let's talk about IT



# Wham bam, it's the end of the Janam!

We are very excited to be rolling out new PDAs and Bluetooth printers to those of you using the Janams or administering blood. It forms part of the Bloodtrack Project for pathology and will help Team UHD provide a safer environment for patients - as well as replace an often frustrating system!

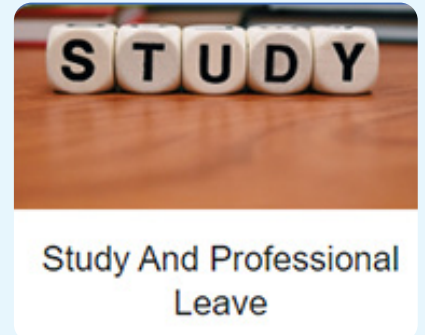
IT project manager Laura Hankin, said: *“This project epitomises effective team work, and it has been an absolute pleasure working with colleagues in desktop, infrastructure, procurement, infection control, clinical safety and transfusion to get this project live and help improve services for our patients. #TeamUHD”*

# IT supports study leave

**Our eForms team has supported the BEAT team to produce an eForm for study leave.**

The old process was paper heavy which led to inaccurate recording of leave, missing paper forms and a lot of space being used to store these forms.

Nicola Craig said: *“Martin in the team has helped us to bring the paper form to life electronically so we can reduce our paper use significantly. He has been absolutely wonderful, answering all my questions to see what the eForm is capable of. I'm really looking forward to launching the new form and making our lives easier!”*



# Impressive slide show

One Dorset Pathology is now using the specialist DYNAMYX software to process up to 1,500 slides produced in cellular pathology across UHD and Dorset County Hospital. Our teams can then log into DYNAMYX and see all relevant patient ID and case information alongside the scanned images. Users are also able to use the solution to display macro-images (manual process) or digital slides to colleagues in MDT meetings. Find out more with this video [here](#).

## Weekly EPR system maintenance:

We are updating the EPR system every Wednesday morning at 7.25am. The update will cause a brief system downtime for a few minutes. Our IT team will be available to address any issues that may arise after the update - please report any issues to the IT service desk.

## eNA and eObservations:

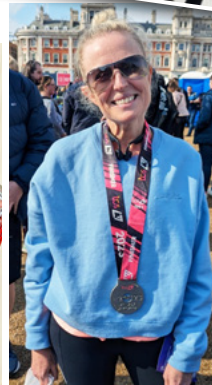
All queries, issues or new requirements/enhancements on eNA and eObservations should be logged via the IT Service desk as a service request on the IT nurse specialist form.

## A marathon effort for our hospitals

Last week we saw our amazing marathon runners take to the streets of London, and one participant in their virtual marathon, running 26 miles for us. It was amazing to be alongside them on their training journeys as they fundraised to raise awareness of how our NHS staff go above and beyond for their patients.

It was fantastic to see them cross the finish line knowing that each and every one of them had their own stories to tell and motivations to put themselves through their paces!

Each and every one of you really made it count. Together we will go the distance for our patients, staff and our hospitals.



## Technology improves radiotherapy experience

A big thank you to Dorset farmer Philip Trim and Going for Bust who have donated £30,000 and £10,000 respectively towards tech licences that will improve the radiotherapy care patients receive.

A small permanent tattoo dot is put on patients which allows doctors to maintain the same position throughout their treatment. With the use of this surface guided radiotherapy, the team can target areas more accurately - resulting in more efficient therapy and preventing permanent marks following treatment.

Senior radiographer, Lewis Powell, said: *"This will greatly improve the service that we offer to our patients both physically and physiologically by allowing us to monitor the patient's position in real time which helps to reduce the time it takes to get them into position."*

Philip added: *"I fundraise in memory of my wife who was treated at the Dorset Cancer Centre as I want to give back to those that cared for Jane."*



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

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

## Giving back with a brew

This July we're calling all supporters to show their appreciation for our amazing NHS staff by holding a Big Tea in celebration of the NHS' 75th birthday.

This event is led by NHS Charities Together, but you can choose to support our hospitals by selecting UHD in the drop-down menu on their website. It's a piece of cake - simply ask for a donation in return for cuppa. Sign up now and get ready to brew!

[UHDCharity.org.uk/BigTea](https://UHDCharity.org.uk/BigTea)



## Celebrating 25 years of our SPRING service

2023 is a special year for our SPRING support service as we mark a quarter of a century of supporting parents and families who have sadly experienced the loss of a baby.

SPRING will be hosting an event at Merley House on Sunday 16 July to mark the day, and family and friends who have used the service are invited to pitch up with a picnic on the back lawn and join those who currently provide the service, as well as the founding members of SPRING. We hope you can join us.



# Valuing our volunteers

**“It's the best thing I ever did...”**

We are incredibly fortunate at UHD to have many dedicated volunteers working across our hospitals. Their support to individuals, teams and services cannot be underestimated, and we are forever grateful to them for giving their time, positive attitude and good humour to whatever they throw themselves into!

Meet Richard Norman, who has been volunteering at Poole Hospital for the past 25 years!

**Why did you choose to volunteer?**

*As a retired postman I thought it would be nice to still meet the public. I also had a triple bypass in 1999 at Kings College Hospital which saved my life, so it's a pleasure to be*

*able to give something back to the NHS.*

**Describe what you do...**

*I first started volunteering on an oncology ward for about 10 years, helping out with the tea trolley and other errands for the nurses and patients before joining the pharmacy team. I help out in the pharmacy stores putting medication in a robot that stacks it so that the pharmacy staff retrieve it when it is needed for the inpatients. It is quite complex to operate but I find it very therapeutic and enjoyable.*

**What do you enjoy most about your role?**

*I enjoy working as a team with a bunch of great people all doing a worthwhile job. I also enjoy the banter which you only get from working in a team.*

**What advice would you give to prospective volunteers?**

*I would encourage anyone thinking of working in the NHS to go for it. They are kind, wonderful people only out to help where they can. I have learnt so much in the last 25 years and still do. It's the best thing I ever did.*





# NHS Staff Survey - what to do with your team's results

## Case study: Transformation team away day

“A wonderful team to work for, but how do we make it even better?”

After reviewing their survey results, our transformation team identified six key areas for improvement and noted above average responses in a number of areas including ‘personal development’, ‘health and wellbeing’ and ‘people we work with’.

They organised an away day to see how they could

work better together, build resilience, improve wellbeing, and better understand their priorities, roles and responsibilities within the team. The day ended with a team building session, bringing together those who normally work from different bases.

“I found it to be a really interesting, fun and uplifting day with the team. I feel the team I have is already amazing but will continue to get even better with the conversations and information shared...”

**Katie**

“I’m reassured that I am part of a thoughtful, caring and inclusive team that has an important role to play in the future of UHD...”

**Nimisha**

“It was a rare opportunity for us have some much-needed time away from our laptops! It was a great way to encourage the team to contribute, participate and engage...”

**Taz**

Please share with us what your teams are doing with your staff survey results by emailing **organisational.development@uhd.nhs.uk**



## IG top tips

Have you started your digital spring cleaning? Thought about data deletion, and correction?

Are you unsure what to do with old IT consumables (CDs, floppy disks, VHS tapes)?

Are you aware of how to securely dispose of confidential waste?-

Holding on to data that you no longer need increases the risk of breaches.

Take a look at the NHSX Records Management Code

of Practice 2021 for more advice and support [Policies, Procedures and Guidance \(sharepoint.com\)](https://sharepoint.com)



# Let's get social

## Porters are posting...

It's great to see our #TeamUHD porters embrace social media and join the Twitter community!

Go and give them a follow @UHD\_Porters for all the latest news from our portering and services department.

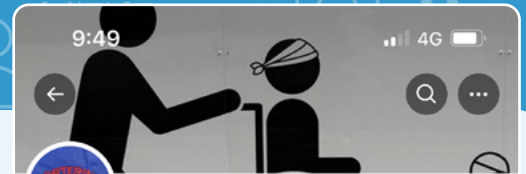


UHD Portering Department @UHD\_Porters · Apr 24

A well deserved thank you to the four amazing Porter's that worked hard last month during the flood within Poole Hospital. Helping the fire service and other staff to coordinate stopping & cleaning up the water whilst soaked to the bone #Thanks #TeamUHD #Porters #Heros #NHS



1 7 21 1,778



UHD Portering Department

@UHD\_Porters Follows you

University Hospitals Portering Department Providing Portering & Security Services across Poole & Bournemouth Hospitals This account is monitored Mon-Fri 8-4

Medical & Health Poole & Bournemouth - Dorset

Joined April 2023

102 Following 17 Followers

Followed by Mark Mould, University Hospitals Dorset Bank, Lisa Cain, and 8 others

Tweets Replies Media Likes

UHD Portering Department Retweeted



University Hospitals Dorset NHS F... · 19h

How lucky are we, to have all this on our doorstep?!

If you're looking for a new opportunity to live and work in this beautiful pocket of Dorset, check out our website for all the latest vacancies.

[uhd.nhs.uk/careers](http://uhd.nhs.uk/careers)

Home Search Profile Notifications Messages

Top mention earned 1,320 engagements

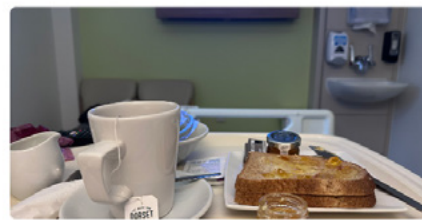


Carlos

@carlosradioguy · Apr 22

Morning! THANK YOU for the thoughtful & caring messages. So kind. Yesterday's op was rather protracted with complications & I haven't had much sleep but I'm still here 😊 Huge praise for my surgeons & the whole team @UHD\_NHS Royal Bournemouth. Breakfast now with @dorset\_tea too. [pic.twitter.com/dsinahe7hc](https://pic.twitter.com/dsinahe7hc)

## Top of the posts



59 4 210

Our top mentioned tweet for April featured a thank you message from local radio host Carlos, following his surgery at RBH.

It was our most engaged tweet for the month with over 1,300 engagements, and great to see our surgical colleagues receive such positive patient feedback.

Well done #TeamUHD



## A note on TikTok...

if you follow us on here you might have noticed we haven't posted anything on our profile in a while.

We received the following steer from our NHSE and Government Communications Service (GCS) colleagues recently and we are pausing our account for the time being while we review our social media channels and the benefits of having a presence on certain platforms versus the risks. As always, we will keep you posted on any developments.

**"Please note that TikTok is not currently included in the portfolio of platforms cleared for use against the GCS SAFE Framework, and our collective approach continues to be to use alternative channels to reach audiences."**

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)





# Royal reflections

**Louise Pennington**, lead palliative care nurse, said: *“I’m unbelievably proud of all our teams and for all they did during the pandemic to ensure compassionate and safe visiting for patients at the end of their lives. We pulled together to focus on what matters most to our patients and having His Royal Highness here is great recognition of all we’ve been through.”*

With the coronation of His Majesty The King fast approaching, it feels timely to look back on his visit to RBH in spring 2022, when His Royal Highness paid tribute to our staff members for their dedication and work throughout the pandemic.

He then went on to open the Lavender Garden, dedicated to the memory of colleagues who have died, and which provides a special area for Team UHD to rest, reflect, and recharge.



**Andy Barber**, laboratory manager for microbiology, recalls a conversation with His Royal Highness.

*“I was honoured, and surprised, to be chosen to meet the then Prince of Wales. I was very proud to be able to represent the staff in pathology who had contributed so much to the provision of Covid testing for our hospitals and community.”*



**Ann Brown**, OPS and neurosciences matron, was working in ED during the height of the pandemic and had to live apart from her partner so she could continue working on the frontline. Her partner has multiple sclerosis and was clinically vulnerable. She moved out of home for three months and lived in a caravan. She was so proud to meet Prince Charles and to share her journey with him.

*“My colleagues in ED and now in OPS and neurosciences worked relentlessly during this time and are now facing even more challenging times. They are inspirational teams and a visit from the Prince, now our King, was really very special.”*



# Our NHS Pound



## #NHSpound

Save

Thank you to all of you who have submitted ideas to our NHS Pound Campaign in the last month. In April we asked for suggestions to save waste and improve efficiencies in medicines management.

## You said...

**Could pharmacy have a medicines' tracking systems where wards or department can request medicines for patients electronically. Pharmacy can track whether that medicine has already been ordered by someone else for the same patient or not. If ordered, they can halt reissuing another supply. This will reduce the wastage as sometimes you find patients with two or more boxes of same medication ordered by different people and sent to the wards / departments at different time of the day.**

**Tracy Lyons,**  
medicines optimisation  
pharmacist and  
sustainability  
lead for pharmacy, *said:*



We're always looking for ways to reduce medicines waste - it's a really important issue for us, for safety, financial and environmental reasons.-

This is the best way to communicate with pharmacy about medicines needed for your patients:

- All wards have a Teams channel for pharmacy - use this to request drugs electronically!
- Pharmacy staff monitor the channels and 'tick' requests when they've been actioned.
- If you have queries about where a medicine is, use the ward Teams channel to make sure messages are seen (messages to individual members of pharmacy can get lost).
- AND, if the drugs you want are part of a discharge TTA, ward staff can also log into the pharmacy tracker to check on the status of TTA.

Other ways we can reduce medicines waste:

- Only order what's needed! Check the medicines reconciliation (MR) and pharmacy supply notes in EPMA\* - these tell you what the patient is taking and what's needed.
  - MR notes - these list medications patients were taking before admission, any questions about medications currently prescribed, and changes during admission.
  - Pharmacy supply notes - these document what has been ordered, what stock the patient has with them (patient own drugs) and if they have a supply at home.
  - If a new medicine is started, make sure patients and staff know how it should be taken, how long it should be taken for and when/how it should be stopped.
  - All drug changes should be documented in EPMA so that GP teams can be updated after patients are discharged.
- ..and finally, if medicines waste does occur, make sure that it's disposed of properly. [Use our Pharmaceutical Waste Flow Diagram](#) to ensure we put discarded drugs in the right waste stream. This protects human health and the environment.

\*EPMA has been successfully rolled-out to the majority of adult inpatient wards across UHD. Other inpatient areas such as maternity and paediatrics are the focus of work going forwards, with a view to deploying the system there in due course.

Please keep your ideas coming. Email [NHSpound@uhd.nhs.uk](mailto:NHSpound@uhd.nhs.uk) or scan the QR code ▶



# All you need to know about speaking up

## Raising concerns creates change

### Why should I speak up?

Being 'open and honest' and 'listening to understand' are essential to creating a culture where staff feel encouraged, confident and safe to speak up. It is so important that you tell us about anything that gets in the way of providing the best care for our patients and ensuring our working environment is one in which our staff thrive.

### What is speaking up?

Speaking up is about feeling safe and listened to when raising a concern. It is a process which ensures your concern is followed up and action taken.

### Who can I speak to?

If you have a concern, you should first speak to your line manager. However, if this is not possible you can talk to one of our chaplains, staff governors, union representatives, human resources or occupational health. You can also raise a concern through a LERN form.

### Who are the Freedom to Speak Up (FTSU) team?

The FTSU team offer a confidential, unbiased and impartial service. They will listen to your concern, provide you with a safe space to talk and guide you on what to do next.

### How do I contact the FTSU team?

Email [freedomtospeakup@uhd.nhs.uk](mailto:freedomtospeakup@uhd.nhs.uk), call ext. 4220 or use the UHD app.

### How do I speak up anonymously?

You can use the UHD app to raise a concern anonymously. Tap the FTSU button on the homepage, followed by 'FTSU concern report' and fill out the 'I have a concern field'. To stay anonymous, leave the contact field blank. It is important to remember however that we will not be able to feedback to you or ensure you are ok.

### What is the point of speaking up?

Raising concerns creates change. Visit the FTSU intranet pages to hear testimonials from staff who have spoken up. Civility is something we all have a responsibility to uphold.

### What is the future of FTSU?

Our FTSU team have set out a programme for the next three years which can be found [here](#).

Our FTSU policy will be launched this spring.

### How do I learn more?

Complete the eLearning 'speak up', 'listen up' and 'follow up' modules on BEAT by searching 'Freedom to speak up' in the 'Find eLearning' section.



Supporting you to raise concerns



**In 2022/23 279 staff spoke to the FTSU team. Their feedback says that speaking to the FTSU team provided them with the support to create change.**

*"It's so important to me that all staff feel able to talk about things that are difficult or challenging. We need you to feel safe to speak up and make UHD the best place to work and the safest place for our patients..."*

*Helen Martin, Freedom to Speak Up guardian.*



# Good news feed

## Cardiology team trials new tech

Our cardiology team is one of the first in the UK to trial revolutionary new technology which should reduce the need for heart patients to be readmitted to hospital.

Patient Angela Giacomini had a small device implanted into the vein that leads to her heart. The FIRE-1 device expands and contracts as the heart beats, measuring the volume of blood being delivered to her heart. It then sends signals to a belt she wears which raises an alarm if a concerning pattern is monitored. Angela's doctors can then alter her medication without her deteriorating and needing to return to hospital.

She was the first patient at RBH to receive the implant and is only the fourth person in the UK to take part in this trial.

Dr Chris Critoph, consultant cardiologist, said: *"If this technology works, it's a fantastic development for our local population. Any patient that signs up for a trial is making a massive difference to medical advancements and we can't thank them enough."*



## Out to Africa

The Poole Africa Link team are now in Uganda, continuing their training of student midwives and other healthcare workers at Lira University and hospital in their 14th visit to date.

members are dietitian Laura Flynn, paediatric physio Kat Richards, Camelia Gecse, a theatre scrub nurse, and nurse Jane Reader who ran three marathons to raise money for the trip - her 125th!

The team is being led by Sarah Clark, consultant breast surgeon, who is joined by surgeon Judy Mella and Peter McEwan, consultant neonatologist. This year's new

**We need you!** The team is keen to hear from any experienced midwives who would be interested in joining one of our teams in October. Pop an email to [hilary.fenton-harris@uhd.nhs.uk](mailto:hilary.fenton-harris@uhd.nhs.uk)



## Staff Networks Day

10 May is Staff Networks Day, a day where employee networks across the UK rise up as a community and lead the way for change in the workplace. This isn't just about the day; it's about the positive contributions our staff networks make to Team UHD.

Our wonderful staff networks will be undertaking trolley walks across all sites on the day. Look out for the trolley and join in!

You can find out more about our staff networks on page 14 and [here](#).



NATIONAL DAY FOR  
**STAFF NETWORKS**



Team UHD says goodbye...



# Onwards and abroad

Our surgical team and colleagues across the trust have said a warm goodbye to the 'backbone of their unit', Mr Kauser Kazem.

Kauser retired last week after 24 years at RBH. He joined in 1999 as an associate specialist general surgeon and worked in elective breast surgery and as a senior surgeon on the emergency general on call service before becoming a locum consultant breast surgeon. Throughout his time he has been a valuable team player with a 'superior intellect, sense of humour and a beacon of kindness to all'.

Kauser helped develop the breast one-stop service and headed the breast patient follow up service. He was also involved in the planning of the Jigsaw Building and has been an active member of multiple clinical based committees, such as patient safety.

While Kauser may be retiring,

he is by no means slowing down. His next venture involves helping develop the breast service in Mauritius!

His colleague, Mr Mark Tatterton, said: ***"Kauser is well liked by his patients and colleagues and will***

***be sorely missed by all, especially by his colleagues in the breast unit.***

***"We wish him the very best with his future ventures, and want to thank him for everything."***



# Farewell to Richard

Our portering team has said a fond farewell to Richard Sawyer, retiring after an amazing 29 years' service at Poole Hospital.

His colleagues said Richard is always willing to go the extra mile to help staff and patients and will be missed by many across the trust.

Good luck and enjoy your retirement, Richard!



# The Brief



## Wednesday 3 May - 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>UHD Awards 2023:</b> Nominations have now closed and the judges are working through the 849 nominations ahead of the ceremony on 15 June! Read more on page 4.</p> <p><b>4-everyone:</b> Our same day emergency care departments are helping us achieve the 4-hour standard, and a two-week focus on discharge is underway. More from page 4.</p> <p><b>Transformation:</b> We have the green light to open our theatres at Poole at the end of the month, and BCP Council has granted planning permission for the spur road into RBH. Find out more from page 8.</p> <p><b>Staff rest areas:</b> We have secured charity funding to make small improvements to existing staff rest areas across all UHD sites. Find out how to make a bid on page 10.</p> <p><b>Leadership and development:</b> We're running coaching skills, manager's induction, and leading teams through change workshops, plus sign up to free coaching. Page 22.</p> <p><b>Awareness weeks:</b> This May we mark International Day of the Midwife, Nurses Week, Dying Matters Week, Deaf Awareness Week, Staff Networks Day, Mental Health Awareness Week, and many more!</p> <p><b>Network news:</b> Our networks continue to be very busy and a great source of support. Find out more about our Deaf Awareness Week on page 14.</p> <p><b>And finally:</b> See <i>The Brief</i> for upcoming events, our good news feed, BU opportunities, social media, Green UHD, Charity and recruitment round ups, and more!</p>	

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

**Department:**

**Signed:**

**Date:**