

# The Brief

April 2023



## Who will **you** nominate?

Page 4



Page 6

### Enhancing flow, improving care



Page 14

### Our Women's Network



Page 17

### SPOTLIGHT ON: Tackling TB

# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington



They say April showers bring forth May flowers. And we've certainly had our fair share of water over the past few weeks, not least with the middle of the night water leak at the Philip Arnold Unit at Poole.

What that incident taught us was the spirit of Team UHD is strong, and your teamwork is instinctive. That will always filter down and have a positive impact on the care you give to our patients, and the support we all need to have for each other. A huge thank you to all the teams involved.

So after a challenging few weeks for our trust, here we are at the start of our new operational and financial year. The sun seems to have come out and we have launched our first ever UHD Awards.

I'm fortunate to hear so many examples of incredible individuals and teams as I go around the trust, and I hope these awards will give us all a timely reminder of the pride we should have in what we do. These are your awards, shaped by the feedback you

gave us, and by as many people nominating as possible, we will make them the inclusive celebration we want them to be. Read more about how to make a nomination on page 4.

I appreciate when it's very busy, it is difficult to step back and think, what have I achieved? The recent and upcoming industrial action - and the impact that has on both staff and patients - presents us all with a huge challenge and a requirement to work differently at what is a very emotive time.

Similarly so, the recent publication of our CQC reports I know had an impact on morale. While we know a lot of the issues raised have already been fixed, we will be asking for focus on compliance with standards, managing and reducing risks and strengthening our governance. This requires strong visible leadership, where people feel safe to speak up. But what was so reassuring to see, was the way Team UHD came together during this time to support each other and to embrace the journey

of continuous improvement.

Patient First will be our driver for this improvement journey and I'm really pleased so many of you have already joined a session to find out more. Your executive team will be running more of these sessions over the next few weeks - see page 5 for details.

So let's look at just some of the positives from the past few weeks. Our transformation programme is picking up pace with the new Poole theatres on track to be handed over to us by the end of April, and planning is underway for the 'topping out' of the BEACH building.

While the buildings are fundamental to the way we provide services, the more significant transformation lies in the coming together of our teams. April is a month of great change for our cardiology and stroke services whose work will now mainly be centred at RBH. A big thank you to everyone working in these specialties for embracing the changes and seeing the benefits these will



▲ Colleagues celebrate the achievements of the acute cardiology unit at Poole

bring for our patients. You can read more on page 10 and in our You Said transformation special on page 8.

With the health news agenda regularly focused on long waiting lists, it's really encouraging to see we now have no patient waiting more than two years and that we have ended the year with a better than planned position on 78 week waits. On top of that, we are also maintaining our position as the best performing trust in the south west for diagnostics performance.

In terms of flow, we are working closely across Dorset and focusing on discharge and admission avoidance. We are looking to reinstate the local Discharge to Assess model (D2A) which will see patients leave hospital for care assessments, and as you'll read on page 6, use of our departure lounges is increasing every week.

It clearly remains very busy, which makes it even more important to think about your health and wellbeing. This quarter's People Pulse survey (page 12) specifically focuses on how we can improve your health and wellbeing services and the way we communicate them to you. The questions have been written specifically off the back of the national staff survey results - so while



it feels like 'another survey', I assure you it will bring about change.

So thank you again for all you do. This is a busy time with many festivals including Easter, Passover and Ramadan, and spring is here, so I hope you all have the opportunity to spend some time with your friends and families.

***And don't forget to nominate!***

*Siobhan*

# Vital statistics

March 2023

- We saw **41,272** patients in our outpatient departments
- ...and an additional **9,242** virtually
- Carried out **1,359** day case procedures
- Supported the birth of more than **281** babies
- Attended to **13,676** patients in our EDs
- Started **237** patients on their radiotherapy
- **3,054** patients had their first outpatient appointment following a referral for a suspected cancer

Thank you

**#TeamUHD**

# Our UHD Awards are open!

The UHD Awards 2023 is an important way that we can help recognise each other. Anyone can nominate, and anyone can be nominated. They are genuinely open to anyone with a connection to UHD, including our fabulous volunteers.

You told us in the national Staff Survey that you would like more recognition for the good work that you do. These awards are one way of celebrating the amazing things that you do every day.

We want the awards to be as representative and inclusive as possible, taking in a wide range of clinical and non-clinical people and teams - that's why we need as many staff to make as many nominations as possible.

The award categories reflect our values and recognise individual and team excellence. We also have a Patient Choice Award which is open to the public.



## TIME TO NOMINATE!

Read more about nominations [here](#) or click [here](#) to nominate. Nominations close at midnight on **30 April**, after which they will be judged by a panel comprising a wide range of roles and responsibilities within **#TeamUHD**. The awards event will take place on **15 June**.

- ★ Caring
- ★ #OneTeam
- ★ Listening to understand
- ★ Open and honest
- ★ Always improving
- ★ Inclusive
- ★ UHD leadership award
- ★ Volunteer of the year
- ★ Team of the year
- ★ Clinician of the year
- ★ Patient Choice

## #NHSpound

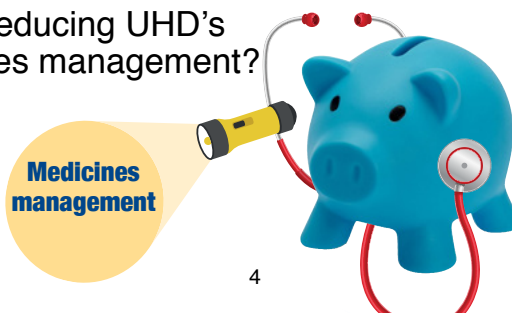
Save

## Medicines management

We'd love to hear from you if you have any ideas to improve medicines management at UHD.

- Can processes be streamlined or improved?
- Do you feel that UHD could reduce waste of medicines?
- Do you think that UHD over-subscribes on discharge?
- Do you have any ideas on reducing UHD's carbon in regard to medicines management?

Please send in your ideas to [nhspound@uhd.nhs.uk](mailto:nhspound@uhd.nhs.uk)



## Top tips from Team IG

Did you know our information governance team has a **brand-new intranet page**? This will be your one-stop shop for IG guidance so have a peek and tell us what you think - it's a hoot!



## Improving care for patients with mental health concerns

We need your views to help us devise a strategy for supporting our patients with mental health issues and the staff who care for them. Please take a few minutes to tell us what you think we do well, let us know if you have any concerns and share your ideas for improvement. Click [here](#) to fill out our survey.

### Mental Health in Action day:

Join us on 21 April at Bournemouth University to listen and engage with colleagues about the management of patients with mental health needs across our hospitals. This event is open to all staff at UHD. We want to hear from a wide range of people in all job roles across the organisation. Click [here](#) to book your free ticket.

# Patient First: get the lowdown



Patient First will help us all by improving the way we work, giving the time, freedom and skills to make positive and long-lasting changes that will benefit ourselves, our colleagues and our patients.

Thanks to all who have attended one of our sessions to discuss some of the barriers you face

in your roles, what you would like to do to make things better and to ask questions about what Patient First could mean to you.

Our execs will be facilitating more sessions so do come along. Customised online sessions for night and weekend staff are also planned.

Date	Time	Session
12 April	2-3pm	Virtual session with Karen Allman, chief people officer
13 April	1.30-2.30pm	Session with Peter Gill, chief informatics officer, Yeomans House, meeting room 1
14 April	3-4pm	Session with Mark Mould, chief operating officer, board room 1, Poole
17 April	11.30am-12.30pm	Virtual session with Siobhan Harrington, CEO
18 April	1.30-2.30pm	Session with Pete Papworth, chief finance officer, committee room, RBH
19 April	9-10am	Session with Pete Papworth, Macmillan Suite, Christchurch
19 April	11am-12noon	Session with Karen Allman, Yeomans House, meeting room 1
19 April	3-4pm	Virtual session with Mark Mould
20 April	2-3pm	Session with Siobhan Harrington, board room 1, Poole
21 April	10-11am	Virtual session with Peter Gill
26 April	9.30-10.30am	Virtual session with Deb Matthews, director of organisational development
26 April	3-4pm	Session with Deb Matthews, seminar room 1, Education Centre, RBH
27 April	10-11am	Virtual session with Paula Shobbrook, chief nursing officer
28 April	3-4pm	Session with Paula Shobbrook, Macmillan Suite, Christchurch

Book a space by emailing [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk)

\*Please note, operational pressures may lead to sessions being postponed. Please look out for notifications on the intranet.

## Industrial action update

The British Medical Association (BMA) is taking industrial action with a 96-hour walkout by junior doctors from 7am on Tuesday 11 April until 7am on Saturday 15 April.

Our junior doctors are vital for patient care and the running of our hospitals. During their industrial action, the majority of medically-

led activity will be cancelled to ensure we can provide safe emergency and inpatient care. Thank you to all those who are involved in the planning for this industrial action and for colleagues who will be working in different roles than usual to cover. Your flexibility and resilience are much appreciated.

Further guidance for staff is on the industrial action pages of the intranet.

# Enhancing flow, improving care



Our departure lounges are an important way we can promote flow through our hospitals. They enable patients ready to leave hospital to do so in a safe, comfortable environment away from inpatient areas which in turn allows other patients to be admitted from our emergency departments and assessment units to our wards for the care they need.

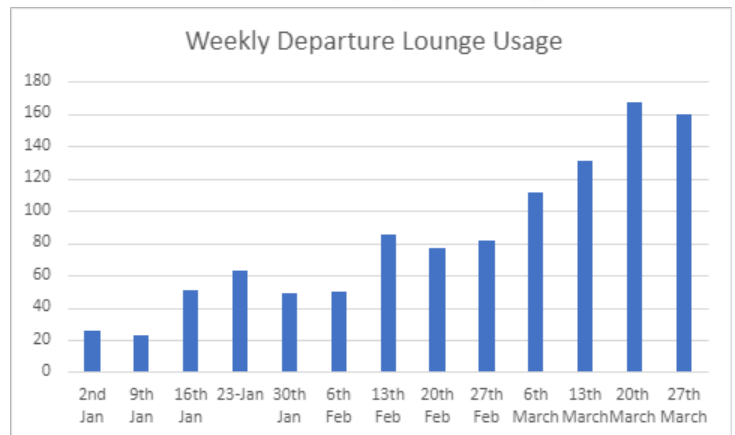
Use of the lounges - located by the outpatients department at Poole Hospital and signposted from the UTC at RBH - has steadily been increasing. By the end of March more than 150 patients a week were leaving our hospitals via the lounges, more than seven times more than in early January.

**Sophie Jordan**, associate director of operations, flow and facilities, believes the increase is down to better awareness of the facilities, more confidence in using them by ward staff, and proactive departure lounge teams.

“We have trained staff working in the lounges which provides assurance that patients are going to not just a friendly place, but a safe place that can support an individual patient’s specific needs.

“The environment for patients and staff has been improved, while our departure lounge teams have been great at proactively identifying suitable patients on our wards.

“We set a goal of 15 patients a day using the lounges and we’re looking to see even more. The departure lounge performance makes an important contribution to delivering our four-hour safety standard as an organisation.”



The four-hour 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 requires a whole-UHD effort - it’s not an emergency department standard, it’s ‘4 everyone’.

Links with the transport bookings team have also improved the way in which this vital resource is used, leading to better planning and scheduling of patient transport.

The lounges are managed and operated by the medical care group, but open to any suitable patient from any care group.

“The departure lounges are really important to delivering the four-hour safety standard by enabling the early flow of patients through our hospitals,” said Sophie.

“This puts us in the best place as an organisation to support patients in our urgent and emergency care services, by ensuring they receive the right care, in the right place, at the right time, by allowing them to move on to wards for their specialist care.”

For more on our departure lounges [click here](#).




## Staff Survey results to drive improvement

The NHS Staff Survey reports have now been published and we had a response rate of 45.5% - our highest response rate yet and above the national average.



Your feedback has highlighted areas across the organisation in which we are significantly better than the national average such as our equality, diversity and inclusion scores. Other positives include our approach to flexible working and the value we place on appraisals.



You have told us that we need to prioritise safe staffing, call out and report incidents of harassment and bullying, be mindful of people experiencing work related stress and support colleagues who may be feeling burnt out. Overall, our results are consistent with the feedback that has been received over the last year and work is already underway to address some issues.

The staff engagement score across the trust is 6.8 out of 10, and morale is 5.6 out of 10. This is in line with other acute trusts and stable compared to last year. We will be working with you all to develop our inclusive, compassionate and visible leadership style, and will continue to discuss with everyone how we can improve morale.

Results for each team with over 11 respondents have been sent to managers directly. Our staff survey manager's module has been developed as a guide to support you in navigating your results - find out more on the [staff survey pages](#).

### Tell us what you're doing

Congratulations to Ward 1 and the IT projects team who have already worked on their action plan to make improvements. We want to hear all about the improvements you are making so we can share your progress and inspire other teams. Email [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk).



NHS Staff Survey 2022  
#SpeakUpSparkChange

## CQC reports: Our improvement journey

The Care Quality Commission has published reports of its inspections on some of our services. It rated Poole Hospital's maternity service **inadequate** and rated that Poole Hospital's surgery **requires improvement**. The overall rating for Poole Hospital is that it **requires improvement**. No rating was issued for RBH, so it remains rated good overall.

Siobhan, our CEO, said:

“ You are all working so hard for our patients and each other so of course it's disappointing to receive these judgements. However, I do believe that the themes within the report are fixable. We have already put improvements in place and fixed issues raised. We recognise though that there is more to do and will ensure we take the actions needed.

“ I also know that the best thing about UHD is our staff and the community we are privileged to serve. We will continue our improvement journey together. ”

You can read more from Siobhan [here](#).

A special edition of Ask Me took place on Friday 10 March - you can catch up on the session here: [Ask Me - CQC briefing](#).

To view the full NHS Staff Survey benchmark report and breakdown report visit [www.nhsstaffsurveys.com/results](http://www.nhsstaffsurveys.com/results).

# You said... a transformation special

With changes to how and where we work picking up pace in 2023, 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

## Will teams who are being displaced be moved appropriately?

► **Richard says:** We want to make sure we have a clear understanding of the needs of all teams so we can find a suitable space and then we'll look at options of relocating, but we understand it's not an easy solution.

We're currently looking at January for the resolution of those teams that aren't moving to the Pathology Hub (haematologists, team offices, anti coag and phlebotomy clinic) but who need to move from their current spaces.

## Do we need more office space to accommodate moves?

► **Richard says:** Firstly, we are looking at how we use space well. We are currently approving the [agile working](#) and [flexible working](#) policies to support those who would like to work from elsewhere.

Secondly, we know that we are not using existing space fully and do need you to think about new ways of working and the cultures that go with that (such as desk sharing).

We will be looking at how we can use Yeomans House better in the longer term, and there will be some more space in Poole.

## Can we cope with IT demands for working from home?

► **Steve says:** We have IT representation in the space allocation group and that is exactly what we're trying to achieve, and we will be focusing on laptops instead of desktops. If your line manager agrees for you to work from home regularly, we have a responsibility to provide what you need to work effectively and ergonomically.

## When will teams start using the new buildings?

► **Isabel says:**

The BEACH building will be completed towards the end of 2024. We then need to make sure it is 'building ready', 'operationally ready' - so a hospital and not just a building, 'patient-ready' - making sure our practices and pathways are aligned, and then the last element is 'move logistics'.

Teams currently working on separate sites need to be working in the same way so that when they come into the building together, it's seamless. This also involves making sure we have everything we need for cleaning, catering and all other support functions.

## Will staff who are moving sites be given time to plan for their new workplace?

► **Steve says:**

Firstly, please do ask to tour the buildings ([strategyandtransformation@uhd.nhs.uk](mailto:strategyandtransformation@uhd.nhs.uk)). For Poole theatres the team are building up a plan where staff go and work in those theatres, do simulations and become familiarised with their new environments.

For personal logistics - commuting etc, we need to work through this with teams and with HR support.

## What will the barn theatres be used for and when will the first operation take place?

► **Isabel says:**

The barn theatres will be used for joint replacements, which are often done under regional and not general anaesthetic. Our theatre management team are working through a very detailed plan for opening up the theatres and we are expecting our first patient in early June.



## How will we maintain patient privacy in the new barn theatres at Poole?

### ► Isabel says:

Patient experience is key. There will be an anaesthetics room for patients which will be individual to them. The patient area in the theatres will be exclusive and the surgeon and anaesthetist will only directly work with one patient. Our infection control team have been involved in the designs and there is extensive research on the benefits, including team morale.

## Do we have enough staff for the theatres?

### ► Isabel says:

We hope our new theatres and different ways of working will attract staff. While there's a national deficit of anaesthetists, we do have a recruitment plan in place. We're also using different types of staff, such as anaesthesia associates. Innovative solutions like that of training different staff will help.

## Will patients be involved in the new designs?

### ► Isabel says:

We want to be patient-centred and involve patients in the design of patient pathways and the lighter touch aspects of the wards. Please contact **Laura.Northeast@uhd.nhs.uk** who leads our patient engagement team if you have specific asks and she will get the right patients involved.

## When will the Pathology Hub open and will blood tests move there?

### ► Isabel says:

The Pathology Hub should open around October 2023. It will be a staff only building, so blood tests will remain on the main site. We will be working closely with clinical teams around patient pathways and how we provide blood tests. It comes down to space

and resources.

If we can use outpatient rooms that are available, we could save some patient journeys.



## What are the plans for the Eddie Hawker Wing at Poole?

### ► Isabel says:

We're focusing on cohorting inpatients into the main block in Poole. The Portland ward in the Eddie Hawker wing is expected to expand and go into the main part of Poole Hospital. There's currently no plan for anything else in Eddie Hawker to move. There are also no plans to demolish the building.

## Are there going to be any changes to staff and patient parking?

### ► Richard says:

There is a multi-modal approach to travel which including parking, buses, sustainable travel, cycling and a lot more. We currently have a survey open, please fill out the survey. You can also watch a short video about parking [here](#).



We will be retaining the existing parking spaces and have moved many of the contractors into Wessex Fields to help manage the space for staff and patients.

## Will there be more spaces to eat and more affordable food?

### ► Richard says:

The catering team was one of the first teams to have been affected by the reconfiguration and have been fantastic in planning the changes.

Our catering team retail manager reviews the pricing policy across UHD and we are looking at similar initiatives to our £1 soup and a roll.

We are prioritising seating for those paying to eat in any of our restaurants. However, if there are empty seats, please feel free to use them. As we approach next winter and it becomes less enjoyable to sit outside, we are looking at how we can make staff rooms more attractive. If yours needs to be improved, please contact our charity team.

We're also revamping the RBH marquee and planning work on the Poole theatre courtyard.

## Key services on the move

Two important operational changes come into effect this month - both part of the planned transformation of our sites and providing significant benefits to patients.

### 'Exciting new phase' for stroke services



Our stroke services are combining with the stroke recovery unit based on the Poole site coming across to RBH.

Dr Suzanne Ragab, consultant stroke physician and UHD's clinical lead for stroke, said: "Having the combined service on one site will allow greater flexibility and resilience of staff and more efficient pathways for patients, access to our Walkerbot technology and allows for better continuity of care."

During the transformation phase there will be some short-term disruption to services. From 5 April, the current Ward 9 services at RBH will move to the existing stroke recovery unit at Poole - this move will establish the community ward on the Poole site led by our older persons services team. The current Poole-based stroke services team will relocate to ward 9, which will enable all stroke inpatient beds to be at RBH.

### Move will deliver significant benefits for cardiology patients

Inpatient cardiology services are now centred on the RBH site.

As part of these changes, patients with cardiac problems will be managed at RBH and inpatients with heart issues at Poole will be moved to RBH. The acute cardiac unit at Poole

will be merged with the Bournemouth coronary care unit.

It is estimated that quicker access to treatment for patients currently admitted to Poole could save up to 29 lives each year - particularly for patients with conditions such as heart attacks and electrical cardiac problems.

Dr Jehangir Din, cardiac consultant, said: "These changes will deliver significant improvements to the patient experience, helping to save lives and reduce the risk of subsequent heart attack and stroke."

"We're glad to retain a number of cardiology services on the Poole Hospital site, with continued consultant support and outpatient procedures."

**More information on both these changes can be found [here](#).**

## Getting our office spaces ready for the future

In last month's update we looked at how and where 'office' work happens.

A new [portal](#) has now been launched to support teams with new ways of working. It includes useful information on why and where our workplaces are changing as well as where you can access support for your team. You can also hear from colleagues on their experiences with recent moves.

If you have any questions, please email [strategyandtransformation@uhd.nhs.uk](mailto:strategyandtransformation@uhd.nhs.uk)



## Connecting in Corfe

Our governors recently hosted a 'listening event' in Corfe Castle. Members of the public were able to hear more about the latest developments taking place across our hospitals as well as information on future health events.



## Transformation update

# Close to completion - Poole Hospital's 'barn' theatre

Colleagues have been familiarising themselves with Poole Hospital's new facilities. Here's our fab admin and admissions team checking out the innovative new four-table 'barn' theatre.

The new facility, the first of its kind on the south coast, will be handed over by IHP, our main contractor, on 21 April. Following that, there will be further visits and clinical simulation sessions during May, with the first patient lists expected in early June. Watch out for more information over the next few weeks!



## Leave your mark on the BEACH

We want everyone to feel part of the new BEACH building - the new home for our maternity, children's, emergency and critical care teams - when it opens in spring 2025.

We're asking teams to sign boards which will be installed in the structure of their new department.

These boards will form part of the 'topping out' ceremony on 19 May.

**IHP** Integrated Health Projects by VINCI MFPALPINE

**NHS** University Hospitals Dorset NHS Foundation Trust

### LEAVE YOUR MARK ON THE BEACH

We want everyone to feel part of the new BEACH building - the new home for our maternity, children's, emergency and critical care teams.

**PLEASE ADD YOUR SIGNATURE TO THIS BOARD BEFORE IT'S INSTALLED IN THE STRUCTURE OF YOUR NEW DEPARTMENT.**

**ADD YOUR NAME BY FRIDAY 12 MAY SO THE BOARD CAN FORM PART OF THE TOPPING OUT CEREMONY**

We look forward to opening the BEACH building in spring 2025.

## Cooking up a new model for catering

Business has been brisk following the reopening of the RBH atrium café - look out for news about the new 'click and collect' option starting soon - with the finishing touches being made to the Oasis café as our new staff only catering space. Also look out for more information on the new 'meals on wards' service.



## People Pulse: Supporting your health and wellbeing

Throughout April we will again be asking you to use the People Pulse survey to tell us about your experience of working at UHD. We know it feels like we have been asking you to share your feedback an awful lot recently... here's why it's important for us to regularly check in with you and what difference it makes.

### What is the People Pulse survey and why does it matter?

The People Pulse survey provides us with up to date insight into your experiences and tells us if you are feeling informed and supported in your role.

### I've just filled out the NHS staff survey, why should I do this one as well?

Our 2022 NHS Staff Survey results showed us that we need to prioritise the issues of physical deterioration and stress at work, ensure you know the routes to occupational health and wellbeing services and ensure help with work-related mental and physical health is easily accessible.

To do this, we need to ask you a few more questions

Go to [www.nhspeoplepulse.com](http://www.nhspeoplepulse.com) to take part or scan the QR code

which look at these specific areas so that we can improve our health and wellbeing services and the way we communicate them to you.

### What are you asking me and what will you do with my feedback?

We will be asking you a few short questions which will help us to measure the health and wellbeing of our workforce. We will listen to your feedback, act on issues raised and use it to make tangible improvements to our health and wellbeing support.

To find out more about the People Pulse survey [click here](#) or search 'People Pulse Survey' on the intranet. You can also find assets there to help you promote the survey within your teams.

## Keep on movin' with #TeamUHD

Every month join us as we celebrate you, and all you do to keep active outside of work. Sustained physical activity can decrease your risk of a remarkable amount of physical and mental health conditions. Each month let your colleagues inspire you to try something new and encourage you to get outside and enjoy nature.

*"My name is Susie and I'm a TB specialist nurse and keen kayaker.*

*I wanted to be more active once I moved closer to the sea and river, and be out on the water in a more exciting way. I tend to kayak close to home, so I can wheel the boat down. I am hoping to get a van one day so I can go further afield. I love kayaking, it is great exercise, burns lots of calories, gets you out in the fresh air*

*and is something you can do with friends. I often go with my work colleagues too.*

*I would recommend for anyone to start - borrow a friend's or hire one to start with if you are not sure. Go out on a river on a calm day and enjoy the quiet and time with nature. You will get wet so remember a wetsuit.*

*I also love paddle boarding, sea swimming and am*

*currently training to do a 100km charity walk in May.*

*"Remember to warm up after with cake and coffee!"*





# Ruth's reflections

with Dr Ruth Williamson

This month I've been thinking about the staff survey and what I've learned from it. A couple of things stand out to me.

Overwhelmingly it's the pressure, the difficulty providing high-quality care and one in three of you feeling you don't have enough time for family and friends during leisure time. There are good things in there too about teams having shared objectives with respectful colleagues they enjoy working with. In my experience working with a great team can make any job much easier.

For the first time our bank staff were included in the survey. For me this is really interesting. There are lots of reasons why people work on the bank - to make ends meet with some extra shifts, to allow for flexibility in looking after loved ones and to have some control over working hours to name but a few. Without our staff bank we would find it even harder to fill the inevitable gaps that occur in staffing so a special thank you to everyone who has offered shifts on our staff bank this year.

**We are**  
**#ProudToBeBank**

Our bank staff in general score better for work life balance, so what can we learn about that? Are there opportunities in your team to self-roster or balance your work and home life better? Sadly our bank staff don't always feel they can influence change

as well as others, or have opportunities to develop. So a challenge - if you have bank staff working with you what are you able to do to learn from their fresh views on our workplace?

The other area of interest to me was around supporting equality and diversity and it's great to read that in general there is less discriminatory behaviour than in comparable NHS organisations. However less isn't enough and one in 13 UHD staff have experienced discrimination from a patient or colleague or both in the last year. Most often the discriminatory behaviour is on the basis of ethnic background, but age discrimination is increasing. Religious discrimination is thankfully rare here but is increasing. This gives me a segue into mentioning the spring religious festivals on the grounds that understanding is the key to treating people as we would wish to be treated.

For the first time in 33 years the three main Abrahamic religions Islam, Judaism and Christianity are overlapping key religious festivals. Ramadan, Passover and Easter are all linked by the lunar calendar, by fasting or abstinence and by celebrations with family. Easter falls on the first Sunday after the first full moon after the spring Equinox. Passover is linked to the lunar calendar too, starting on the first night of a full moon after the spring equinox, and Ramadan starts on the day after the first sighting of the new crescent moon in the ninth month. I find the differences and similarities

fascinating and wish strength to those fasting and joy to those celebrating and feasting.

I had positive feedback from my lemon drizzle recipe last month so here by way of a #ThankYou to Jane Bruccoleri-Aitchison, my infinitely patient editor and Ask Me inquisitor, is a [recipe for Colomba di Pasqua](#), a peace giving, dove-shaped sugar and almond topped sweet bread similar to panettone. I have to admit that I haven't baked this one but I have baked [Scandinavian Semlor buns](#) which are traditionally eaten at the start of the Lenten fast - evidence below.



So I'm hoping that you all get a chance to discuss in your teams what the staff survey means to you and what could change things for the better to ease the pressure and make our working lives easier.

Away from work I hope you get a chance to rest and relax and do something completely different - maybe spend a moment looking up at the moon which has such significance for the religious festivals this month or bake something seasonal.

Ruth

# Network news

## Our Women's Network

“ Empowered women, empower women!... ”



Almost a year after the Women's Network was launched, we caught up with co-leads **Sam Murray**, pharmacy operations manager, and **Jasmine Sharland**, organisational development advisor...



### What kick started the network and why is it important?

**Sam:** Our workforce is 76% female and I think it's incredibly important to support women and those who identify as women in the workplace, look into key issues and work on strategies to address them. As a working mum, having a network of support is a real positive for me.

**Jasmine:** I am passionate about supporting and empowering women. The network allows members to interact and support one another and share ideas, suggestions and tips.

### What support does the network provide?

**Jasmine:** We have a monthly meeting which all staff are welcome to attend and a Teams channel where we share useful resources, including upcoming events and seminars relating to women's health, parenting and mental health.

### What impact has the network had on you?

**Sam:** I have worked at UHD for 25 years and seen a lot of changes. I'm a mum who has suffered baby loss and a mum working full time juggling home life and working life. I have seen many senior managers who are male at UHD and I am keen to empower women to rise up into senior positions. The network holds the trust to account on matters such as inclusivity, closing the gender pay gap and reviewing flexible working. We can't change everything overnight but we are making a start.



**Jasmine:** I have worked at UHD since 2018. As a woman who suffers with anxiety, joining the network was a daunting idea for me, let alone being one of the co-leads. However I was determined to do it and it has helped my confidence immensely. I have met incredible people and feel privileged to be able to support those in our network... empowered women, empower women!



### How important are allies?

**Sam:** Allies are so important. We think it is essential that everyone understands different matters impacting women and their working lives. We feel privileged to have CEO Siobhan Harrington as a network member and exec sponsor.

**Jasmine:** With support from allies, our network is much stronger. A lot of our work is promoting women's health conditions and how these might impact our staff in the workplace - having allies engage with this work helps to further understanding and support our female workforce.

### What is next for the network?

**Sam:** We are working closely with Women's Action Network Dorset who are creating the Dorset Women's Charter. You can find out more about this by listening back to [Marianne's talk](#) at our International Women's Day event.

**Jasmine:** We are also working on a Period Poverty Project which focuses on period waste facilities as well as period products for our staff. For more information email me at [jasmine.sharland@uhd.nhs.uk](mailto:jasmine.sharland@uhd.nhs.uk)

For support, information or to join the women's network, email: [womens.network@uhd.nhs.uk](mailto:womens.network@uhd.nhs.uk)



## Catch up:

Our Women's Network celebrated International Women's Day in March with an event featuring guest speakers, goodies, cake and conversation. Listen back to the guest speakers [here](#).

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

# Ramadan 2023: 23 March-21 April

Ramadan is the ninth month of the Islamic (lunar) calendar and is one of the holiest months of the year for Muslims. Ramadan is observed by Muslims worldwide as a month of fasting, prayer, reflection and community. If you would like to find out more about how to support your Muslim colleagues, or are a manager looking for guidance on supporting Muslim staff during the month of Ramadan, read this guidance created by the [NHS Muslim Network](#). The guide includes information on why Muslims fast during Ramadan and what it involves, as well as on advice on the impact fasting has on those that do it.

The guide also contains advice for Muslim colleagues including information on what foods



to avoid, safely altering your sleeping habits and what to do if you experience issues at work.

Take a look at this [Ramadan message](#) from deputy practice educator, Ifrah Hussein Aden.

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

## Green UHD

# Helping you drive better

The NHS is responsible for around 3.5% of all road travel in the UK and **over 14% of the NHS' carbon footprint is related to travel and transport**. On top of this, approximately one in three GPs and one in four hospitals are in areas with unsafe levels of air pollution.

With zero tail-pipe emissions, lower costs per mile and being able to drive through clean air zones, you might be considering purchasing an electric car - and UHD can help.

Our salary sacrifice car scheme is the perfect opportunity to spread the

cost. The scheme is provided by Tusker Direct and offers both electric vehicles and low emission vehicles. The cars are brand new and come with maintenance and insurance for up to 48 months.

The vehicles are provided through a salary sacrifice arrangement which means you agree to give up part of your gross salary in exchange for a noncash benefit - in this case a brand-new car. The salary is sacrificed before normal deductions are calculated enabling you to keep the income tax, NI and pension contributions that would otherwise have been paid.



You will also be able to take advantage of fleet discounts, allowing you to drive a brand-new car at a competitive cost.

Switching to electric vehicles has a big impact on our transport related greenhouse gas emissions, as well as the health and wellbeing of our local communities.

Find out more about the scheme [here](#).

The South West Greener NHS team has invited the Energy Saving Trust to host an EV myth busting webinar to address common questions around the availability, charging and cost from the perspective of current EV owners. To book your place, please sign up via this [form](#) by midday on 19 April.



# New AHP Visiting Fellow announced

Sally Sheppard, service lead for pelvic health physiotherapy at UHD, has been awarded Visiting Fellow status by the faculty of Health and Social Sciences (HSS) at BU.

Sally joined the physiotherapy team at Poole in 2009 and has shown a real drive for innovation and research. She is also Dorset project lead for the NHS England Perinatal Pelvic Health Project and was previously part of the NHS E clinical entrepreneur programme.

The BU fellowship was awarded in recognition of the collaborative work Sally undertakes, including acting as clinical supervisor for a PhD students and supporting teaching of her specialist area to BU students.

Professor Anand Pandyan, Executive Dean of

HSS, said: "Visiting Fellows enable us to seek the help of people to advance a particular area of our university's academic activities. We are thrilled to have Sally as a fellow and know her contribution will be invaluable."

Sally added: "I am really delighted to see how we are spreading the opportunities of BU-UHD collaboration to more and more teams. Joint events are also a fantastic way to reach out and connect. If you don't know where to start, try asking me or any of the other visiting faculty for support."



# BU-UHD partnership research event returns

## Collaborative research: A time for action

Following the successful BU-UHD partnership research event in October, we are pleased to announce our second, bigger, event for Wednesday 24 May from 4-8pm at BU.

Enjoy a key note speech from [Prof William Rosenberg](#), newly appointed chair of Wessex Health Partners, and posters

and presentations from our collaborative research community.

Optional workshops will enable participants to help develop joint research bids in key areas including health inequalities, digital and sustainable futures, people and workforce and medical science.

To book your place through Eventbrite, please click [here](#).

A series of workshops for NHS staff interested in developing their research skills will take place before the main event and must be prebooked - more details to follow.

# Conversation with Sir Jonathan Van-Tam

**Wednesday 12 April  
from 10am-12.30pm**

BU is hosting an appearance from the former deputy chief medical officer, Sir Jonathan Van-Tam, as he reflects on his experience in combining science and leadership to lead the UK through the pandemic. Register for your online place for this free event [here](#).







**Team TB**  
WORLD TB DAY: 24 MARCH

**TB OR NOT TB**  
Spot the symptoms  
Test your patient  
Stamp out the stigma

Line up: Communications Clinicians Overseas staff support Specialist TB nurses Hamlet Patients Pathology Respiratory medicine BU You

Our TB team launched its own 'TB or Not TB?' campaign in November last year to help raise awareness within our hospitals and local health community.

Key to the campaign is how we all have a role to play to spot the symptoms and stamp out the stigma. World TB Day on 24 March was a great opportunity to convey that message, and to share this [short video](#) from TB specialist nurses David Thomas and Susie Barrett.

Most importantly, the campaign is centred around our patients. Here's Rosie's story...

**“To sum up my 2022 - got a dog, left a job, moved house, got a job, got TB...”**

Rosie Ellis is 26. As well as working in marketing and building a house with her partner, she is also readjusting to life after six months of drug treatment for tuberculosis - an illness she had mainly heard of through watching *Peaky Blinders*.

However, TB didn't die out in the 20th century, or the 19th. It's the world's second leading infectious killer after Covid-19.

But most importantly, it is treatable and it is curable.

**“In June 2022, I started coughing up blood so I went to**

the emergency department at Bournemouth and was put on a course of antibiotics,” explains Rosie.

**“This was really unusual for me and when I wasn't getting better, I suggested TB as a possible diagnosis because by chance, my friend had also had TB in 2018.**

**“I was then referred quickly and had a CT scan and a bronchoscopy before being diagnosed and starting on drugs treatment.”**

Although Rosie's friend had been successfully treated for TB, she never expected to have caught it herself, as it didn't feel like an illness you got in the UK. But in fact, thousands of people across the country are being treated for TB, an illness still

layered in misconceptions - and in some communities, stigma.

**“I only became scared when I saw how other people reacted - my friend's grandparent actually cried,” she says, adding: “But I had seen my friend recover so I was reassured that I would be ok.**

**“A lot of my peers didn't know what TB was, although thankfully those that did knew it was treatable.**

**“Covid also made us used to wearing face masks and self isolating - so it wasn't such an alien concept.”**

Rosie's TB is likely to be something she contracted while travelling in Bali in 2018 which then became active years later - indeed all of her friends from the Bali trip were tested and one is now being treated for latent TB.

**“The first two months of treatment were especially difficult and I had to do reduce my hours at work. I had fatigue, headaches and nausea,” she recalls.**

**“But I'm excited to build my health back up now. Something like this makes you realise you're not invincible, so I'm very grateful for being diagnosed, treated and well looked after.**

**“There doesn't need to be a stigma, and we don't need to hide TB. I hope my story makes people realise that.”**



# Let's get social

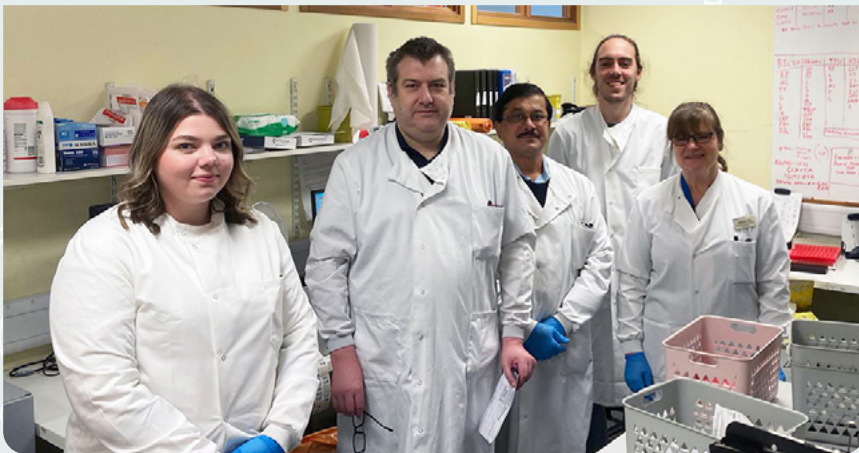
## Shining the spotlight on our scientists

We were thrilled to be recognised nationally for our celebrations of Healthcare Science Week on social media.

A representative from NHS England South West's Digital Network said: *"It's lovely to see a range of staff featured in different settings, shining a light on a perhaps less well-known section of the NHS workforce. The posts show the power of a good photo to draw attention in and I also really like the caption style, giving each video a more modern feel. Nice work!"*

Thanks to our #TeamUHD colleagues for letting us shine a spotlight on all your amazing work, and as our deputy chief medical officer, Ruth Williamson, recently commented: *"Our biomedical scientists are the unsung heroes of all the tests we do every day, without them you cannot check a blood count, renal function, do a transfusion, diagnose cancer and many more things we take for granted, so it's great that they can now train and accredit locally."*

Check out our social media channels to catch up on all our recent content, and you can watch a playlist dedicated to our healthcare science colleagues on our YouTube channel here.



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)

## Top of the posts

We love being tagged in good news stories on social media. And Emily's tweet here is no exception.

Our top mention for March, Emily's tweet is a timely reminder of the many different pathways that can be taken to achieve a desired career in healthcare, and we're so pleased to see she has chosen UHD as her place to be.

Congratulations, and thank you Emily!

**Top mention** earned 583 engagements

 **Emily Desborough**  
@emilydes · Mar 20

Started my journey to become a physiotherapist @UHD\_NHS as a Healthcare Assistant, progressed to a Therapy Assistant and now confirmed I'm starting my career as a Rotational Physiotherapist at UHD 🙌  
Bring on July!! #dontgiveup

19 7 149

## Public thanks to our porters

Following the recent water issue at Poole's Philip Arnold Unit, there was an incredible team effort to ensure all staff and patients were safe, as well as minimising disruption to services. On the back of our Instagram post about this, our porters were named several times for the vital part they played alongside the fire service. Thanks team!



# Ask me...

Join us at 12.30pm on Thursday 20 April for the next 'Ask Me', hosted by our deputy chief medical officer, Dr Ruth Williamson. 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).



## Understanding Health in 2023

The first of the 2023 Understanding Health talks is back on Thursday 20 April, hosted by head of midwifery Kerry Taylor. Kerry will be joined by maternity colleagues to talk about the labour journey and to highlight some of the resources available on the NHS as well as self-help treatments.

The free virtual event will run via [Teams](#) from 11.30am and is open to everyone. A recording of the talk will also be available after the event in the health talk library.



## Celebrating our clinical nurse specialists for CNS Day

On 26 April we'll be celebrating a new awareness day that recognises the contribution of UHD's expert cancer nurses.

National Cancer Clinical Nurse Specialist Day, is a celebration of this expert role and its contribution to cancer care. It aims to raise the profile of cancer clinical nurse specialists at a time when patients and the cancer workforce need them more than ever.

Keep your eyes peeled for updates in the Staff Bulletin and on our socials.

## Primary investigator workshops

Our research and development department are holding two workshops for principal investigators (PIs) who are conducting research studies at UHD and those wishing to become a PI. They will cover research at UHD, demystifying research funding, roles and responsibilities, planning your own research and learning from our mistakes.

### Monday 26 June:

1-4pm: seminar room 1, education centre, RBH

### Monday 27 November:

1-4pm, location TBC

To find out more and to book, email [researchtraining@uhd.nhs.uk](mailto:researchtraining@uhd.nhs.uk)

# Recruitment ROUND UP

## BU graduate careers fair

We attended the graduate careers fair at BU on 14 and 15 March at Talbot Campus and spoke to a whopping **335** students across both days! The students were studying a variety of subjects from IT and psychology through to data science, biomedical science and more.



## 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](#) or email [sue.davies@uhd.nhs.uk](mailto:sue.davies@uhd.nhs.uk).



## Graduation celebrations

March saw our nurse apprentice graduation celebration take place at RBH.

The event was for all apprentice nurses who have qualified in the last six months, and as our education and training colleagues Clair Meldrum and Abigail Fitz-John noted, it was an uplifting day for everyone involved.

*"They have navigated a world pandemic and two hospital trusts becoming one with the merger and establishment of UHD, and we'd like to say a huge thank you for being such dedicated, hard-working and caring apprentices."*



## Recruitment events and activity calendar

A reminder that you can access the recruitment events and activity calendar on the intranet [here](#) (also found under the recruitment page). The 23/24 calendar will be finalised and added shortly, if there are any particular events you feel that we should be attending please get in touch.

If you would like to attend any recruitment events please email [sian.wright@uhd.nhs.uk](mailto:sian.wright@uhd.nhs.uk)

## Promoting jobs on social media

If you'd like for a job to be promoted on social media, please let your recruitment advisor know or get in touch with Sian Wright, digital marketing and communications officer for recruitment.

# Meet our mammography associate

**Catherine Sheath** proudly started her new career at 45 when she qualified as a mammography associate at the start of the year. She is part of the mammography team in our Dorset Breast Screening Unit at Poole and works within the symptomatic and breast screening service.

## What job did you have before you started the apprenticeship?

Before the apprentice I spent about 15 years in childcare - and then I left just before Covid hit. I then did domiciliary care for six months or so but it wasn't for me. I kept an eye out on the NHS job pages and saw this role.

## Why the career change?

I always wanted to do something clinical. Cancer obviously affects everyone but it has affected my family, so from a personal point of view it was of interest. I also wanted to study again - my children are all grown up and it was my time. I thought the role sounded really interesting, something that makes a difference and that's why I went for it. In my head I was thinking, "am I too old for this?" And then I just thought "no, I still have time to do this".

## How was the training?

I was the first MA apprentice in our unit and we were coming back from Covid so I was a bit of a guinea pig. The support that we had from the team at the Jarvis Education Centre, the UHD training team, and my mentor Reeta was fantastic. The hardest things for me was getting my head around mammography being a bit of a rollercoaster - but sticking with it and having support from everybody was so helpful.

## What do you like best about the role?

You meet a whole range of patients, some are really nervous, some are completely fine with it. You have just six minutes and in that time you need to gain their confidence and get the diagnostic images. Then when you look at your images, it's great when everything is ok. But on the other hand, if things are detected, it's good to know I've made a difference.

## How does your role support the wider team?

As an associate you are doing mammograms within your scope of practice, so that frees up all the grade 6 and 7 radiographers to do biopsies, see the assessment ladies and work on the screening vans, so that's a massive help.

## Would you recommend the role?

I'd say go for it - absolutely go for it. When I see the adverts for breast cancer, I'm really proud to be part of this team and feel that I make a difference. From an age point of view, never write yourself off. Yes, you have to get your head round the academic side but the support is there.



# One year of Hospice at Home



“The Hospice at Home team are angels in disguise and I am most grateful to them all...”

Our Hospice at Home service has now celebrated its first birthday having supported more than 200 families in just 12 months.

Hospice at Home offers a 24/7 service providing personalised end of life nursing care in a patient's own home.

The team of nurses and healthcare support workers are based at the Macmillan Unit, and with the support of the wider multidisciplinary team and community services, give patients who are referred to them a choice around their preferred place of end of life care.

The service is often referred to as the 'hospital without the walls', providing invaluable support not only to the patient but to the families too.

In its first year, Hospice at Home received around 200 referrals with an age range of



▲ Jacquie Upton who heads up Hospice at Home

◀ Carole Pepperell holding book of husband Jim

35-100 years old. Families have shared how without Hospice at Home their loved one would have needed to go into the hospice/hospital - but due to the expertise, care and support they were able to stay at home.

Carole Pepperell's husband Jim passed away in October 2022 from pancreatic cancer.

“It was a shock when we were told about Jim's diagnosis in August 2020, as he was a fit healthy man. We were told in no uncertain terms that it would not be an easy ride,” she said.

“Hospice at Home offered their services after Jim's second lot of chemotherapy. They provided huge support, help in every way possible - Jim wanted to pass away at home, he didn't want to be in the hospice or hospital, he wanted to be at home. They provided not only assistance but equipment too. The nurses were angels, and they gave me so much support with Jim. They were here for us, for me and for our family.

“The Hospice at Home team are angels in disguise and I am most grateful to them all.”

You can watch Carole's story [here](#).



## Be an end of life champion

Our new end of life champions have been learning about the butterfly WINGS approach:

**What matters.  
Identify. Needs.  
Goals. Support.**

The training is designed to give our champions the knowledge, skills, resources and confidence to promote the WINGS approach and make a difference to the delivery of end of life care in their clinical areas.

The team looked at the value of asking, sharing and doing what matters for our patients and how sensitive communication, symptom control and care after death can make a difference to everyone involved.

Would you like to become a champion? Our champions come from a variety of roles, including registered nurses, healthcare support workers, ward clerks and porters. You will be supported with an induction day and regular updates multiple times a year.

Contact [pauline.warren@uhd.nhs.uk](mailto:pauline.warren@uhd.nhs.uk) or [elizabeth.reynolds@uhd.nhs.uk](mailto:elizabeth.reynolds@uhd.nhs.uk) to find out more.



# Good news feed

## National celebration for trust's all-female surgical team

An all-female surgical team at UHD will feature in a national art exhibition, celebrating the profession and people of surgery.

The Royal College of Surgeons of England has commissioned The People's Picture to create a photo mosaic, which will feature the people who make the College what it is, past and present.

Joanna Higgins, trauma and orthopaedic consultant at UHD, said: *"I was in theatre one day and literally all of the team were women, and in orthopaedics that's kind of rare."*



*"It's a privilege to see our image up there in the collection and to shine the spotlight on the female faces of surgery at UHD."*

Find out more about the project [here](#).



**MAKE A DIFFERENCE AWARDS 2023**

In Association with  
The Watercooler Event & The London Evening Standard

## Help us make a difference

Our occupational health and psychological support and counselling service has been shortlisted for the [Make A Difference Awards 2023](#) in the 'Public sector or non-profit employer that has made the most difference to workplace mental health and wellbeing over the past year' category.

If you would like to vote for us to win, please [follow this link](#) and fill out the form.

[Click here](#) to learn more about our fantastic services which have been recognised in this nomination.

## We are HSJ award winners!



Team UHD picked up three accolades at this year's HSJ Partnership Awards 2023. The Dorset Health Village was highly commended in the Best Elective Care Recovery Initiative and Most Effective Contribution to Clinical Redesign categories. We also scooped a win for Estates Optimisation Project of the Year in partnership with Legal and General.



It's brilliant to see this innovative service for our patients recognised national - well done to everyone involved.



# Celebrating seven decades!

Doreen, one of our brilliant cancer care secretaries, retired on 10 March after an incredible 73 years working in the NHS.

*“I started work at Farnham Hospital in Surrey as a junior in a reception office. Part of the hospital had been the old workhouse and had small cells with bars on the windows. It was being used for storage of medical records and I had to sort them out - quite challenging for a 15 year old!” she explained.*

*“After about two years I was promoted to secretary to a consultant pathologist. In 1957 I got married to Trevor and in 1962 we relocated to*

*Christchurch and had two sons. I started work again in relief, a bit like bank work now, and had a job as a barmaid, a caretaker and did a delivery job.*

*“In 1969 I had another son and a few years on I started work as a secretary in the x-ray department at Lymington Hospital. I left there in 1987 and got a job as a secretary at Boscombe. After a short time I was approached by Professor Terry Hamblin, then consultant haematologist, to be his secretary. During this time the hospital moved to where it is now. After reaching 65 years of service, I was invited to Buckingham Palace Garden Party which*



*was lovely. Unfortunately my husband died in 2017. We were married for 60 years. After this, work kept me going. It has been a great pleasure.”*

# A half-century of caring

A specialist nurse at Poole Hospital has called time on a glittering 50 year career.

Sue Surgenor, gastroenterology nurse specialist, has been instrumental in developing services for patients with stomach and bowel conditions since joining as a staff nurse in 1978.

Sue began her three-year nurse training at the Princess Mary RAF Nursing Service, based in Ely, Cambs, in 1972.

*“The RAF was a very strict regime, very rigid, we had to attend all the consultants’ rounds, even us juniors, and be expected to interpret x-rays. There were Hattie Jakes-type matrons, you had to know all your patients and woe betide you if you didn’t,” she said.*

Sue joined Poole Hospital in 1978, interviewed by then-senior manager Eddie Hawker, and the director of nursing. Sue went on to work with an ambitious young junior manager, Debbie Fleming - later to become CEO - on a piece of work whose impact would be felt for decades after - the creation of the Poole Approach.

Sue was a ward sister during most of the 1980s, then in the 90s she responded to a government challenge for the NHS’ nursing workforce to upskill and take on more responsibilities as new specialist nurses. She became one of the first gastroenterology nurses in the country, and helped set up an IBD service, leading her to the prestigious national IBD nurse of the year title.

Sue said: *“The stand out thing I will remember as I leave the hospital is the friendliness and how people look out for each other. There’s an ethos of kindness and camaraderie.*

*“People I’ve worked with have been like a family.”*

You can read more about Sue’s career [here](#).





## Vision to revolutionise eye surgery

We've launched an appeal to fund a new surgical eye simulator to transform training for the next generation of eye surgeons across Dorset and Wessex.

The new 'Eye Sim' will be used by more than 75 surgeons for 30,000 sight saving operations and will ensure RBH's eye unit remains at the forefront of research, training and eye surgery over the next 10 years.

This technology, costing £201,000, simulates the environment of surgery for common eye

conditions, such as a cataract operation which can be very technically complex. Surgeons operate in a small cube of 5x5x5mm, having to account for the natural movement of the eye. To do this, the surgeon must first learn to work through a microscope instead of directly viewing the eye and manoeuvre the surgical instruments. The simulator forms an important part of this training.



To find out more or to donate, [click here](https://www.uhdcharity.org).

## Glow power: Twilight Walk returns

For more than 10 years, the local community has come together to walk 5 or 10k for women's health services at our hospitals.

Back again this year for another walk to remember and an evening of glow power for women - save Friday 23 June in your diary. The event will take place at Bournemouth Pier Approach and we want as many people as possible to shine bright when the dusk falls and walk together for every woman across Dorset.



Stay tuned for more information at [UHDCharity.org](https://www.uhdcharity.org).

## Marching forwards together for Men's health

A huge thank you to the 231 fantastic marchers, runners and strollers who joined us for March For Men, as well as all those who supported the running of this special event.

We had many members of staff and supporters taking part, making a difference with every stride they took along the Bournemouth seafront.



## Holiday park puts fun in fundraising

We have been chosen as the new charity of the year by Hoburne Naish holiday park in New Milton. The firm aims to raise £5,000 with a series of fundraising events for holidaymakers and holiday homeowners, kicking off with a 12-hour swim-a-thon throughout the Easter holidays.

Corporate fundraiser, Hayley Harris, said: *"Every penny raised will go towards our cancer services department. By forming partnerships with people like Hoburne Naish, we can make life-changing differences for our patients and their families."*

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



# Let's talk about IT

## Nursing assessments in one place

eNA/eObs Release 4.0 has been deployed across UHD. The software is used for recording observations, and nursing assessments. As part of this release, we have moved all of the data from RBH and Poole on to a single environment so all wards are now accessible on one system across the

trust, and there is a single unified interface. One of the key benefits of this move is enabling us to deploy standing and future work, including:

- fluid balance monitoring
- CIWA
- falls protocol
- new MUST assessment
- protocol monitoring

We will also be making some imminent changes to improve the resilience of the deployed application.

If you have any outstanding issues with eNA related to this deployment, please contact

[Lisa.Brinkman@uhd.nhs.uk](mailto:Lisa.Brinkman@uhd.nhs.uk)

## Health records notice

When an inpatient transfers across sites, the same set of patient notes should be used to record treatment. Do not start a new file unless the file size is unmanageable in which case contact health records. The patient files now show a UHD cover label. CRT the set of notes irrespective of whether it is a E note (created at Poole) or a G note (created at RBH) as it appears on the ECamis CRT screen.

For support, contact the team on ext. **8326** (Poole) or ext. **4739** (RBH).

## New Dorset Strategic Integrated Imaging Service (SIIS)



UHD is leading this exciting programme which aims to make relevant patient images from all specialties immediately available to diagnostic clinicians across Dorset, Hampshire and the Isle of Wight. Clinical Staff will also be able to access all the patient images through one software interface.

We have chosen a supplier for the SIIS and a proof of concept is underway.

## Care records change

The National Care Records Service (NCRS) is the new and improved successor to the Summary Care Record application (SCRa). It provides a quick, secure way to access national patient information to improve clinical decision making and healthcare outcomes and it is free to use.

All users of SCRa should move to the new NCRS

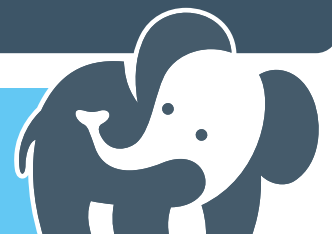
product by 30 September.

Users will still be able to search for patient NHS numbers using personal demographics service, access patient summary care records, child protection information and view reasonable adjustments and care plans.

Find out more on the [National Care Records Service on our website](#).

## Don't forget!

The IT Service Desk is open at the weekend from 8am-4pm. Contact them on **4222**.



# The Brief



## Wednesday 5 April - 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 23:</b> Our first awards as Team UHD are now open and you have until 30 April to make your nominations. Read more on page 4.</p> <p><b>Industrial action:</b> The BMA has announced further industrial action for 96 hours from 7am on Tuesday 11 April. Read more on page 5.</p> <p><b>Hello:</b> To our new chief medical officer, Dr Peter Wilson, who has joined #TeamUHD.</p> <p><b>CQC and Staff Survey:</b> Our improvement journey is well underway, with actions arising from the CQC reports and what you told us in the Staff Survey. Page 7.</p> <p><b>Patient First:</b> Join our executive team for one of a series of Patient First information sessions running throughout April. Read more on page 5.</p> <p><b>4-everyone:</b> Our departure lounges help with flow throughout our hospitals, and ultimately help us to achieve the 4-hour standard – find out more page 6.</p> <p><b>People Pulse:</b> This quarter's People Pulse survey (pg. 12) specifically focuses on how we can improve health and wellbeing services. Please encourage teams to respond.</p> <p><b>Transformation:</b> Your questions answered and services on the move. Find out more from page 8.</p> <p><b>Mental health:</b> Share your views and help us support our patients with mental health issues and those caring for them. An action day will take place at BU on 21 April. Pg 4.</p> <p><b>Network news:</b> Our networks continue to be very busy and a great source of support. Find out more about our Women's Network and Ramadan from 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: