

# The Brief

August 2021



**Working night and day  
to build a better future**

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# Your University Hospitals Dorset

## An update from chief executive, Debbie Fleming

Welcome to your August edition of The Brief, one of our busiest periods to date in what was once considered a quieter time of the year. Indeed, the phrase 'winter pressures' hasn't realistically existed in hospitals for years, as we all know the summer season is just as pressurised, not least because of where we live.

For me, I want you all to stop for a moment and recognise we are doing an incredibly good job, in very difficult circumstances. Yes, our hospitals are under considerable pressure and we have been operating with a high level of occupancy for some time. There are significant pressures on the front door and the ongoing challenges of maintaining flow. There is also an upward trend in Covid-19 admissions, as our nurses Sam, Hannah and Danica explain more on page 4.

But there is also so much that is positive, and so much to be thankful for. Where we have ongoing challenges, we match them with ongoing commitment and hard work. Increasing pressure is met with resilience and often award winning innovation. A tired colleague is met with emotional support. And for those who feel there is nowhere to turn, our amazing staff networks and Freedom to Speak Up team is there to lend a listening ear. So please take a moment to reflect, and I hope some time to recharge during these summer weeks.

As we can see outside our hospitals, Covid life is changing. However our duty as a healthcare setting means we continue to keep our social distancing and PPE guidelines for all, which is especially important as case numbers rise. We must also continue to do our lateral flow tests and record our results; it really does help to identify cases.

For some of you who have had Covid, we know the journey hasn't ended just because you're no longer testing positive. Long Covid is having an impact on a number of staff, so I'm

pleased that our occupational health and acute therapy teams are offering a rehabilitation and support programme. There's also a Schwartz Round coming up on the topic, so do save the date.

The pandemic continues to drive much of our work and as such, our teams have continued to focus on reducing waiting times and the number of patients waiting for planned treatment/care. Our Think Big project - which involves the redesign and streamlining of certain outpatient services, and providing these from a specially designed space within a local retail facility - is also progressing well with significant patient engagement and good progress in developing the clinical operating model plans.

We've also just had the Care Quality Commission review of cancer services in Dorset. The final report highlighted we did well in maintaining services during the pandemic, and that good progress has been made in focusing on health inequalities. We know there is more to be done to further improve access and waiting times but there is a very strong commitment from partners to achieve the very best outcomes for local people. You can read the report [here](#).

While it's vital to reflect on our services, it's also exciting to look to the future. It's wonderful to see large numbers of new staff joining Team UHD, including our new cohort of doctors - an enormous welcome to you all! It's also great to see new events in the calendar - for example, our UHD Charity's first face to face event 'Walk for Wards' on Saturday 4 September and our own virtual Open Day taking place on the Saturday 11 September.. Do join in if you can and support your colleagues.

There are also some great opportunities for leadership development and to join our reverse mentoring scheme - read more on page 16. I cannot recommend this highly enough.

As the front of this edition of The Brief states, we are all working hard to build a better future. For those of us working on site, the building work really has picked up pace. It's hard to miss the crane that now towers over Poole Hospital, and in its shadow the vast amount of work that has gone on with the theatres development.

At Christchurch, the new expanded physiotherapy facilities are now close to completion, a state-of-the-art resource designed to provide much improved rehabilitation facilities for patients and staff alike. Thank you to the fantastic hospital League of Friends for their financial support in this.

Meanwhile at RBH, we're all getting used to entering the hospital a different way as the main entrance closed its doors at the start of the month. Please do take time to read more about the development and take a look at the hospital maps so we can all help signpost our patients and colleagues when they need us. Indeed, we can take a leaf out of our porters' books - they know the hospitals like the back

of their hands and I'd like to thank them for all they do every day. They are the heartbeat of the NHS, as this month Humans of our Hospitals feature on page 8 explores.

So, all that's left for me to say is thank you, for everything. Those two words really do mean so much. The early feedback from our culture champions survey into how you'd like to be recognised has 'thank you' as a recurring theme. It may be simple, but we know that its impact is huge. Thank you.

**Debbie Fleming,**  
chief executive



## Covid-19 update

# We're in this together

Our chief nursing officer, Professor Paula Shobbrook, and chief medical officer, Dr Alyson O'Donnell, have joined forces with healthcare colleagues across the county to write an open letter to the public, highlighting the challenges our services face as well as the many achievements of the year.

The letter covers how busy are hospitals are, especially as we attempt to catch up on appointments and procedures that were missed during the pandemic, the importance of discharging patients in a timely manner, and the ways the public can 'help us help you'.

It also highlights how our GP colleagues have been coping throughout the pandemic. Over the last year in Dorset, three million face-to-face appointments, as well as 1.5 million via telephone, have taken place. In addition, 280,000 eConsults, where patients submit their symptoms or requests to their own GP electronically, were submitted by patients, alongside 14,000 video consultations.

You can read the full letter [here](#).



“It hasn’t gone away - it’s still very much here”

### More patients being admitted with Covid-19

Rates of Covid-19 remain high in the community, which is translating into more hospital admissions. For the first time in the pandemic, we’re seeing younger patients, as well as pregnant women, in our hospitals.

To keep everyone safe, patients with confirmed Covid-19 swabs are placed on a high risk pathway, which means an even greater focus on infection, prevention and control measures. But what is it like working on inpatient areas under a high risk pathway?

A4 is usually an adult respiratory ward, but as the only designated high risk pathway ward currently at Poole Hospital, it cares for a wider range of patients including children and expectant women. It was the first ward at the hospital to be assigned to specifically care for Covid patients at the start of the pandemic, and has 16 patients with Covid-19 currently.

“There’s no such thing as a usual day on A4 - there hasn’t been since February 2020,” explains Sam Dean, staff nurse.

“We’re operating as a ward and as an admissions unit for GPs - the type of patient we have dictates our roles. For example, we’re now seeing younger and younger patients, and pregnant women. The majority are not vaccinated, so I would say to anyone who isn’t vaccinated, including our staff, please do it.

“I’m concerned that we’re reaching a point where some people feel like they don’t need to wear PPE, or wear the right PPE correctly, and I include a small number of staff in that.

Sam Dean, staff nurse



*“People have been dealing with the pandemic for more than a year now, and everyone’s sick of it and I really do understand that, but it hasn’t gone away - it’s still very much here. There’s still a risk of catching it and passing it on.*

*“Please don’t get cross if you’re reminded about PPE, we all forget and we’re all human. But we also all want to return to normality as soon as possible.”*

At RBH, ward 21 is the designated high risk pathway Covid ward.

Staff nurses Hannah Gregg and Danica Saguirre have both worked extensively on the ward, but are now based on the acute medical unit.

Hannah said: “Ward 21 is a busy environment, with very sick and vulnerable patients.

*“The PPE we needed to wear was just part of something we had to do - it was tougher coping with the heat as it is a warm ward so it became exhausting.”*

*“I think we should all be ensuring we wear the right PPE, get our handwashing right and thinking twice about what we do to minimise the risk of spreading Covid-19,” adds Danica.*

*“Infection control is on your mind a lot on a high risk pathway - the things people may take for granted on other wards. It’s vital.”*

# Long Covid support offers 'road map for recovery'

Help is at hand for UHD staff who may be experiencing longer term health issues after contracting Covid-19.

You can now refer yourself for a rehabilitation and support programme, run jointly between occupational health and the acute therapy teams.

'Long Covid', also known as post-Covid-19 syndrome, is the term used to describe a variety of symptoms associated with people who have had Covid-19, including fatigue, cognitive impairment ("brain fog"), shortness of breath or general muscular aches.

The programme, thought to be the first in the south west run by an acute hospital exclusively for staff, focuses on education, group support, rehabilitation and exercise at the level each participant is comfortable with.

The course is offered in two ways: either eight weeks of regular group sessions, or a

single two hour education-themed session.

Natalie Gott is a cardiac rehabilitation nurse based at RBH and started sessions last month. A previously healthy and active mother-of-two, she developed longer term symptoms after contracting Covid-19 in October last year.

*"I was expecting to feel better and be my old self again by day 10, as most people do, but I was still breathless all the time, and it seemed to be getting worse, not better,"* explains Natalie.

*"Through the programme, I went from a mentality of needing to recover 'yesterday' to understanding it's a mid- to long-term condition, and that really helped me to manage myself and my expectations.*

*"Just knowing that there are people out there going through the same or similar things was powerful. We all shared a common sense of guilt at not*



▲ Natalie Gott, cardiac rehabilitation nurse

*being able to get back to work to support our colleagues.*

*"I feel really fortunate that UHD is investing in the programme and our staff, and the occupational health and the therapy team have been brilliant - it's been amazing, and now I have a roadmap to recovery."*

Self-referrals are invited for the October group. Places are strictly limited - download the form [here](#) and follow the instructions.

The NHS.uk website also has information on long Covid and accessing further support and can be viewed [here](#).

## 'Long Covid - how it is affecting our staff'

The next Schwartz Round focusing on **'Long Covid - how it is affecting our staff'** will take place on Friday 3 September between 1-2pm. The round is open to all UHD staff and is a great chance to share your experiences.

This Schwartz Round will run face to face and via Teams. All panellists plus a small audience will be in the conference room at RBH and there will also be an audience and Schwartz Round facilitators in the lecture theatre at Poole Hospital. Refreshments will be available at both sites. We encourage

you to attend the event in person but please arrive early as seats will be limited. If numbers reach capacity, you will need to log on to the event via Teams instead. To attend virtually please click [here](#). Teams attendees can contribute to the conversation using the chat box.

# Covid-19 update

## Exemption from contact isolation

We have a duty to help protect our patients, our visitors and our colleagues. If you are told to self-isolate through NHS Test and Trace or the NHS Covid-19 app, we would expect you to follow all the rules to self-isolate immediately and stay away from our sites for the required time.

There may be very rare and exceptional circumstances for frontline clinical staff who have been fully vaccinated to agree to come into work even if they have been told to isolate. If any

colleagues think that there will be a risk to delivery of critical services and patients could come to harm if they don't come to work, they need to contact their care group director of nursing who will oversee the risk assessment process and testing necessary to confirm they can return to work. They must not come in until this has been signed off.

This exemption will not apply if you are isolating because of a contact within your own household.

National guidance is available [here](#).

## Awards for Covid-19 research

Our research teams have been presented with the Outstanding Contribution to Covid-19 Research Award for their delivery and management of clinical trials throughout the pandemic.

The Wessex National Institute for Health Research Clinical Research Network presented the awards, recognising our teams for the pace they adapted to working with Covid-19 safety procedures in place, and how they upskilled to deliver brand new treatments and medications directly to patients with the virus.

Since March 2020 the research team at Poole Hospital has

recruited almost 2,000 patients for a range of research trials, including interventional treatment and drug trials and observational (data collection) studies.

Meanwhile at RBH, the team recruited 2,678 participants for Covid-19 treatment studies, 300 of which were specially selected for the international RECOVERY trial which looked at potential treatments for Covid.

The RECOVERY research team were also winners of the Outstanding Contribution to Covid-19 Research Award, with research nurse Rebecca Miln receiving a special individual award for her contribution.

Rebecca said: *"This award feels like a metaphorical pat on the back for all of our hard work. We are so proud to win this award, and to show the importance of well-designed clinical trials to identify life-saving treatments."*

Julie Camsooksai and Beverley Wadams, senior research nurses at Poole Hospital, added: *"For us this award represents the overwhelming generosity of our patients, families and staff. Their participation in research trials has enabled the local Dorset public to be part of this enormous contribution to combatting Covid-19."*



# Before we go, lateral flow!

NHS England is no longer supplying the trust with lateral flow testing kits for us all to use. This will eventually mean we have to order our own kits online to be sent to our home addresses.

While we have stocks remaining, please order your next box in the usual way - for more information click [here](#).

**These tests are really important, especially with the increase in cases of the Delta variant.**

**Please remember, every time you take a test you need to upload your results to our portal - [mytest.uhd.nhs.uk](https://mytest.uhd.nhs.uk)**

**Remember**

**Every time you self test for Covid, upload your results to our secure portal [mytest.uhd.nhs.uk](https://mytest.uhd.nhs.uk)**



## Alyson's Blog

Alyson O'Donnell, chief medical officer

First of all - thank you. Second of all - thank you and third of all thank you, thank you, thank you. I think we have all been hoping that we would get a window where it might feel like summer in our hospitals. I know for many of you it really hasn't felt like that at all. Teams have been blooming marvellous. I have seen so many examples of people going above and beyond, being incredibly flexible to ensure shifts are covered and supporting other areas in the hospital to provide safe patient care. It is even more humbling knowing how tired everyone is.

I have heard so many individual stories from across all our groups of staff. Part of this was the joint honour with Matt Thomas of presenting this year's junior doctor

awards. It was a much more constrained affair than we had hoped but it did reinforce what a fantastic group of junior doctors we have, whether they are doctors in training or our staff and trust grade doctors. We are really lucky to have them as part of our NHS future and I hope they have all had such a great experience in UHD that they will come back and join us in senior positions.

Now that we are in the midst of our summer holiday period, please make sure that you are getting some down time with your friends and family. Given the current level of pressures this has never been more important. I know that the flaky weather is making it difficult to plan for a staycation but there are so many amazing things to do so close to us.

Now that my Labrador puppy is an adolescent (where did those eight months go?) I am really enjoying being out in the forest or down at the beach. I am thinking about a doggy pedometer to work out just how much further he travels on any given day than we do particularly if he sees another Labrador shaped object that might want to play.

I've got my fingers crossed for getting back out in the garden again. I've been a bit circumspect about the veggie patch this year as I presumed anything planted would be instantly removed by said Labrador. I am pleasantly surprised that we are actually starting to get some produce - nothing tastes better than a home grown tomato in my opinion. Even dreaming about a courgette glut - cake anyone?

*Alyson*

# porter

**noun:**

a person employed to carry loads, especially in a hospital, railway station, airport, hotel, or market

**hospital porter:**

the heartbeat of NHS hospitals, making sure patients are at the right place at the right time to get the treatment they need



*The Brief* meets some of those who help to keep that heart beating to find out more about life as a hospital porter...

*“I have been in the health service since I was 18, over 46 years! My mum and sister saw an advertisement in the local paper and I have never looked back, I’ve really enjoyed my time in the NHS. Being a porter is a challenge, no two days are the same and you have to be prepared for anything. Lots of things are changing currently, we just moved to our new porters lodge into the centre of the hospital. It was an unusual experience working throughout the pandemic and I think we all pulled together really well to handle it.”*



JJ

*“It’s a really great job, and a very sociable one. You get to go everywhere across the hospital, meet and be on named terms with lots of staff and get to interact with and get to know patients. We have a really great team too. There isn’t really an average day, there’s a lot of extra noise from the building work, but most of us, myself included, are just really interested to know what’s going on and to see things developing. I think working in the hospital opens so many doors, it’s such a social job and a really active one, every day you’re constantly moving.”*



Mitch Peddie

*“I have been a porter for 20 years and a supervisor for five years. On a day to day basis I manage around 12 porters a day. Being a porter is so interesting; you meet so many different people from different walks of life and I enjoy helping them. The pandemic was hard for me as I was unable to work, as when I came back it was like learning the job again. Over the years as the building has changed so much, you never stop learning in this role with all the new departments.”*



Vaughn McIvor

*“I enjoy being a porter, taking people from X-ray to all of the wards for their treatment. I have been a porter for just over 17 years and every day is different. As the hospital becomes busier so do we. I used to only work in X-ray now I take people to CT, MRI, medical physics, thoracic medicine and interventional radiology, so it’s really important to know the hospital well. I feel the team pulled together throughout Covid and we all worked really hard.”*



Tim Webb







# “The NHS is a comfort blanket for many people, including me...”

**We spoke to Christchurch Hospital patient, Kenneth Klar, who shares his birthday with the inception of the NHS...**

*“My earliest memory and encounter with the NHS was at four years old. My mother wrapped me in a blanket and ran up the street towards the hospital in Edinburgh because I had pneumonia. My mother was Italian and her English was very broken and she just threw me at the nurses who saved my life.”*

Mr Klar retired to the south coast in March 2010 having been diagnosed with Parkinson’s. His doctor wrote a letter of referral to Christchurch Hospital and he has been attending the hospital ever since for physiotherapy sessions and speech and language sessions.

He says: *“The NHS is a comfort blanket for many people including me, we couldn’t be without it.”*

Having struggled like many others throughout lockdown, he has only recently started attending the hospital again, a regular visit he has greatly missed.

*“Christchurch has greatly helped with my treatment. I can still walk, I can still drive, I’ve been very fortunate.”*

When he is not visiting Christchurch Hospital, Mr Klar can be found at a dance class, gardening, or trying to keep up with his seven grandchildren.

Happy 73rd birthday, NHS, and happy 73rd Mr Klar!



# UHD noticeboard

## Join your colleagues and be stronger together at Bournemouth's Pride Festival

We are joining together with our NHS colleagues from across Dorset at Bourne Free Pride Festival (20-21 August) to show our support to our LGBTQ+ staff, patients and communities.



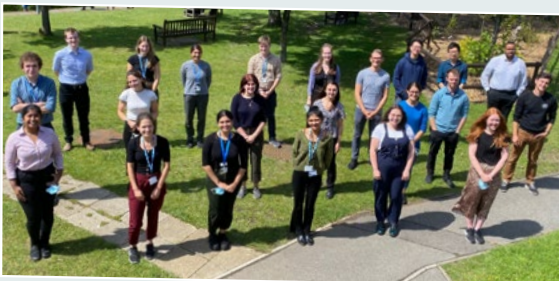
We'll be there at the walking parade on Saturday 21 August from 12noon at Meyrick Park, finishing at the Triangle around 1pm (no tickets needed). Numbers in the parade are limited and we have 15 spaces if you would like to join us or cheer on from the sidelines. The event will also have a family night on Friday 20 August at the Triangle with free tickets available on the website.

Want to join in but can't attend on the day - share a video message with us for the day, follow on social media and tag @uhd\_nhs #UHDInclusion #StrongerTogether

For more details about the event, including information on how to support by volunteering, [click here](#). If you would like further information about our involvement please email [LGBTQ+network@uhd.nhs.uk](mailto:LGBTQ+network@uhd.nhs.uk)



## Is there a doctor in the house?



◀ A huge welcome to our 33 final year medical students who have joined UHD. Some are returning after completing earlier training with the trust and we're delighted that they've come back.

▶ We would also like to wish a very warm welcome to our new cohort of foundation one junior doctors. We're looking forward to working together and wish you all the very best for this exciting new chapter at UHD.



▼ And finally, our junior and consultant doctors from the medical teams got together to reflect on their hard work throughout Covid during the last year. In the ceremony, consultant Dr Earl Williams, said: *"The last 18 months have been an extraordinary time, I have been constantly humbled and impressed by everyone and I think at UHD we are forging one of the best generation of doctors."* Hear, hear!



# UHD noticeboard

## Walk for Wards

It's not too late to get involved and join the fun at our flagship fundraising event, Walk for Wards!

Sign up with a team of fellow NHS staff or bring along family and friends as you take on a sponsored walk of 3km, 5km or 10km in support of your hospitals. Following a walk in the stunning grounds of the estate, you can dance the day away or enjoy a spot of retail therapy.

Some fantastic local crafters, sellers and makers will be pitching up to showcase a range of homemade produce while entertainment will come from our home grown UHD talent, The Stylogistics, Late Shift and Hospital Radio Bedside.

Adults can sign up for £10pp and children under 16 can take part for free - all participants will also receive a delicious free lunch, provided by Rapid Relief. So [sign up today!](#)



University Hospitals Dorset NHS Charity  
Registered Charity No.1057366

## Congrats, Cliff!

Cliff Shearman, one of our non-executive directors, was awarded an OBE for services to the NHS in the Queen's recent birthday honours list.

Cliff has had a long and distinguished career in health care and clinical leadership. As well as surgeon and clinical director, he went on to be Head of the Wessex Postgraduate School of Surgery, Associate Medical Director in Southampton and an early pioneer of vascular surgery networks in this country. He also found time to be the author or co-author of a huge range of articles in specialist publications as a result of his research interests.

UHD chairman, David Moss, said:

*"I have had the pleasure of working with Cliff in the NHS over many years and I am constantly impressed with his passion for improving the quality of patient care, developing our workforce and enhancing the effectiveness of our services."*



## Have you downloaded our UHD App yet?



## Ask Aly

The next 'Ask Aly' event with our chief medical officer, Dr Alyson O'Donnell, takes place on Thursday 19 August from 12.30pm. It's a great, informal opportunity to ask questions and raise any issues. The link to the Teams event can be found [here](#) and you can send your questions in advance to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk)

# Transformation update



undertaken by our principal contractors. Elsewhere on the site, the new pharmacy has opened with the new west entrance nearing full completion to include new reception and café area. The future for the WH Smith shop is being considered with an update to be provided shortly. Please familiarise yourself with the [updated map](#) to find the nearest alternative entrance noting that the ED entrance is for the emergency department only with access to the east wing via the ED minors and UTC corridor.

# RBH

A busy period of activity with the main entrance closing at the start of the month, allowing survey and demolition works to be

# Poole

Construction work for the new theatre complex 'below ground' is coming to an end with the base and new tower crane now in place. The crane is over 70m high, weighing over 70 tonnes, and was erected over the weekend of the 30 July to 2 August. The installation involved a partial closure of Longfleet Rd to enable the installation works and you can watch a time-lapse film of that weekend's work [here](#).



# Christchurch

Transformation work in the outpatients and therapies areas have now been

completed and handed over to the respective teams.

A huge thank you to everyone for their patience during the past few weeks. All the

transformation works will be essential to enable us to continue to deliver the best care to patients for years to come.

## Watch this space!

The Board of Directors has considered all the feedback and agreed on the new name for the 'big build' on the RBH site. It will be announced later in the year as part of the next phase of the construction process.

# Countdown to the Open Day

With just over a month to go, preparations for the first virtual UHD Open Day taking place on 11 September are in full swing. Videos and tours are coming together, helping to create an exciting and interesting showcase of the fantastic departments and services UHD offers. A video on what the new theatres at Poole will look like when they are finished will also be launched to the public on the Open Day as well as an array of other insights into what the future hospital sites will look like. Health talks on radiotherapy and children's health have also been confirmed and more will be announced over the coming weeks.

The Open Day page will go live at 10am on the day and we hope lots of staff and their friends and families will log on to take a look. So much work is going into the day so a huge thank you to everyone who has helped us to get to this point. Please help us spread the word of the Open Day by sharing promotions and updates via social media.

**Virtual Open Day**  
11 September 2021 from 10am

- Live health talks** Throughout the day via Teams (All recordings of talks will be available after the event)
- Dress up as a hospital hero** When you take part, take a photo and post to social media tagging #UHDHERO to be in with a chance of winning a prize
- Workshops On....** First aid Learning British Sign Language Strengthening your joints
- Tours** of maternity, theatres, our NEW physio gym plus more tours announced nearer the time
- PLUS** Follow the journey of a blood sample or a prescription
- Annual Members Meeting** 10.30am via Teams

All information, exciting new films and links to all live elements will go live on [www.uhd.nhs.uk/openday2021](http://www.uhd.nhs.uk/openday2021) at 10am on 11 September 2021

FURTHER ANNOUNCEMENTS WILL BE MADE VIA OUR SOCIAL MEDIA CHANNELS  
@UHD\_NHS @UHDTrust @uhd\_nhs

# Dorset Care Record and the CHIE

## What is the CHIE?

The Care and Health Information Exchange (CHIE) is a secure system which shares health and social care information between GP surgeries, hospitals, community and mental health, social services and others. CHIE helps professionals across Hampshire, the Isle of Wight and surrounding areas provide safer and faster treatment for patients.

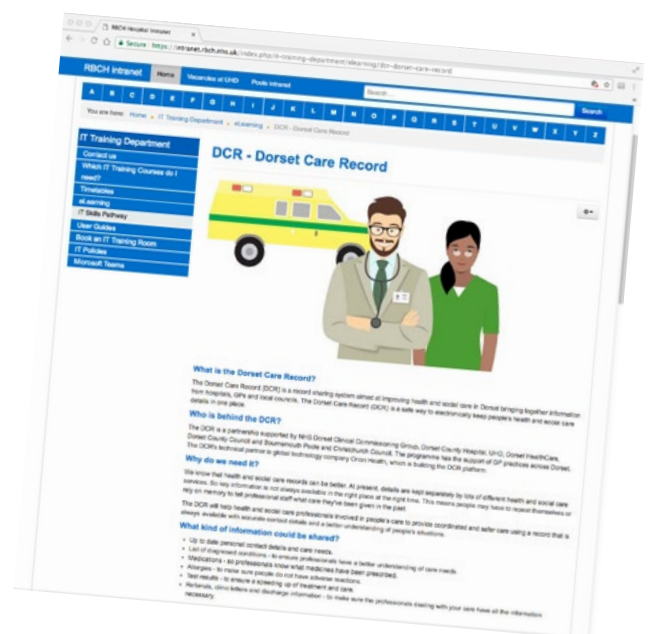
CHIE is one of a number of shared health and care record systems in the country, including the Dorset Care Record (DCR) - [see here](#).

## How can the CHIE benefit clinicians at UHD?

UHD clinicians can use the CHIE to access Hampshire patient medical records.

For further information about the CHIE [click here](#).


To request access to the CHIE, please [click here](#) then go to contact us at the bottom of the page and request new user access.




# Let's get social


It's been a busy month on our social media channels, packed with daily news updates, health information and of course, celebrations of the amazing work of #TeamUHD.

Our Twitter posts were viewed over 258,000 times, while over on Facebook our posts were read over 205,220 times. 1,167 people interacted with our content on Instagram and our YouTube videos received 1,088 views.

 177 people on Instagram liked the poignant news from our cancer services team at Poole, who planted a tree in memory of patients who died during




 On Facebook our top post reached over 18,000 people, as our cardiology team celebrated their new status as a world centre of excellence for treating SVT.

 University Hospitals Dorset is with Richard Balasubramaniam and Girish G Babu. 6d · 🌐

University Hospitals Dorset has been named as one of only nine centres of excellence in the world for the treatment of the debilitating heart condition SVT. A huge congratulations to the cardiology team at Royal Bournemouth Hospital, who treat more than 300 patients for the condition every year - and permanently cure 95 per cent of those patients. Read more about the condition and an interview with electrophysiology consultant Dr Richard Bala here...<https://www.uhd.nhs.uk/.../1407-hospital-joins-exclusive-list...>




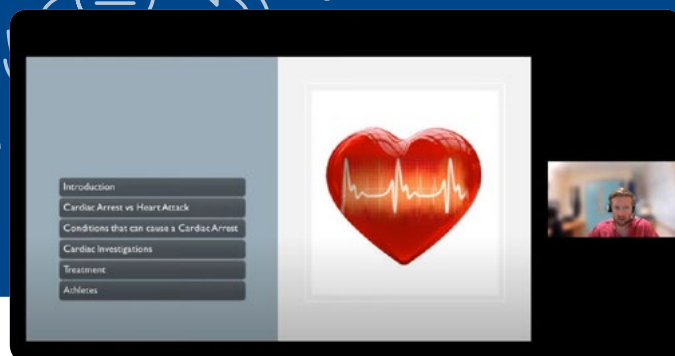
 'Understanding sudden cardiac arrest' with Dr Chris Critoph has made a big impact on YouTube, with 360 people tuning in to catch up on the event.

 University Hospitals Dorset NHS Foundation Trust @UHD... · Jul 16

Paul Rolton, our lead infection prevention and control nurse, explains why our visiting and face-covering guidance will remain unchanged from Monday.



 Some 51 people retweeted our video of Paul Bolton, as he explained why UHD's visiting guidance has remained unchanged as community Covid-19 restrictions have lifted.



Have some good news you would like to share? Get in touch with the communications team on [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk)



# Talk to our #TeamUHD culture champions

Our culture champions have been listening to understand how you would like to be thanked and recognised for the hard work you do every day. A [short online survey](#) is now live and they would like to hear as many staff views as possible. By listening to what is important to you, it gives UHD the opportunity to create some reward and recognition schemes that everyone can benefit from.

**Have your say!** Thank you to everyone who has shared their opinions so far. The survey is open until the end of August and is now available on the UHD app. Our champions will also be out and about in our hospitals from 16 August so talk to them about how you would like to be thanked. Look out for them in the Dome at Poole, and near the canteens at RBH and Christchurch and be part of this big conversation.



Scan the QR code to take the survey or find it on your UHD app.



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

# Leadership development at UHD

Watch this space! Our UHD organisational development team is working to align our leadership development opportunities with our trust values to ensure we are offering you opportunities to develop both personally and within your roles.

Our intranet pages are being updated on a regular basis and all opportunities will be available

to see and access through here, so make sure you check them regularly.

We currently have spaces available on our Leading Teams Through Change workshops. These workshops are an opportunity for those leading others through change to network with peers, learn from one another, and gain some

skills and knowledge around change management.

Our new Coaching Skills workshops are also available to book - this is an exciting opportunity for line managers to gain knowledge and develop your coaching skills when working with your teams.

Make sure you take a look at our [leadership development pages](#) on the intranet to keep up to date.

We are also here to support our teams across UHD. If you would like to talk to one of the team, then email [Organisational.Development@uhd.nhs.uk](mailto:Organisational.Development@uhd.nhs.uk)

We are  
**#TeamUHD**

## Let's flip reverse it



▲ UHD chairman, David Moss, with housekeeper, Agnes Ponuzs

Our UHD reverse mentoring programme has been created to proactively support leaders (mentees) in better understanding the workplace challenges of underrepresented staff (mentors).

Underrepresented staff include those in groups such as

LGBTQ+, BAME, non-British European staff, or those with disabilities.

Reverse mentors will mentor the senior leaders, helping to build new relationships and giving them an opportunity to discuss careers, observations and suggestions on how to improve our inclusion culture, influencing mindsets and creating joint learning - one conversation at a time.

Here's what those who have already taken part in the programme have to say:

### Mentee feedback:

**Peter Gill, chief informatics and IT officer, said:** "One of the most profound development

*experiences of my career. It helped me to reflect on my approach to equality, diversity and inclusion in a way that no previous training course has been able. I thoroughly enjoyed learning about other cultures and was staggered at my level of ignorance. I cannot recommend this more strongly."*

### Mentor feedback:

*"I loved our open and honest conversations..."*

*"Greater sense of empowerment and helped my confidence - both of which will support me in my career progression..."*

*"I feel it helped to establish a 'no fear' culture where we both felt comfortable sharing experience and self-doubt..."*

Interested in becoming a reverse mentor or mentee? Ask for an information pack via [Organisational.Development@UHD.nhs.uk](mailto:Organisational.Development@UHD.nhs.uk). Full training will be given.

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



# Your opinion counts



During May 2021 the hospital palliative care team undertook a survey with staff to identify 'what matters' to you in the provision of end of life care.



**You said**

**We did**

**You said...**  
“The involvement and expertise of the therapy team in end of life care can feel unseen and undervalued...”

**We did...**

“A physiotherapist and an occupational therapist have been invited to the End of Life Care Steering Group and the QI “what matters in end of life care” project board.”

**You said...**  
“Food and drink for pleasure can be overlooked in the last days of someone’s life...”

**We did...**

“The speech and language therapy team has been contacted and plan to look at how we can safely promote this important pleasure for our patients.”

**You said...**  
“The Butterfly symbol is an effective communication tool and is essential to being able to appropriately and sensitively look after patients who are in the last days of their lives...”

**We did...**

“We agree with you that the butterfly symbol is a really useful communication tool. We will continue to provide ward based education at RBH and we will introduce this symbol at Poole.”

**You said...**  
“PPE can remove the closeness of holding a patient’s hand...”

**You said...**

**We did...**

“To allow us to offer appropriate skin to skin holding of hands, the ‘5 moments of hand hygiene’ guide will be promoted. Hand hygiene remains the corner stone of good infection prevention and control practice.”

**You said...**  
“Being able to brush a patient’s hair is an important part of preserving a person’s dignity and that you found it difficult when the trust ran out of combs...”

**You said...**

**We did...**

“Materials management has assured the team that there was a supply issue but this has now been resolved and should not happen again.”

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