

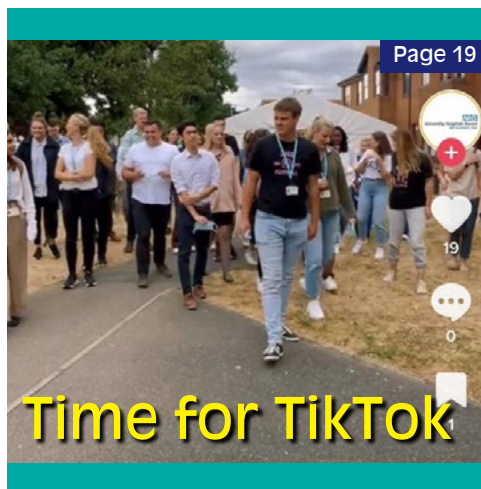
# The Brief

August 2022



**Ciao amici!**  
**Showcasing the best of UHD**

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**Time for TikTok**



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**A successful academic year**



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**Meet your marathon team**



# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington

Welcome to your August edition of *The Brief*, and what a hot couple of weeks - in every sense of the word - it has been! We've seen both soaring temperatures across the area as well as continuously 'hot' hospitals with very high occupancy rates - both of which have an impact on us while we work. As a nurse I know just what it's like to work on a hot ward and I want to thank you all for your continued efforts and commitments in these uncomfortable conditions, especially in PPE.

As a recent Dorset resident, I'm very much seeing the area through the eyes of a tourist and am thoroughly enjoying getting to know my new home. But I also appreciate this is an extremely popular area to visit, and with that comes all the additional pressures on local health services. The heat can also have a negative impact on those 'on a tightrope of their wellbeing', as Dr Tristan Richardson recently discussed with the [BBC](#).

A couple of weeks ago, all trusts received a letter from NHSE, asking us to focus on reducing ambulance handover times, especially in the light of the heatwave and to improve patient safety. Within UHD we are using all the experience and learning from other trusts and nationally to improve our pathways for patients at this time.

The heat can of course also bring out the best in people, and I'd like to thank all those who helped distribute ice creams and lollies across our sites to help us cool down.

While UK heatwaves are generally temporary, the pressures on our beds, the emergency care demand and the ongoing presence of Covid feel somewhat continuous and really do add to the pressures we are all under, and also affect our elective recovery. Difficult decisions have to be made and I am tremendously grateful to all of you for going the extra mile to support patients and colleagues.

Last month, the chief operating officer for NHS England, David Sloman, wrote to all acute trusts asking them to implement the 100 day discharge improvement challenge, laying out 10 high impact changes. The Integrated Care System is leading the response to this with all partners in Dorset. This is an example of the close working with our system partners which is absolutely pivotal at this time.

Back in our hospitals, we have established the 'Portfolio Group' to align our major change programmes, especially in relation to the delivery our organisational priorities for the next year, namely emergency care and hospital flow; maximising elective care, and investing in our workforce. The group provides dedicated time for the senior team to come together to solve problems and connect across programmes. The group will also act as a forum to discuss continuous improvement, to review and reset our plans, and to share and celebrate achievements.

Indeed, your achievements have been shared with me throughout

this month via our newly launched UHD Staff Excellence Awards for Living our Values. What a privilege to read your nominations! The first winners have now been announced and I really look forward to receiving more and more so keep them coming.

This month's edition of *The Brief* is full of good news and great initiatives, including our new Women's Network (page 9), our revamped Schwartz Rounds (page 12) and our wellbeing offering (page 7) - please do take a look. We are also now on TikTok. Social media is a very powerful platform and we know that our younger members of the population are using TikTok and Instagram more and more to receive their news, so it's essential for us to engage in this way (page 19).

Social media is also a great driving force for our recruitment campaigns as we continue to encourage more people to join our great TeamUHD. You only need to look at the Spotlight section on page 16 which focus on a very successful academic year to see the kind of support we already offer to our students, as well as the fantastic images of the midwifery students visiting us from Italy last week (page 8). Thank you so much for giving them such a warm welcome.

I've really enjoyed meeting more and more of you this summer and listening to the many different ways you support our patients. I have been incredibly encouraged by the TeamUHD spirit and the hard work and



perseverance in delivering high quality safe services. Please do enjoy any time you have off over the summer holidays - we need to look after you, so you can be there to look after those who need us the most.

Thank you

**Siobhan**  
Chief executive

# You said...

As part of her July all staff briefing, Siobhan asked what more we could be doing to support you. You told us...

## Wellbeing

- Protected staff relaxation/wellbeing space.
- Better recognition of staff and achievements.
- Taking time to listen and understand how people feel.
- Re-introduce a wellbeing day.
- Investigate the bullying and blame culture.
- Better hot food provision at night.

### Siobhan says:

It's no surprise to me that this is a recurring theme - wellbeing has to be taken seriously for us to make the difference we want to make in everything we do. The most important thing is being able to talk about our wellbeing and to speak up when things are not going well. Speak to your manager or colleagues at any time, use your appraisal, or join a Schwartz Round that are being revamped. I have a zero tolerance to bullying - if it is happening, I need to be made aware, or you can contact our Freedom to Speak Up team. Please also look at our wellbeing section on page 7.

I also hope our new staff awards boost wellbeing in their own way - I always try and end the day thinking 'what has gone well today'. Behind the scenes, please be assured that your wellbeing remains extremely high up on the agenda. We cannot achieve our priorities if this wasn't the case.



We continue to develop out of hours food provision and have gone live with a smart vending machine at Café West in RBH. It has a selection of food that can be heated by scanning the bar code. If popular, we'll look to replace the existing vending machine at Poole.

## Transformation

- Support teams with the big stuff e.g. transformation.
- More courses helping staff be aware of the impact of change for individuals.
- Give opportunities to get their ideas and voices heard.

### Siobhan says:

The building work around our hospitals is a very tangible example of the transformation programme. But at our heart we are people, not buildings, and the transformation requires us as individuals and teams to change and grow. We all have a role to play and all teams should be empowered to think how we can do this in a bigger and bolder way. We have an excellent strategy and transformation team to help you with this - please do reach out to them. They are on hand to support you at this time and most importantly, to listen.

## Management / working patterns

- Reduce the Teams 'meetings' culture.
- Release managers' time back to their teams.
- Listen and take on board concerns and issues from staff.
- More flexible working.
- Encourage listening and celebrate improvements, no matter how small!
- More staff to do the work - HCSWs especially.
- More exec walkrounds - ask teams how they are doing.
- Listen, act and thank.
- Give more opportunities for all staff to be heard.
- Don't forget our other sites.

### Siobhan says:

I'm really pleased this issue of *The Brief* is being handed out on our Christchurch site as we are one Team UHD community, irrelevant of where we are based.

We are a major acute trust, so much of our work is on our sites, caring for our patients, but for some of us there are times when we don't have to be on site.

Teams has played a pivotal role during the pandemic - and it very much still has a place as we reduce travelling to meetings for example.

With so much financial pressure on us, it's more important than ever for us to manage flexibly where possible and to foster a good work life balance.

'We are listening' is one of our core values and I believe the best listening happens face to face. Do invite me and the team to come to you and to listen.

## Cost of living

- To offer financial support to those working on lower bands.
- Reduce car parking fees.
- Help with public transport, food and childcare costs.
- Apply pressure to government to increase pay.

### Siobhan says:

We have all been tasked with spending the NHS pound wisely, and I know many of you will be disappointed with the recently announced NHS pay award, especially during this cost of living crisis. As an executive team, we do speak to NHS England and the Department of Health to ensure your voices are heard and to give a very realistic account of the reality many of us are facing. Our wellbeing teams are also here to help and offer support, including around financial wellbeing. Please also look out for the staff benefits sections on our intranet and app for support with childcare costs for example, as well as offers exclusive to NHS staff.

## Cycling/green transport

- Improve facilities for staff that cycle to work; bike security, showering and changing areas, drying rooms.
- Rewards for people who use green transport to commute.

### Siobhan says:

Green UHD is the place to be! There is so much we can all be doing, and sustainability is absolutely central to our transformation work. Our green reward app Eco Earn is a great starting point to recognise the green efforts so many of you are making (find it on the intranet) and you can read more about our green pharmacy champions on page 15.



# Giving our patients the care they need sooner

***The Brief* takes a look at the role of emergency department ‘front door’ clinicians, also known as a rapid assessment and treatment (RAT) clinician, and speaks to Dr Harry Adlington, clinical director for emergency care, on the impact it makes.**

Front door clinicians at UHD see patients brought to our hospitals in an emergency by ambulance. With operational pressures frequently meaning patients may have to wait to enter our emergency departments (EDs) in the ambulance, or once inside may need to wait to be seen by a clinician for assessment, the role speeds up the time it takes for patients to be clinically assessed and for investigations or treatment plans to start.

The approach is used by hospitals experiencing serious and sustained pressures on urgent and emergency care services, often where the number of discharges from wards is unable to keep up with the demand coming through the ‘front door’, which reduces bed capacity. This in turn affects the ambulance service’s ability to hand over new patients to us in a timely way.

*“Front door clinicians are incredibly helpful when hospitals are under sustained pressure,”* said Dr Adlington.

*“Having a senior clinician review patients early in their journey can help identify time-critical interventions like analgesics and antibiotics, and supports faster access to diagnostics like CT scans for trauma or stroke.*

*“It speeds up the decision-making process, meaning patients begin their treatment plan sooner, while giving faster direct access to other hospital specialties.”*

Due to the differing medical staffing structures in our EDs, the role is implemented differently at Poole and RBH.

At Poole Hospital, the front door clinician role is performed by a senior doctor - either a consultant or registrar - and aims to operate for around six hours a day every weekday.

At RBH, the role is undertaken by advanced care practitioners or intermediate doctors (equivalent to SHOs) and is available from 8am-8pm every day.

*“It’s a very intensive role, but very enjoyable spending more time with patients and staff, and rewarding knowing that you have helped a patient begin to get the care they need sooner,”* continued Dr Adlington.

Improving urgent and emergency care is one of UHD’s three organisational priorities for 2022/23 - see the July edition of *The Brief* for the lowdown on these.



▲ Dr Harry Adlington

# The outpatient digital portal is coming

A new way for our outpatients to take more control of their care is coming.

The UHD Outpatient Portal, powered by DrDoctor, is an online resource accessed via computer or smartphone, and enables patients to:

- view clinic letters and other relevant documents associated with their care
- receive appointment reminders, including requesting rescheduling or cancellation
- send and receive messages with UHD outpatient teams
- receive 'broadcast' messages (which can be sent to up to 10,000 patients at a time)

The portal will be available to outpatients of all specialties that use eCAMIS, with the roll out taking place in phases from October. Please take every opportunity to check with patients that we hold their correct contact information.

The system empowers patients by providing all their appointment information in one place, hopefully reducing DNAs, while freeing up our admin teams to help those needing more support.

In later phases, we're planning to enable patients to trigger their own follow up appointments through the app and introduce scheduling and waiting list management tools for our admin teams.

- Watch a video demonstration of the outpatient portal [here](#).
- For more information on digital outpatients transformation click [here](#), or for comments or questions email [alice.evans@uhd.nhs.uk](mailto:alice.evans@uhd.nhs.uk) or [sarah.macklin@uhd.nhs.uk](mailto:sarah.macklin@uhd.nhs.uk)

## New virtual clinic pods available

Four new virtual consulting pods are now available in the Dorset Cancer Centre at Poole. The pods are initially earmarked for cancer care, and provide an additional soundproof space for virtual clinics, freeing up in-demand consultation rooms for face-to-face clinics.

There are two virtual consulting pods positioned on the cancer care management floor and two on the top floor of the LINAC. Simply bring your laptop, open Attend Anywhere or the softphone, and carry out your clinic. Power points and fans are available in each pod. There is no telephone or computer in the pods, so email [billy.stewart@uhd.nhs.uk](mailto:billy.stewart@uhd.nhs.uk) if you require Softphone to be installed on your device.

You can book one of these pods, or one of the five pods in Poole outpatients, on the [Bookwise system](#).



Louise Watkinson, sister in oncology outpatients





# #YouMatter

Wellbeing and emotional support for staff

## Do you need someone to talk to?

At UHD we have more than 100 staff trained to provide mental health first aid. These individuals are on hand to listen non-judgmentally, hold supportive conversations, and signpost you to further support for your need.

If you are experiencing mental health difficulties, a mental health issue or crisis and would like to reach out for support, [search our directory](#) of friendly and understanding mental health first aiders.



## Messages of thanks

Our new thank you postcards are proving very popular across UHD, and we love hearing about why you are sending, or why you have received a card. If you're sending, or have received a UHD thank you, let us know on social media - tag in @UHD\_NHS and use the hashtag #UHDThankYou.



## Helping you to be more mindful

Help to train your mind to be in the present moment though the practice of mindfulness, in sessions exclusively for Team UHD. Learn about mindful breathing, mindful movement and different types of meditation.

Zoom taster sessions take place on Monday 22 August 1-2.30pm, Friday 9 September 1-2.30pm and 5 December 3.30-5pm.

Eight-week courses are limited to 15 places per course and run from 26 September-21 November (every Monday from 1-2.30pm) and 16 January-13 March (every Monday from 3.30-5pm).

To register your interest please email [mindfulness@uhd.nhs.uk](mailto:mindfulness@uhd.nhs.uk) and [visit our new intranet pages](#).



## Be Active at UHD

Have you visited our Be Active intranet pages? Exercise is a fantastic way to boost both our mental and physical health, and these pages include all the information you need to find out more about how to be active indoors, outdoors and virtually.

Don't forget to check out our offer with Bournemouth Heart Club (BHC), which gives you subsidised memberships for the on-site gym at RBH to help you stay active around your working hours.

Please visit the [intranet pages](#) for further information, class timetables and FAQs.



## August offers from our local gyms

**The Village Gym** opposite RBH and **Anytime Fitness** close to Poole Hospital have offered us one free day pass each to try out their facilities in August.

To book call **The Village** on **01202 416123** or **Anytime Fitness** on **01202 835970**.



# Have you booked your appraisal?

There are eight weeks left of this year's appraisal season and we hope you have been having some valuable conversations.

Why not get a little creative with your preparation and meeting? Perhaps you could take the opportunity to step away from your day-to-day setting and enjoy the weather in one of our outdoor

spaces? Or, you could use the time to have a 'walk and talk' with your manager to get some fresh air and enjoy being around nature while you have your development conversation.

We know it is very busy across UHD, but we really encourage you to take this time out of your normal working day and invest this hour in

your personal development.

However and wherever you choose to have your appraisal, let's keep these good conversations across #TeamUHD going!

Take a look at how your UHD colleagues have been having their appraisals.



▲ Mel took some time by the RBH lake to fill in her appraisal preparation form



▲ Sam has been using the pharmacy garden to carry out some of her team's appraisals



▲ Louise and Sue enjoyed the new seating area outside the Dolphin restaurant at Poole

## Ciao amici

Huge thank you to our maternity team for hosting a group of midwifery students from Italy, who visited St Mary's to learn more about the NHS and maternity services in the UK.

The visit was organised by Professor Mauro Barchiesi from the Università Politecnica delle Marche in Ancona, and involved 10 first and second year midwifery students.

Students had the chance to meet various members of staff working across the unit, and learn about the future of maternity services for Dorset, including the development of our BEACH building at RBH. Their visit also provided the opportunity for UHD staff to discuss the prospect of international recruitment and career opportunities provided by the trust next year.

The day was of particular significance to Professor Mauro Barchiesi in the wake of Brexit

and the pandemic. *"Our visit has been a long time coming following two previous cancellations, and we are delighted to be the first international cohort welcomed by the trust post-pandemic. An initiative like this really unites us and is a clear sign that our friends in the NHS, and within our own Italian health service, have been able to overcome the challenges caused by Covid-19."*

Kerry Taylor, head of midwifery, added: *"We're delighted to have been able to host Professor Barchiesi and his students. It's been a great opportunity to showcase all the things we do well here at UHD, and to show our maternity unit in full working order. It was a busy day for us in the unit, so the students were able to come in and see the pace that we work at in UK midwifery, along with the services we're able to offer. The students have been delightful and very receptive to the messages that we've provided them, and it's been lovely to share experiences."*





# Network news



## Beyond Difference



The Beyond Difference programme is run by Dorset ICS with the aim to develop new and aspiring leaders from ethnically diverse backgrounds. The programme recognises the inequalities and structural barriers that have prevented ethnically diverse staff from progressing their careers and will provide tools and techniques to help them overcome these to achieve their career aspirations.

The programme is open to all ethnically diverse staff, including white and non-white Europeans who are in a new line manager/supervisor/team leader role, or those preparing to step up into such a role in the very near future. The core programme includes seven five-hour workshops with half a day of study time for each workshop, with the workshops running from September 2022- January 2023. [Click here to fill out the form](#) to express your interest. If you have any questions please email [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk)

# Women's Network takes off

This month we launched our new Women's Network which will support and advocate for women across our trust and in our wider community.

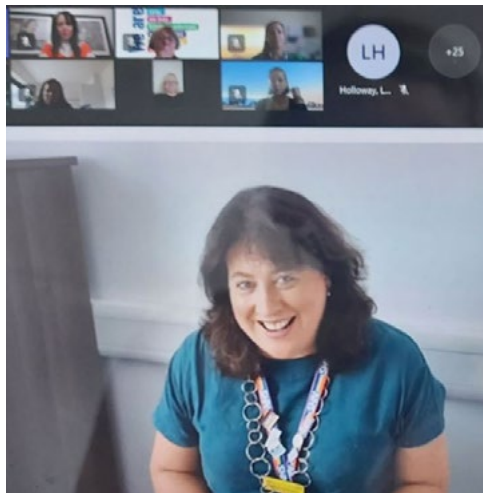
*positive constructive changes on policies and processes in the trust.*

*"This network is open to anybody who wants to raise their voices for and support women - the more people who get involved the more diverse we will be, the more ideas we can share, the more support we can bring and the more change we will see."*



Network lead Sam Murray, pharmacy operations manager, told us more: *"I'm extremely excited that we're starting this network with so much interest, and that we have the privilege of having Siobhan Harrington, our CEO, as our executive sponsor for the network.*

*"As a full-time manager, a mum and a mum who has suffered baby loss I felt that there were many areas that a Women's Network could discuss and support, both for our colleagues and for our patients. I hope this network grows not only to support staff but as a place to make*



# Proud to be your NHS

It was brilliant to see our LGBTQ+ network and our allies together at Bourne Free Pride Festival, representing and showing support for our community of LGBTQ+ patients and colleagues in the walking parade. A big thank you to all who attended to support the network - it was a day to remember.



# Calling all veterans and reservists

If you are an armed forces veteran or reservist please take part in this anonymous [one-minute survey](#) to help us collect data on how many members of the armed forces community are working in #TeamUHD. There is the option to leave your email address to find out more about our Armed Forces Support Group.

If you have any questions please contact [rob.hornby@uhd.nhs.uk](mailto:rob.hornby@uhd.nhs.uk)



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

# Transformation update

## Delivering a fully 'patient-centered' catering service

With extra beds, services and catering facilities planned for the RBH site, the current kitchens will need to be demolished to make way for the new modular build.

This has given our catering department an exciting opportunity to design brand-new purpose-built kitchens and menus for our patients, staff and visitors, and look at options to enhance out-of-hours provision.

While the build is ongoing, plans are in place to use the ground floor of the Stour Building to build a brand-new kitchen for cooking our patient meals and to supply staff and visitor meals across our outlets. This '**Central Production Kitchen (CPK)**' will allow us to prepare more meals at a time, using the 'regen' food preparation system, meaning we will be able to offer patients across UHD a wider choice.

The Shelley restaurant will close to staff as it will be needed as a food preparation area to support patient meals. Facilities in the Oasis coffee shop as well as the atrium café will be expanded to meet demand.

Stuart Willes, head of operations and facilities, said: "There will be challenges but the redevelopment of the RBH site provides an exciting opportunity to transform our UHD wide services to deliver a fully patient-centered catering service, designed to suit preference and need."



### Timeline

#### September/October 2022:

Build work starts on CPK in the Stour building.

#### End December 2022:

Oasis restaurant closes to expand capacity to become RBH's temporary staff restaurant.

#### January 2023:

Shelley restaurant closes - work starts on converting it into a temporary patient catering space. Oasis reopens as staff main restaurant.

#### February-March 2023:

Decant of main catering kitchens.

#### April 2023:

Demolition of catering block in preparation for new modular building. Patient meals delivered by new 'cook freeze' model, produced in CPK and provided to wards from repurposed Shelly restaurant.

#### October 2024:

New RBH catering facilities open.

#### From January 2025:

New catering model in place at Poole Hospital.

## Did you know?

- Our RBH catering team produces 1,000 patient main meals every day
- More than 78,000 meals will be cooked in the temporary kitchens
- Following the changes, the team plan to serve 3,300 meals a day (that's 23,100 patient meals a week!) and will also be preparing a further 3,150 meals a week for inpatients at Poole.





# Time to BRAG

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

## SDEC reducing patient length of stay

Our SDEC (Same Day Emergency Care) teams are working well together and starting to discuss options for offering a broader service, potentially reducing length of stay by 15,000 hours. Work is also underway to merge the bed bureau which should have a significant impact on the admission processes.

## Efficiencies improving theatre capacity

Common reporting, a new scheduling system, and improved planning are all delivering efficiencies within our theatres department, providing our patients with more timely access to care. Work continues on further team engagement, planning and collaborative working to fully optimise capacity - with the department targeting 85% theatre utilisation.



## 'Fresh look' in the finance team

Cash management has now been aligned with teams working cross-site. The procurement steering group has been re-launched, looking at processes and procurement savings such as combining high-use orders to get better prices.



## Green brain is powering on

Thanks to the amazing collaborative work of our education admin, eLearning and informatics teams, the BEAT VLE (Green Brain) is now aligned across UHD, giving us all access to our mandatory training. #alwaysimproving.



If there is something you want to 'BRAG' about in our next update, please email [helen.rushforth@uhd.nhs.uk](mailto:helen.rushforth@uhd.nhs.uk).

# SCHWARTZ

## A safe place to share our experiences

Schwartz Rounds are a safe space where all staff can regularly come together as a group and discuss how it feels to work in healthcare.

They were created in memory of health attorney, Ken Schwartz, who was diagnosed with terminal lung cancer in 1994. During his treatment, he found the simple acts of kindness from his caregivers mattered the most to him.

The meetings help those that attend understand and appreciate the challenges that come with providing care and don't just focus on the clinical side of things. The ultimate aim is to help you feel more supported in your role and to gain an insight into the roles of others.

Helen Martin, who leads the UHD Schwartz Round steering group, said: *"If you have not tried it, come along. You can sit and listen, or participate to the topic."*

*"I'm often overwhelmed by the openness and vulnerability of our panellists and come away feeling we are in this together."*

While the rounds were held virtually during the pandemic, they are now reverting to face to face.

CEO, Siobhan Harrington, added: *"The rounds are a chance for any member of TeamUHD to share their story or even just take a moment for themselves to listen and reflect."*

*"There are many achievements and challenges when providing*

*care and Schwartz Rounds work as an extraordinary tool in shining a light on these in a compassionate and understanding environment."*

- **Join us:** Schwartz Rounds have been set up for the next year and can be found [here](#).
- **Meet us:** The Schwartz Round steering group will be hosting stands at RBH and Poole later this month for you to find out more - look out for dates in the bulletin.
- **Watch us:** Meet some of the Schwartz family with [our new video](#).



## Improving end of life care

The NACEL survey aims to measure the experience of care at the end of life for dying people and their loved ones, as well as the experiences of staff who deliver, or come into contact with, patients receiving end of life care.

Many of us play a role in providing end of life care, whether we work on the wards, in the catering department, or volunteers - the welcome we offer, a smile and small acts of kindness can make a huge difference.

Please take a minute to complete the survey:

**RBCH:**  
[Click here to submit your survey](#)

**Poole:**  
[Click here to submit your survey](#)





# You could become a Champion or Coach in quality improvement!

'Qi Champions and Coaches' is a new initiative at UHD. One of our values at UHD is 'always improving' and we need to build a community of improvers across UHD. In so doing we will:

- create a culture of change
- empower and motivate staff
- be able to network across care groups to spread good practice
- bring staff groups together to work as a system, not just in UHD but across Dorset with our partners.



Quality improvement is an integral part of all our roles and will help to improve outcomes for our patients

as well as improving our working environment.

Find out more [here](#).

## Book a manager's induction session

Equip yourselves with the skills and knowledge you need to manage your staff confidently, effectively, and with self awareness.



Over two core modules, you will explore your role in delivering the trust's vision, strategy, and values, thinking about how you can role-model compassionate and inclusive management and how our HR policies will support you.

Here's what your colleagues have to say:

"The content was great as it encompasses UHD values"

"I will take more time to listen to my team to understand concerns"

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

### Module 1 Compassionate and inclusive management

**18 August:**

9am-12noon

**20 September:**

1-4pm

**12 October:**

9am-12noon

**14 November:**

9am-12noon

**14 December:**

1-4pm

### Module 2 (module 1 must be completed first) Good people management skills

**23 August:**

10am-12noon

Email your preferred dates to [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk) and find out more [here](#).



# Ruth's reflections

Alyson's blog, with Dr Ruth Williamson

Some of you will have had a holiday, others like me are still looking forward to one, I hope everyone gets a chance to rest and recharge in the next few weeks.

At the exec level we've been talking about reset too, doing things differently after the summer break, cutting bureaucracy and giving people more time to spend with patients, on quality improvement, integration and innovation. More on that later.

First, I want to include one more 'R' beyond the rest, recharge and reset. That is racism. At this week's medical staffing committee we heard from one of our postgraduate doctors in training a powerful explanation around the roots of, and impacts of racism, particularly within the NHS. There was some uncomfortable but necessary listening, which runs alongside some clear messaging from the British Medical Association about being explicit about the need to

change, improving racial literacy, reporting racist behaviours, and organisations like ours taking responsibility for making things better.

Please tell us if you see racist or other discriminatory behaviour. You can tell your line manager, or the Freedom to Speak Up team [freedomtospeakup@uhd.nhs.uk](mailto:freedomtospeakup@uhd.nhs.uk) (ext.4220). Alternatively you can raise a LERN, or ask one of our staff networks leads to raise it on your behalf. You can tell me.

The more open we are the more inclusive we can be.

On a happier note, I spent some time on Wednesday learning about the 'Patient First' approach to transforming hospital services pioneered by the team at Western Sussex Hospitals. Embedded within this is giving all frontline staff the permission to work on things to cut waste and inefficiency within their departments, moving away from the command-and-control aspects of the Covid response to more inclusive team-based

improvement approach. What really spoke to me was the idea of having breakthrough objectives - something that you are working on every day to benefit patients. It made me think of learning an instrument. You practice every day (or most days if you are me) and don't always notice an improvement till you take stock and look back at what seemed impossible weeks or months ago. There was also learning about focusing on a few things and making space for thinking time.

To that end, and coming back to the start of this piece, we are thinking in the senior leadership team about how we can streamline some of our governance and meetings so when we do meet it's productive and helpful. We have a new chair - welcome Rob - and Siobhan as our new chief exec, so the signals I'm getting is that there is some real energy to make things different and better for us and our patients. As always please share your suggestions - change comes from within.

So, roll on the summer holidays - rest and recharge ready for the new term in September.

Ruth

## UHD Excellence Awards

Following the launch of our UHD Excellence Awards, we have been overwhelmed with outstanding nominations. And now it's even easier to nominate via our UHD app or using the QR code on our dedicated intranet page, where you will also find the monthly winners.

The Excellence Awards are for staff who are for Living our Trust Values. This monthly award is open to any UHD member of staff or volunteer and has been set up to recognise some of the amazing people and teams around our trust. Every day people are living

our values to help care for our patients and for each other and we want to celebrate where you have gone above and beyond.

### Nominate today

Nominate any UHD member of staff, volunteer or team via:



QR code  
(scan with your mobile to open the form)



UHD app.  
(look out for the button on the app)

Let's take this chance to celebrate our colleagues!

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



# Climate crisis: Pharmacy fight back

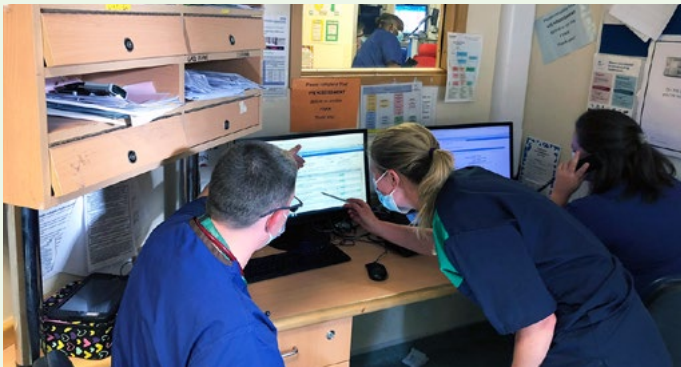
Medicines contribute to 25% of the NHS's carbon footprint, so it's no surprise our pharmacy teams are passionate about sustainability.

Steve Bleakley, associate director of pharmacy, said: *"Our pharmacy team has been working hard on green issues long before the national directive set us this challenge!"*

*"Any action which involves helping a patient to take their medicine appropriately will not only reduce the need for further healthcare, it also helps us cut carbon emissions."*

## Other examples of the team's work include:

- Reviewing medicine use at the point of admission which is where drug errors are more likely to occur. Early interventions can prevent patient harm and shorten the length of hospital stay - and a stay in hospital produces more carbon emissions than outpatient care, or care in the home.



- Our paediatric teams are running a project to help children take tablets rather than liquid meds. Transporting lower weight products can result in less transport emissions.



- At RBH, Jo Sheppard and Anne Creasey are our pharmacy garden guardians. They have turned an unused courtyard into a flourishing staff rest space. And this year the garden has been entered in the Bournemouth in Bloom competition!



Tracy Lyons, medicines optimisation pharmacist and sustainability champion, said: *"The chance to combine patient safety and health promotion with climate action is essential for all our futures. In pharmacy, we are incorporating sustainability into everyone's job descriptions, are making eliminating unnecessary single use plastic a departmental objective and have signed the department up to the Royal Pharmaceutical Society's Climate Change Charter which encourages everyone to 'do one thing today'."*

*"The climate crisis is here, happening now and is the most significant threat to modern society and healthcare we have ever faced."*

Join the conversation #greenNHS / @PharmacyDeclares!  
And let us know what your department is doing by emailing  
[paige.van-der-zee@uhd.nhs.uk](mailto:paige.van-der-zee@uhd.nhs.uk)



## SPOTLIGHT ON:

# A successful academic year

As a university teaching hospital, hundreds of pre-registration students from every profession pass through our doors every month. They are met by our dedicated student support team who, alongside the clinical practice educators and wider teams, coach, mentor and support the whole student journey, from their first days in the hospital, to qualification and beyond. This year has brought with it a great number of challenges, not least the ongoing pandemic and the acute pressures across the service. Despite this, the whole of UHD has been welcoming, supportive and dedicated to ensuring our learners who join us on placement receive the very best education possible.

The Faculty of Health  
and Social Sciences

Prizegiving Ceremony  
Wednesday 29<sup>th</sup> June 2022

In June we were proudly represented by the student support team on the national stage where they were finalists in the Student Nursing Times Awards as Placement of the Year 2022.



This was complimented by the Bournemouth University Awards ceremony where we presented the Outstanding Student Award to newly qualified staff nurse, Dale Gregory.

Dale qualified in spring and has since flourished in his role on AMU. His energy and compassion for care shines through in all he does and his dedication to nursing has been noted from day one.

Alice Girling, deputy head of education, said: *"We couldn't be prouder of Dale. It has been an absolute honour to watch him grow into the nurse he has become."*

This summer also saw our Post Graduate Doctors in Training Awards at the RNLI. This event recognised outstanding achievements and contributions to medicine.

Julie Mantell, medical education manager, said: *"These awards were a great opportunity to show how much we value our doctors, recognising all that they achieve, deliver and represent. We are extremely proud of them."*

And with that our academic year draws to a close. The students on placement are consolidating their knowledge and practice before their well-earned summer break. We look forward to welcoming them all back again in September, either in the next stage of their training, or as newly qualified registered professionals. Being part of their journey is an honour and privilege and we want to thank them for their professionalism, commitment and outstanding patient care. They truly are part of #TeamUHD.





# Understanding common skin conditions

The latest Understanding Health event will be hosted by Dr Ian Pearson, consultant dermatologist at UHD, on **Thursday 15 September at 5pm**. He'll talk about some of the most common skin conditions including eczema, acne and dermatitis, explain what the symptoms of these conditions are as well as highlight some of the treatments available on the NHS and self-help treatments.

The free event will run via Microsoft Teams and is open to everyone - access the link on the events page of the UHD website. A recording of the talks will also be available after the event, just search 'library' at [www.uhd.nhs.uk](http://www.uhd.nhs.uk).



**Virtual Understanding Common Skin Conditions talk**  
**Thursday 15 September 5pm**  
**Dr Ian Pearson**, consultant dermatologist at UHD  
 Teams link available at [www.uhd.nhs.uk/news/events](http://www.uhd.nhs.uk/news/events) (news and events page)  
 No booking required

# Listening event

Our governors are holding a drop in listening event on **Friday 9 September** at the Allendale Centre in Wimborne.

Members of the public are invited to come along between **8.30am-12noon** to hear the latest on the developments taking place across our hospitals. The governors will support with questions, offer out information sheets and will also have details of up and coming health events. They will also gather feedback which can help contribute to improvements at the trust.

# Hello!

A very warm Team UHD welcome to our new FY1s who started with us last week! We're thrilled to have you with us and wish you all the very best during your time here.




**BEAT**  
 BLENDED EDUCATION AND TRAINING

**SAVE THE DATE**

**CAREER**

EDUCATION	STRATEGY
PLANNING	GOALS
INTEREST	SKILL
SUCCESS	NETWORK

# Career Fair

Friday 9th September  
 Royal Bournemouth Education Centre

- Career pathways
- CV Writing & Interview Skills
- Leadership
- Apprenticeships
- Short courses and Degrees
- Functional Skills
- Personalised advice
- Webinars & Workshops
- Keynote Speakers

*and much more...*



# Electronic DNAR/AAND forms

RBH and Christchurch are moving to electronic Do Not Attempt Resuscitation / Allow a Natural Death forms for doctor changeover, tying in with the system already in place at Poole.

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## When?

From now.

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## Why?

The electronic forms have the major advantages of being legible, easily located at the top of the electronic patient record, will be visible on future clerkings, could be duplicated if needed by multiple care agencies, are auditable and completion will be audited.

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## Where do I find the form?

On EPR under 'Create Documents > DNACPR or TEP'

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## When do I complete the form?

Doctors - following a conversation with your patient and/or their representative, log into EPR, open the correct record for the patient and complete the form electronically, including details of the senior decision-maker and reason for decision.

You are encouraged to use the electronic Treatment Escalation Plan which should be completed for every patient, for each admission, and when clinical condition changes during admission. This is conveniently completed at the same time as the electronic AAND.

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## Will there be a printed version of the form?

Yes, on red bordered paper to be placed at the front of the notes. The AAND/DNACPR form from the notes should be sent home with your patient when they are discharged. If the indefinite box has been ticked, the form will automatically be sent to SWAST, meaning that special messages need only be completed if additional information e.g. injectable medications in the home, is added.

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## Where do I get the red bordered paper?

The paper can be ordered on Powergate. Please ensure you have a supply in place. Legacy paper forms remain valid during the transition period.

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## What about future admissions?

For future admissions, it is good practice to re-confirm the patient's wishes. However a form completed previously and documented as "indefinite" can be used for subsequent admissions without being amended and should be printed on red bordered paper for the front of the current inpatient notes.

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## Share the news

Please pass this message on to all staff who may be affected by this change in your department. The induction for junior doctors will include this change.



# Let's get social

It's been another busy month across our social media, with plenty of good news, updates and key messages to share. The extreme weather was front and centre of conversation, and we'd like to thank colleagues who supported us with talking to local press and to those who took part in various videos posted, advising how to stay safe and look after each other throughout the heatwave, as well as signposting the public to appropriate services for their needs.

Our Twitter posts were viewed over 134,000 times, while over on Facebook our posts were read over 221,446 times. Our content received 42,800 impressions on Instagram and our YouTube videos received more than 23,500 views



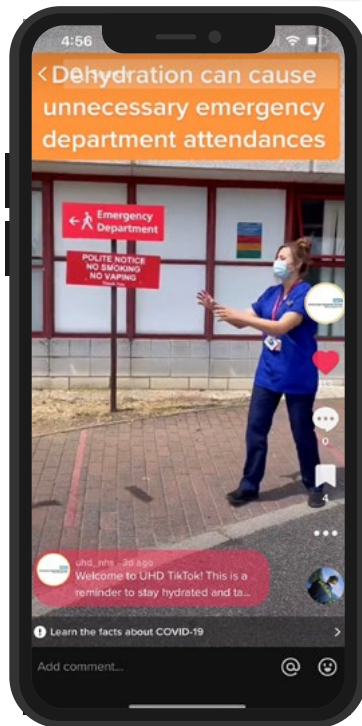
***“Teenagers in Britain are increasingly turning to social media platforms such as Instagram, TikTok and YouTube for news, and are moving away from traditional outlets...”***

That's the latest update from media regulator Ofcom in a report published last month. Their findings outlined how a range of age groups consumed news differently and showed for the first time that Instagram was the most popular news source among teens, with TikTok following fast behind.

At UHD we're committed to communicating as openly and honestly as we can via social media, and we're proud of our well-established and engaging networks. We're pleased to reveal that we're expanding our social media portfolio and have launched our official TikTok [channel!](#) (uhd\_nhs)

With 1 billion monthly active users, TikTok sits in the top spot as the most engaging social app, and focuses on sharing topical, 'short form' videos, making it an ideal environment to speak to our younger audience.

Our pilot [video](#) for instance, delivered vital healthcare advice for tackling dehydration during the heatwave in just 30 seconds, to the tune of George Ezra, and in just a few days has been viewed over 2,600 times and has had more than 130 likes! Huge thanks to Shannon from Minors for being our social media star, and Bournemouth University student, Kezia, whose recent placement with the comms team created a buzz of energy thanks to her vision and direction.



**If you or your team would like to get involved with TikTok or any of our other social media channels including Twitter, Facebook and Instagram, then get in touch with us at [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk). We'd love to hear from you!**



Our top tweet of the month received over 7,000 impressions, as Dr Tristan Richardson, medical director for medicine, gave advice on taking care of ourselves and each other in the heatwave

More than 1,400 people saw our Instagram post thanking operational and catering teams, along with UHD Charity, for organising ice cream vans to visit sites with free icy treats for all staff. Similarly, over on Facebook, our best performing post with a massive 25.3k impressions featured photos of colleagues enjoying their ice creams during the heatwave. It's always a pleasure to share good news and this was no exception.





## Three new Flojacs for our hospitals

We have recently been able to fund three Flojac lifting devices thanks to the Morrison's Foundation who donated £12,706 and the Masonic Province of Dorset who donated £3,628 which was match funded by the Masonic

Charitable Foundation. The Flojacs are now being used by our rehabilitation and older people services and lessen the time a patient spends on the floor after a fall. They also reduce the risk of staff injury due to lifting.



## Upcoming events:

# Discounted tickets for Walk for Wards 2022

Join us at Upton Country Park on 17 September and walk 3km, 5km or 10km along our wheelchair friendly routes to raise money for a ward or department close to your heart.

You can get a reduced price entry ticket for £12 by choosing 'Staff Discount' as your ticket option and sign up using your UHD email address.

This year's event will feature live music from The Late Shift, a mini-makers market, and free refreshments from Rapid Relief UK.

Child tickets cost £5, family tickets (two adults and up to four children) cost £30. Under 5s go free. Dogs welcome.



## Challenge spotlight:

# The Big Half - Take on 13.1 miles of fun for #TeamUHD

The Big Half takes place on Sunday 4 September and is a community running festival, starting by Tower Bridge in central London and finishing at the famous Cutty Sark in Greenwich. It's the perfect challenge for runners or walkers who want to soak up the atmosphere of a marathon in our capital city but don't want to take on the full 26.2 miles.



Sign up here: [www.uhdcharity.org/get-involved/challenges/the-big-half](http://www.uhdcharity.org/get-involved/challenges/the-big-half)



## Fundraiser spotlight:

# Memorial golf day raises thousands

More than 200 people gathered at Dudsbury Golf Club to mark the 10-year anniversary of the death of Ben Harvey who passed away aged 28, leaving behind his loving wife Claudia, son Finn, mum Sue and dad Pat.

The day raised £16,859 for the cancer unit at RBH where Ben received treatment, and was the fifth charity event held by Ben's family, bringing their total fundraising efforts to an incredible £96,000.

Ben's son Finn, now 10 years old, was able to play and

captained his own team - Harvey's Army Juniors.

The money raised has helped to fund big projects such as the refurbishment of the inpatient ward, as well as smaller but just as vital resources such as free Wi-Fi access for patients on the haematology and oncology day unit and the complementary therapy and yoga service which is offered to cancer patients.



## Staff fundraiser spotlight: **Marathon effort**

Introducing our TCS London Marathon team who will be hitting the streets of the capital on Sunday 2 October. Good luck everyone!

**Sophie Simmonds**  
Senior physiotherapist



Support  
Sophie  
[here:](#)



*"I am passionate about helping patients start their intensive rehabilitation early so am raising money for the charity's Robotic Tilt Table campaign."*

**Claire Stuckey**  
Senior dietitian

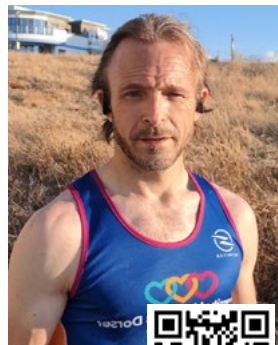


Support  
Claire  
[here:](#)



*"Myself and my family have recently received care from UHD. This will be my 4th marathon and they definitely don't get any easier!"*

**Rob Flux**  
Integrated desktop services manager



Support  
Rob  
[here:](#)



*"Having tragically lost one of our own beloved team to Covid-19, I want to do something for the trust which provided unwavering support."*

**Rosie Smiles**  
Physiotherapist

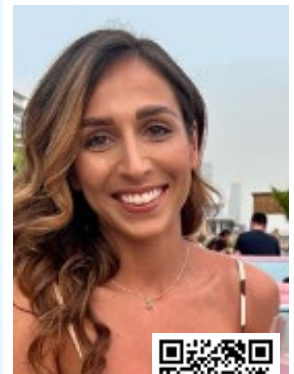


Support  
Rosie  
[here:](#)



*"I'd like to raise money to improve the working environment for our staff and to help us continue to provide great care."*

**Natasha Sobucinska**  
Radiographer



Support  
Natasha  
[here:](#)



*"I'm fundraising for a piece of kit to help get patients into position more quickly so they spend less time in hospital."*

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](http://UHDcharity.org),

or contact the office on 0300 019 4060/8449



# Let's talk about IT

## Opening times

Your IT service desk is open 8am-5pm, Monday to Friday

## Generic email logins

You can no longer access departmental shared email accounts directly due to changes made by Microsoft. These are the most frequent errors you may see-



To access your department email you will need to log into your individual @uhd.nhs.uk email account, add your department email address as a shared mailbox to your account. This ['how to' video](#) shows you how.

# Shared drive migration

As part of our move to using more Microsoft 365 services to help improve IT systems, departmental data is being migrated from shared drives into Teams/SharePoint. We are currently working

through each of the trust's servers to find departmental data. To help support and streamline this for your department, please use [this link](#) and submit the requested information.

# How safe is your child's data?

With the summer holidays now in full swing, take a few moments to look at this video and remind yourself of the risks of social media and the internet.

[How private is your personal information? - YouTube](#)

And here is a great free resource for you to help you and your family manage these risks. Think of it like Martin Lewis (of money saving expert fame) for your online security:

[Get Safe Online | Free, online security advice](#)





# The Brief



## Wednesday 3 August - 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>You said:</b> Your comments from the July all staff briefing were invaluable. See what issues you raised, and Siobhan's response, on page 3.</p> <p><b>Transformation:</b> Major changes to catering are coming at RBH. The Shelley will close to staff and temporary kitchens will run from the Stour Building when work starts on the new modular build at RBH – housing extra beds, services and catering facilities. The Oasis offering will be expanded to meet demand. See page 10 for more details and timescales.</p> <p><b>Book your appraisal:</b> Investing an hour in ourselves can make a huge difference to all we do. Book in your appraisal with your manager before the end of September. See page 8.</p> <p><b>Outpatients:</b> The UHD Outpatient Portal is coming, giving outpatients more control of their care. See page 6 and also find out how to book a virtual clinic pod.</p> <p><b>TikTok:</b> With more young people getting their news from social media, we've launched our UHD_NHS TikTok channel to help us engage with even more people. Give us a follow!</p> <p><b>Schwartz:</b> Schwartz Rounds are a safe space for all of us. A year of meetings has been planned so please join us for a round. More on page 12.</p> <p><b>Staff development:</b> Book on to a management induction session or sign up to be a QI champions or coach (page 13). #alwaysimproving</p> <p><b>UHD Excellence Awards:</b> The first winners have been announced and you can now nominate via a dedicated intranet page and on our app. See page 14.</p> <p><b>DNAR/AAND forms:</b> RBH and Christchurch are now adopting Poole's electronic system for DNAR/AAND forms. Please familiarise yourself with the new process – p.18.</p> <p><b>And finally:</b> See <i>The Brief</i> for an update on our new Women's Network, Green UHD progress, upcoming events, useful IT information, a Charity round up and much more...</p>	

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

**Department:**

**Signed:**

**Date:**