

The Brief

January 2023



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Your University Hospitals Dorset

An update from chief executive, Siobhan Harrington



I have worked in the NHS for many years now, and we all have a unique experience of living and working through a pandemic. This stage of recovery, in winter, has led to continued pressures across the whole health and care system. So thank you for all that you have done over this last couple of months to keep patients safe and look after each other.

Across UHD I have seen how much everyone is doing to maintain safety in our very busy emergency departments, and across our wards. We have increased our bed capacity in day case areas and same day emergency areas, and many of you have been incredibly flexible in where you work.

We have seen an increase in numbers of patients with flu and Covid and despite our work with partners, we still have a large number of patients across our hospitals who are medically ready to leave but can't as there isn't appropriate ongoing care for them in the community. The pressure we are feeling is also experienced in primary and community care and across mental health services. I am constantly in awe of your professionalism and caring culture, despite the challenges.

We are also preparing for industrial action. Today (11 January) is the second strike that is affecting our local ambulance service SWAST. We also have two RCN strikes next Wednesday and Thursday. We want to see a resolution as soon as possible to the dispute and will continue to support all our UHD employees. Ultimately,

pay within the NHS is a matter for the government; as an individual employer we are not involved in these negotiations. At UHD we fully support trade union membership and enjoy very good partnership working with our trade unions. We will work to ensure this is maintained throughout this period.

There is information about the strike on [our intranet](#) - please do have a read. Both the trust and the trade unions are committed to ensuring patient safety and a way of doing this is through derogations. This is where the trade union agrees to allow a member or a service from taking part in industrial action to ensure we can maintain life-preserving care. Thank you to our trade unions for working so closely on this.

For colleagues who are not taking part in the industrial action, you may be asked to undertake appropriate tasks that you would not normally do to ensure safe patient care. Over the winter, we are also keen to have non-clinical volunteers to help across our trust in roles in the wards. There is training available and again details are available on [our intranet](#).

The NHS has dominated the headlines this last week or so, so we are not alone. We declared a critical incident through the first few days of the new year. I know some colleagues were unhappy when we deescalated to business continuity as they felt the situation hadn't improved, but a critical incident is there to trigger short-term support from our partners in health and social care. Business continuity

means we continue to struggle to provide services as usual and our position is still seriously challenged. As I write the operational pressures continue and are likely to continue over the coming weeks, but we will come through and I believe working across UHD will feel much improved as we move into the spring and our system working has a real impact on where and how patients are treated.

Before Christmas we secured extra care home beds in Dorset, enabling around 60 more patients to be discharged from our hospitals who otherwise would not have been. We have also launched a new 'Tiger Team' to help support late and weekend discharges. This team is available from 5-8pm on weekdays or 9am-1pm on weekends - see the intranet for details.

Last week Tobias Ellwood, our local MP for Bournemouth, visited RBH to learn more about the pressures our trust is under and also to speak to staff about how you feel. He focused on the impact of delayed discharges, as well as the importance of recruitment and retention, and judging by the comments he made to the BBC following his visit, he appreciated the opportunity.

Our trust was visited in the autumn by the CQC who inspected our medical wards, surgery and maternity. We have had the provisional reports and are working with the CQC on factual accuracy. They highlight good practice

and areas for improvement and our improvement actions have already started. Thank you to everyone involved.

It can be very hard during a difficult January to look ahead, but please do have a look at what is coming up throughout 2023 which will help our trust to become an even better place to work and to care for our patients. In the year ahead we will also be planning an annual staff award event to recognise what great things are happening across UHD.

So please do look after yourselves. If you need support, please do look at our wellbeing offering - there's a special feature on page 6 of *The Brief*.

Thank you for all you have done and are doing. I know how hard it is at the moment, but everything you are doing is much appreciated and by continuing to put our patients first and caring for each other we will see improvements throughout this year.

Thank you

Siobhan

Things to look forward to in 2023...

Here's just a short selection from a few of UHD's leaders:

- A new IT system in ED, that allows staff time to be better used for patient care - see more on page 19.
- More work with Bournemouth University on courses and joint posts to help us develop careers.
- Teams moving into the new Pathology Hub and Poole theatres - see page 5.
- The start of major improvements in the catering services - see page 5.
- Starting on our journey of "Patient first" to support you to provide continually improving services for our patients.
- Pay settlements for this year and 23/24.

Industrial action

Further industrial action by SWAST is due to take place today (Wednesday) and on 23 January.

The Royal College of Nursing (RCN) has also informed us that we will be part of the second wave of industrial action next week on **18 and 19 January**. We are preparing for these days now. Details on what this means for colleagues who are intending to strike, including a list of frequently asked questions are available on the intranet under 'industrial action' or [here](#). Now that these dates have been announced, new requests for annual leave on these dates will not be granted unless there are exceptional circumstances. Further details [here](#).

Could you volunteer to support us?

To help us continue to provide great care to our patients, we are looking to recruit a team of volunteers. This includes staff from non-clinical roles from across UHD to work alongside our clinical colleagues and our regular volunteers.

If you are interested in this important role, we have created some extra training slides. Please do go to [UHD Volunteers Induction](#), go through the various mandatory training slides and videos that would be in addition to the ones on your BEAT VLE. If you are in date on your BEAT VLE then only do these extras i.e. dementia, PPE, mealtime companions and accessibility support videos. When you have completed your training, please sign [this form](#) to confirm and then please complete [this form](#) to say what roles you would be interested in volunteering for.

Please do not feel compelled to complete all the roles on the list, just do as many as you feel comfortable doing. Any questions, please email proudto.volunteer@uhd.nhs.uk.

Thank you to all those who do volunteer, your support is very much appreciated and we know it will make a significant difference to our patients and to our colleagues.

People Pulse Survey

Listening to your views remains as important as ever to us. We are using the People Pulse, a monthly survey, to regularly check in with you and help improve the support we provide as an organisation. Scan the QR code to tell us how you feel or visit www.nhspeoplepulse.com.

The survey takes just five minutes to complete and allows you to tell us more about your experiences at work, including how motivated you feel and what other support would make the biggest difference to your experience at work.

People
PULSE



Introducing the 'Tiger Team' Supporting late/weekend discharges



In order to support discharges over the coming months, we're trialling a 'tiger' team to carry out tasks that have arisen that could support evening and weekend discharges. This could include therapy reviews, scan result reviews, IDS completion or TTO screening.

The team will be available from:

- 5-8pm on weekdays
- 9-1pm Saturdays and Sundays

...and can be reached during these times on:

- Poole: Bleeps **0900** and **0901**
- RBH: Bleeps **2200** and **2201**

It consists of up to five people each day, which could include an SpR, F2, nurse practitioner, therapist and pharmacist on each site.

Outside of the above hours, if you feel that you have patients on your ward who would benefit from a tiger team review please raise with your clinical site management team, who will be keeping a list of names and will pass onto the team when they arrive on shift. Eventually we hope to have a tiger team notification on Health of the Ward to highlight these patients instead.

Vital statistics

DECEMBER '22

- We saw **34,253** patients in our outpatients department
- ...and an additional **7,352** virtually
- Carried out **1,137** day case procedures
- Supported the birth of **348** babies
- Attended to **14,074** patients in our EDs

Thank you **#TeamUHD**

Transformation update

Looking forward to a transformational 2023

It's been a busy year on the transformation front with lots to look forward to in 2023, including:

- updating our catering offer to patients, staff and visitors (see more below)
- launching the Dorset Pathology Hub with cutting edge facilities and digital systems



- opening of the first phase of the new Poole theatres complex, giving us new operating capacity, especially helping trauma patients



- planning for a range of new facilities including ward expansion and infrastructure investments with over £260m fresh investment from the New Hospitals Programme



Our integration of services since merger also continues. It's been agreed for cardiology and stroke teams to progress to their next stage of integration in 2023 providing better patient pathways, reducing delays and improving clinical outcomes. We're also sharing critical care capacity and accommodating complex elective surgery, meaning we're better able to meet demand than we would have as separate hospitals in the past.

Finally, our Green UHD sustainability plans are gathering pace. Look out for a range of new cycle and bus offers to support the cost of living and don't forget our [Liftshare scheme](#) can help cut congestion and be part of leading healthier lives.



Thank you to all of Team UHD who as well as doing amazing work in challenging times, and always planning, and now implementing, a better future. Here's to a busy and exciting 2023!

Richard Renaut, chief strategy and transformation officer



Improving our catering facilities

As part of the masterplan for our new catering services, the RBH atrium café is currently closed for refurbishment. There are alternative areas for refreshments onsite just a few minutes' walk away in the west wing at Café West, or the Shelley restaurant and Oasis in the east wing.

Plans include improving the behind the counter facilities so we will be able to serve a wider range of food and drinks to our patients, visitors and staff. Look out for more information on the future for the café with a wider choice of menu, hot food options and a fast-track lunch 'grab and go' counter. You can find the latest on our catering service timeline [here](#).

For any questions or comments, please contact strategyandtransformation@uhd.nhs.uk



Find out the latest on our transformation plans

Keep up to date with progress of the major changes planned over the next two years via our new transformation newsletter - you can find the first edition [here](#).

You said... a wellbeing special

During our all staff briefings and in our 'Ask Me...' sessions, wellbeing is often raised as being a key focus for Team UHD. Here's a round up of some of our wellbeing offerings for 2023...

You matter - where to find our wellbeing resources

Intranet: On the homepage of the UHD intranet, click the 'You Matter: Wellbeing' square to find all of our wellbeing resources seen here.

UHD App: Open the UHD app and tap the 'Support for you' icon. Here you'll find information on a range of options including urgent wellbeing support and individual wellbeing support. Information on how to download the app can be found [here](#).



Health and wellbeing

What's happening - weekly wellbeing offers

Emotional and wellbeing support

Mental Health First Aid

TRiM

Steps to Wellbeing

Our Dorset

Be Active @ UHD

LiveWell Dorset

Other support

Wellbeing conversations

Wellbeing Champions

Staff Survey

Menopause

Leadership Academy - Supporting you through Winter - prospectus

Apps

Support for those leading teams

Financial wellbeing

UHD Wellbeing Ambassadors

Sleepstation

Men's health

Wellbeing resources

Health Passport

What resources are available?

Featured below are just some of the wellbeing resources available to us all. These and more can be found on the UHD intranet.

Mental health and wellbeing

Psychological support and counselling service:



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

NHS self-check tool:

This free and confidential self-check tool promotes mental health awareness and self care, as well as providing a direct way to get in contact with your local mental health and wellbeing hub if needed. Once you answer the questions, you will be provided with further information on the range of support available. You can also complete the tool anonymously.

WellNet Dorset:

Support tailored to NHS staff across Dorset, including a range of resources for physical, mental and financial wellbeing with workshops, webinars, events, blogs and useful links. Sign up to WellNet's Monthly Wellbeing Buzz newsletter [here](#).

Sleepstation:

This online tool combines psychology and sleep science with dedicated support to help you get the best sleep possible. This service is available free of charge for all UHD staff.

Physical health and wellbeing

Occupational health - staff physiotherapy:

Our occupational health department has a musculoskeletal physiotherapy service which provides specialist assessment and treatment, as well as offering advice on health promotion. All staff can self-refer via this [portal](#).

Give nature a go:

A nature-based wellbeing programme for staff and teams working in healthcare across Dorset. Activities planned for 2023 include wellbeing walks, creativity in nature, forest bathing and wonders of the night sky.



Be Active at Bournemouth Heart Club:

Exercise has huge physical and mental benefits, but with busy work and home lives, finding the time to do it can be really challenging. Bournemouth Heart Club offers us a subsidised membership to the on-site gym at RBH.

The membership costs £50 for 20 sessions - just £2.50 a session! Fill in the form on the 'Be Active at Bournemouth Heart Club' intranet page and email it to heart.club@uhd.nhs.uk to sign up.



Financial wellbeing

2022/23 winter wellbeing food offers:

Throughout winter there are a number of discounted food offers available including half price hot drinks, £1 homemade soup, a farmers market stall and a pizza van. View times and locations [here](#).

Confidential financial wellbeing support:

Take a look at our poster of confidential financial support which includes useful links to debt guidance, foodbanks, NHS discounts and help to navigate the rising cost of living.

UHD Staff Financial Wellbeing Confidential Support

University Hospitals Dorset
NHS Foundation Trust



Money Helper

Impartial guidance on debts, credit questions, including free budget planning tool, managing your money in uncertain times, cost of living support organisations



www.moneyhelper.org.uk/en NHS Telephone Support: **0800 448 0826** WhatsApp: **07701342744**

Salary Finance

The G.U.I.D.E - how to navigate increasing costs of living including a financial fitness calculator, NHS loans and salary advances.



Regular webinars www.uhd.salaryfinance.com/finwellbeinghub

Let's Talk Money

Advice and support about debts, rent arrears, claiming benefits or general finance support, budgeting tool via the Citizens Advice service



www.citizensadvicebcp.org.uk/campaigns/letstalkmoney

Telephone support: **01202 985104**

Access to Food Map

Support if you are struggling to pay for food. Details of how to confidentially access food banks locally using a new BCP app



www.bcpaccessstofoodmap.v88.co.uk and how to request a voucher for www.bcpCouncil.gov.uk/News/News-Features/

[Support-if-you-are-struggling-to-pay-for-food.aspx](https://www.bcpCouncil.gov.uk/News/News-Features/COVID-19/Support-if-you-are-self-isolating-or-clinically-vulnerable/Food-support/Support-if-you-are-struggling-to-pay-for-food.aspx)

Our Dorset

The Our Dorset Health and Wellbeing service has financial wellbeing information including benefits, budget planning, rent arrears as well as access to free NHS financial wellbeing webinar videos



<https://joinourdorset.nhs.uk/wellbeing/financial-wellbeing>



NHS staff can register online to benefit from national and local retailer discounts including days out, fashion, phones, holidays, gifts and more



www.bluelightcard.co.uk



NHS staff qualify to purchase individual membership to access discounts on groceries, electronics, home items online and in local warehouses



www.costco.co.uk

Please see UHD intranet pages for more Wellbeing support - search under W

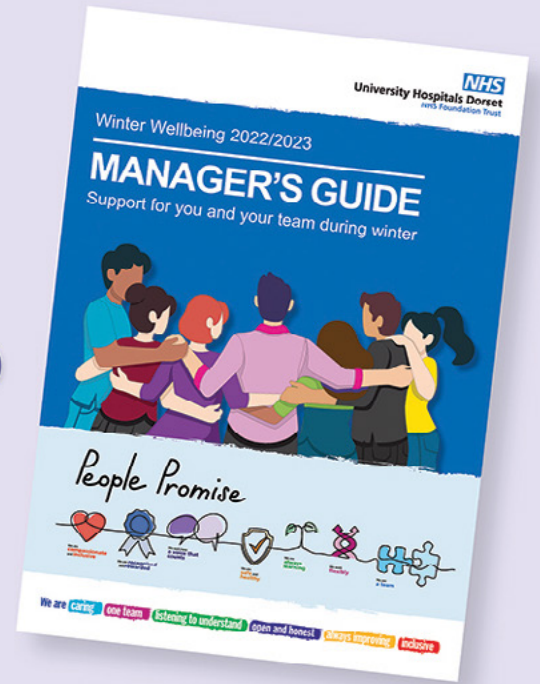
We are caring one team listening to understand open and honest always improving inclusive

Warm spaces:

BCP council has gathered a list of warm welcome spaces for residents across Bournemouth, Christchurch and Poole this winter. Take a look at the list to find out what's on offer in your area. You'll also find information on how you can help.

Manager's winter wellbeing guide now available

Scan to view online or visit the UHD intranet homepage / You matter



2023 - time to be thrifty!

The start of a new year may be just the excuse you need to have a clear out, take stock of your requirements and share resources that are no longer needed. In the current financial climate - we can all play our part in saving costs, resources, time and energy.

- Do you have any cost/waste/time-saving ideas for your department but are unsure how to implement the change? Email us at NHSPound@uhd.nhs.uk with your suggestion or contact the productivity and efficiency team for advice pande-team@uhd.nhs.uk.
- Do you have furniture or stationery that you no longer need? Use the [Swapshop](#) to advertise any items that someone else in the trust may be able to use. This is not only a tick for sustainability but also saves costs when resources can be re-used.
- Do you have equipment that is constantly on and could safely be turned off to save energy?
- Is there a glut of old folders and paperwork gathering dust on the shelves? Check whether it is still required (some legal/financial documents may need to be kept for a certain period) and clear

out what you can. Clean, clear workspaces make for a more efficient working environment.

- Does your service still rely heavily on paper processes that could be streamlined or made digital? If this cannot be solved within your department, email the productivity and efficiency team for support pande-team@uhd.nhs.uk.
- Do you need a solution for using your workspaces so colleagues can work flexibly and book a desk when required? Contact ubookteam@uhd.nhs.uk to see if we can help.

Happy
#NHSPound
Year!



#NHSPound
Save

Ask me...

Join us at 12noon on Thursday 26 January for the first 'Ask Me' of 2023. The sessions are hosted by our acting chief medical officer, Dr Ruth Williamson, and deputy chief medical officer, Dr Matt Thomas. It's a great opportunity to ask questions, raise concerns or share your views about all things UHD with leaders from across our trust in a really informal setting. You can join the meeting [here](#) and pop any questions in advance to communications@uhd.nhs.uk.



 **University Hospitals Dorset**
NHS Foundation Trust

Understanding Health Talk in the community

Brought to you by your Trust Governors

Ask, Share and Do What Matters

Understanding End of Life Care

Dr Amy Pharaoh, Consultant in Palliative Medicine, and the Forest Holme Hospice Team

23 February 2023 2.30pm

St Saviours Church, Colemore Road In Bournemouth

Doors open at 1.45pm for refreshments | Bus route X1, X2, 1a, 2
Disabled parking in the church grounds and free parking in the road

To book or for further information please email:
ftmembers@uhd.nhs.uk
or call **0300 019 8723**




Understanding End of Life care

Governors will be hosting a free 'Understanding Health in the community' talk on end of life care on Thursday 23 February at 2.30pm.

Dr Amy Pharaoh, consultant in palliative medicine, and the Forest Holme Hospice team will talk about what happens at the end of life and how to plan for a good death. The talk will take place at St Saviours Church, Colemore Road, Bournemouth with various stalls to look at and refreshments.

To find out more or to book your place, email: ftmembers@uhd.nhs.uk or call **0300 019 8723**. There is disabled parking in the church grounds and free parking in the road. The church is also on bus route X1, X2, 1a and 2.

Delightful decs

Congratulations to the winners of our Christmas decorations competition - Ward 18 at RBH for best overall decorations and maternity at Poole for the best window display. It was wonderful to see the creative ways you helped bring the festivities to your departments.

The judges - chief executive Siobhan Harrington, chief nursing officer Professor Paula Shobbrook and deputy chief nursing officer Fiona Hoskins - also highly commended the Macmillan Unit and dementia and delirium team at RBH.



Are you ready for #PillSchool?

Our paediatric team has launched 'KidzMeds Pill School', a fun and innovative way of teaching children over five how to swallow tablets and capsules rather than using liquid medicines.

The UHD programme was boosted by a Greener NHS Healthier Futures grant and is

being led by Dr Fiona Hignett and pharmacist Nia Templeman, who will be running Dorset-wide training sessions throughout 2023. Within UHD, play therapists, nurses, HCAs and paediatric psychologists will also promote the scheme during inpatient stays and via outpatient group sessions.



Nia said:

"Pill School has been a fantastic way of empowering young children and their families, and the cost-saving benefits are fantastic. We can reduce dosing errors, minimise wastage and reduce our carbon footprint. What's not to like!"

Further information on the KidzMeds Pill school can be found at www.e-lfh.org.uk/programmes/kidzmed and a short training video with Nia can be found [here](#).

The benefits of taking tablets/capsules over liquid medicines:

Patient	<ul style="list-style-type: none"> Liquid medicines often have a high sugar content, which can be avoided with solid oral formulations. Children feel a sense of achievement in completing Pill School!
Parents/carers	<ul style="list-style-type: none"> No need to manage large, heavy bottles of liquids, which often must be refrigerated.
Pharmacies	<ul style="list-style-type: none"> Tablets/capsules are often easier to source and have a longer shelf life, which makes patient care easier and faster.
Sustainability	<ul style="list-style-type: none"> Transport and disposal of liquid medicines is associated with a higher carbon footprint than tablets or capsules. Liquid medicines are often wasted which creates a greater risk of environmental pollution, and if the medication involved is an antibiotic this can promote antibiotic resistance.
Financial	<ul style="list-style-type: none"> Solid oral medicines are often cheaper than liquid medicines.

Win with Dorset NHS Liftshare

Dorset NHS Liftshare brings you cheaper commutes, dedicated Liftshare bays on site, and helps to reduce congestion and air pollution.

Throughout January, we are also giving away a cinema voucher to those who take an authenticated Liftshare trip*. Simply follow the steps from registration, team creation, planning your journey and validating the trip. All guidance can be found here: [Liftshare \(uhd.nhs.uk\)](http://Liftshare(uhd.nhs.uk))

To claim your voucher, you will need to record the authenticated trip in the Liftshare activity within the Ecoearn system [here](#).

Why Liftshare?

Alice Girling - deputy head of education: *"I was excited by the convenience of parking on site and enjoy the flexibility of the app. I can choose which days I am available to give or accept a lift."*

David Jenner - IT desktop support technician:

"Financially it is a win-win and it encourages us to make better use of our cars and reduce our carbon emissions."



*Max one voucher per member of staff. Vouchers to be assigned on a first come first served basis and are limited to 50 vouchers across the Dorset trusts.



Ruth's reflections

with Dr Ruth Williamson

'Keep Flippin' Going...'

Happy new year everyone.

It's been an unprecedented time of pressure. Looking back a couple of years we were at the peak of the Covid pandemic with early shoots of hope with the introduction of a vaccine, which along with natural evolution has changed the nature of the disease.

Now, however, we are under a different kind of pressure with a high volume of all illnesses for us to deal with. Christmas and new year were spent trying hard to manage with a full hospital. We've been in and out of critical incidents, and business continuity, to the point that OPEL 4 seems like a relief. So what are these incidents, who decides and why when the pressure is the same do we change the category?

A critical incident is defined as 'any localised incident where the level of disruption results in the organisation temporarily or permanently losing its ability to deliver critical services'. It's different from a 'major

incident', which is about us managing a large number of casualties from the community, for example following a train crash, and then requiring us to work differently.

For critical incidents, we assess eight areas of the hospital, score them independently, then make a decision as to whether we can manage as a 'business continuity incident' or if so many aspects of the service are struggling that we should declare a critical incident. What that can mean is that for some areas of the hospital the pressure may not feel as if it has changed even though we have stepped down from an incident.

We are starting to see some green shoots with more capacity in the community to support patients for who in-hospital treatment has finished, but we are all impatient for more. Our GP colleagues are working equally under pressure, shortening appointment times to see more people and trying to prevent referral to hospital. Ambulance staff are working with us to cohort

patients so that ambulances can be released to bring stroke and heart attack patients to us faster.

Added to these pressures is the industrial action planned across a number of public services, with health and transport particularly affected. I'm writing this so late that there are again green shoots with some early indications that the government may start to negotiate with unions to achieve a pay settlement. Let us hope that we get some good news soon.

So with all this pressure I'm trying to focus on being in the moment and doing what I can one day at a time. Having supported a few swimmers across the channel and done a couple of relays myself, I've faced what appears to be an unswimmable distance. But what I've learned is that if you just 'Keep Flippin' Going' (swimmers use a different F word), work as a team and be kind to each other you get there in the end.

So, Team UHD, my mantra till it stops raining and the pressure eases is to be kind and KFG!

Ruth

New year management skills

As 2023 kicks off, you might be thinking about how you would like to develop in your role as a manager this year.

If you are unsure about your training and development needs, completing our [UHD Management Personal Development Toolkit](#) can help you to plan and prioritise, supporting you to think about your strengths as well as consider areas for further development. The toolkit also provides suggestions of various

resources and courses to help you develop in the areas you have identified. Likewise, our [UHD Values Behaviour Framework](#) self-assessment will give you an opportunity to reflect on your behaviours, motivations, and values at work, identifying what you do well and what you would like to build upon.

At UHD, we have a variety of offers that can support you in your management and leadership journeys...

Manager's induction

Module 1 - Compassionate and inclusive management

8 February, 1-4pm

14 March, 9am-12noon

27 April, 9am-12noon

Module 2 - Good people management

22 February, 11am-1pm

22 March, 11am-1pm

4 May, 11am-1pm

Bitesize workshops

Module 2 - Good people management

16 March, 9-11am

17 April, 9-11am

Feedback Skills

18 April, 9-12noon

9 May, 9-12noon

Leading your team through change

22 March, 9.30-11.30am

Leading your team through integration

2 February, 9am-12noon

6 March, 9am-12noon

Courageous conversations

14 March, 1.30-4.30pm

15 May, 1.30-4.30pm

20 April, 9.30am-12.30pm

13 June, 9.30am-12.30pm

Coaching and mentoring

Coaching supports you to work towards a goal through supportive questioning by the coach, helping you to reflect and think of different perspectives and possibilities. The nature of coaching is self-directed learning and development, and so your coach typically will not offer you solutions or advice.

You can [register for coaching](#) on our Dorset coaching platform and choose a coach who is best suited to your development needs.



To find out more, please visit our [Leadership and Management](#) intranet pages. If you have any questions, please get in touch with us at organisational.development@uhd.nhs.uk.

2222 in 2023

We launched the new UHD 2222 emergency call structure on 1 November, alongside the roll-out of new emergency bleeps across UHD.

Why was this necessary?

As a merged organisation, with increasing cross-site working it is essential for us to have a single 2222 call structure across our hospital sites. In addition, the emergency bleeps and associated technology was becoming obsolete and increasingly unreliable and so required modernisation.

What preparation took place?

We started preparing for the change a year beforehand, linking with key clinical and operational stakeholders. We looked at various options for the new UHD 2222 call structure. We have written a new deteriorating patient and escalation policy which you can see [here](#).

How are things going?

The Qi project team continue to meet to discuss feedback from colleagues - from those making 2222 calls, our switchboard team directing those calls, and the emergency teams responding to the calls. Call activity data is being collated and analysed, to ensure calls are being properly classified and that appropriate responses are triggered. The workload implications on the responding team members will continue to be monitored and appraised.

What further telecoms development is in progress?

As a consequence of currently needing to have multiple telecoms systems running across Poole and Bournemouth, at the moment it is necessary to enter the bleep number twice via the 701 access code to ensure that calls are directed correctly. While work continues to seek a technical work-around for this, our plan remains to remove the old Multitone systems in Poole and Bournemouth, ultimately having only the new Swissphone system for emergency team bleeps and a different smart phone based app for non-emergency use. Thereafter the bleep process will be simplified.

How can I find out more?

You can access further information [here](#) and [here](#).

Any questions?

Pop an email to dan.richter@uhd.nhs.uk or ian.neville@uhd.nhs.uk, our Qi leads.

The infographic is titled "=2222=" and "NOTE THIS NUMBER". It features the NHS logo and "University Hospitals Dorset NHS Foundation Trust". Below the title, it says "Call 2222, specify the hospital site and state the team you need".

Medical emergency team For imminent life-threatening deterioration or cardiac arrest.	Fire team Fire Team at Poole Hospital or Royal Bournemouth Hospital
NEWS team For adult inpatients in ward areas with a new NEWS of 7 or above, or other nursing/medical concern.	Security team • Violence and aggression • Absconding patient • Missing person • Baby abduction Security at Poole Hospital or Royal Bournemouth Hospital
Clinical assistance team For non-life threatening events of the adult patient/visitor.	

Other 2222 call options exist for use in specific situations, e.g. Trauma for ED

Below this, there are two more call number sections:

- =5555= NOTE THIS NUMBER**
Call 5555 and select site
Major haemorrhage
For urgent blood components / transfusion support
If at Poole then call 2222 for a major haemorrhage porter
- =(9)999= NOTE THIS NUMBER**
Call (9) 999 for
Any emergency off the main acute hospital sites
Eg. Christchurch, Forest Holme, Yeomans
If at Christchurch then after (9)999 also dial 2222 for Christchurch emergency team

Network news

The importance of being an authentic ally

Allies are essential to creating an inclusive culture at UHD in which all of us can flourish. Our staff networks provide an opportunity for members and allies to share their experiences, discuss challenges and progress and develop relationships. These employee-led groups provide support to colleagues as well as insight and guidance to the organisation.

Joining a staff network group as an ally is an opportunity to learn more about your own potential biases and increase your understanding. We speak to **Rachel Crooks** (she/her), orthodontics service manager, to find out more...



Why did you decide to become an ally?

When I started working in the trust as a ward clerk, I witnessed first-hand racism/homophobia from staff and patients. There was a desire for me to be a co-conspirator to this, and when I asked myself why anyone would assume that I might validate their feelings, I started to understand how much is assumed about me because I am English and white. It became really clear that my colleagues and I might come to the same workplace, but we do not operate in the same systems.

What does being an ally mean to you?

For me, being an ally means fighting injustice and promoting equity in the workplace. An ally's role is to advocate publicly for colleagues or networks and use their privilege to create the space for honest, open conversations about how we will achieve real change. For culture change to happen, collaborators must listen to minoritised staff and educate themselves about systemic issues in the workplace. Change starts with individuals taking responsibility for their own attitudes and behaviours. My allyship comes from the actions I take when no-one else is watching or listening, it isn't a performative title.

What would you say to anyone who is thinking of becoming an ally?

Allyship is ongoing and it isn't something that you can 'complete'. Listening is an important first step. Listening to the lived experience of the staff networks is a great place to start. Educate yourself, reflect on your own privilege, accept feedback and if you see something, say something. Don't wait to offer words of comfort to your minoritised colleagues after you witness something, make sure you are doing the hard work too, especially when it feels difficult and uncomfortable.

What would you say to anyone who is unsure about what impact they can have as an ally?

If you're speaking truth to power and having difficult conversations you are an ally already. If you're practicing ethical recruitment and looking to have staff network representation on your interview panels, you are an ally. If you put your minoritised colleagues forward for development opportunities, encourage them to realise their full potential and help them to navigate systems that might work against them, you are an ally. You might not realise the impact of each action, but staff will notice and will feel it.

Our staff network groups are open to all staff to join as members or allies. Click on a network or search for it on the UHD intranet to find out more

- Armed Forces Support Group**
- BAME**
Black Asian and Minority Ethnic Network
- LGBTQ+**
- ★★★★★ **EU Network**
- International Doctors Initiative**
- The Women's Network.**
- Pro Ability network**

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

We need to talk about veterans!

Have you ever been concerned about certain characteristics with a patient, or is your patient acting somewhat differently to what you would expect? Are they somewhat reluctant to give details of the history of the complaint they are seeing you for? Have you considered asking them if they are serving military personnel, or a veteran?

The armed forces community comprises of current serving personnel, military veterans and their families. Reservists are also considered 'serving personnel' when mobilised or training, and veterans when not carrying out military duties. While many aspects of health needs are the same as other patients in our community

there are sometimes significant differences, particularly conditions attributable to life in the services and the overall impact of military life upon the family.

An [eLearning course](#) has been designed to help healthcare professionals to understand both the context of military life and how to respond appropriately to a military or veteran patient needs. It takes around two hours to complete, but you can do it in stages. Once you have created an account, you will need to use this code: **WCV2022**.



New UHD equality, diversity and inclusion lead

Our organisational development team has welcomed Deepa Pappu into the team as the new equality, diversity and inclusion lead. Deepa joins the team on secondment from the education team where she worked as a clinical educator. Welcome Deepa! You can contact her on: Deepa.Pappu@uhd.nhs.uk



2023 Awareness calendar

Dates to remember this January and February.

If you choose to mark any of these within your departments, get in touch by emailing communications@uhd.nhs.uk - we would love to hear what you're planning.

Click underlined days to learn more

JANUARY

Veganuary | Dry January

- 11 The Brief published
- 15 World Religion Day
- 17 International Mentoring Day
- 22 Chinese New Year
- 27 Holocaust Memorial Day

FEBRUARY

- 01 The Brief published
- 02 Time to Talk Day
- 04 World Cancer Day
- 11 International Day of Women and Girls in Science
- 21 International Mother Language Day
- 24-02 Eating Disorders Awareness Week



We are
#TeamUHD

SPOTLIGHT ON: Our community specialist palliative care nurse team

“Doing our bit to keep patients out of hospital...”

How we help

Our community specialist palliative care nurses are based at two sites, our **Macmillan Unit** (Christchurch) and **Forest Holme Hospice** (Poole).

Together, we provide complex symptom control and psychological support for around 400 patients at any one time who have life-limiting and progressing illnesses. By ensuring effective symptom control and having conversations around advance care planning, we avoid many inappropriate hospital admissions.

Seeing patients in their own homes, in care homes and in community hospitals, we are in a unique position to advise, support and educate other healthcare professionals to help keep patients at home.

How we do it

We are a team of experienced senior nurses who are skilled in palliative care. We each support up to 30 patients, managing their symptoms with a combination of telephone support and advice, domiciliary visits and clinic appointments. We also provide a 24-hour urgent palliative care advice line for patients, their families and healthcare professionals (last year, this involved a staggering 12,000 contacts).

Forest Holme 24 hour palliative care telephone advice line: ext 8115

Macmillan Unit 24 hour palliative care telephone advice line: ext 5470

As clinical nurse specialists, we also offer formal education for healthcare professionals, educating them in their general care of palliative care patients.

Who we work with

We work closely with other specialities such as oncology and hospital palliative care, bridging acute and primary care to get the best for our patients. We also liaise closely with our other specialist palliative care services such as palliative care consultants, therapists, counsellors and hospice at home, as well as with our key primary care colleagues.

Along with our lead palliative care nurse, Lou Pennington, we represent UHD at NHS Dorset strategic meetings and collaborate with other

providers to try and improve the patient experience, keeping ‘what matters most’ to patients at the fore.

How to refer to us

We take referrals for patients who have complex symptom control needs. The forms you need are on the palliative and end of life care section of the intranet. Alternatively you can phone us to discuss referrals on the numbers above.



Look out for future editions of *The Brief* where we will highlight some of the other specialist palliative care services within UHD including the end of life care teams, hospice at home team, the hospital palliative care teams, the inpatient units at our two hospices as well as our amazing therapy/counselling and palliative medicine consultant teams.

Let's get social

Critical comms

In what is one of the most challenging times for the NHS with severe operational pressures and critical incidents announced at trusts across the country, social media continues to be front and centre of NHS communication channels, and #TeamUHD is no exception.

The top-performing post across our channels was the declaration of a critical incident at the end of December, which was seen by 36.6k people on Twitter, and over 38,000 times on Facebook.

As always, a huge thank you to colleagues involved with videos for social media. Dr Tristan Richardson's recent clip about the pressures at UHD was not only viewed more than 6,000 times across our own channels, but was picked up by multiple media outlets including national BBC News - proof that social media really does make a huge difference in being at the forefront of breaking news.



Two little words... one big impact

Some of our most viewed and engaged with social media posts across 2022 were those involving a thank you message to staff. Whether from a relative or the patient themselves, it's a pleasure to be able to share positive feedback for #TeamUHD across our social media.

If any compliments come your way, be sure to let communications know!

Mum was brought in by ambulance and we had to wait for her to be able to get a bed in A&E but she was cared for so well the whole time. Once in a bed she had a wonderful nurse called Paul caring for her.

Mum went up to OPAU and spent the last couple of days with them. I work on that ward myself and it was a very scary time having Mum in hospital but I'd like to thank the staff in A&E and my colleagues on the ward for the wonder care my Mum received.

Thank you so much.

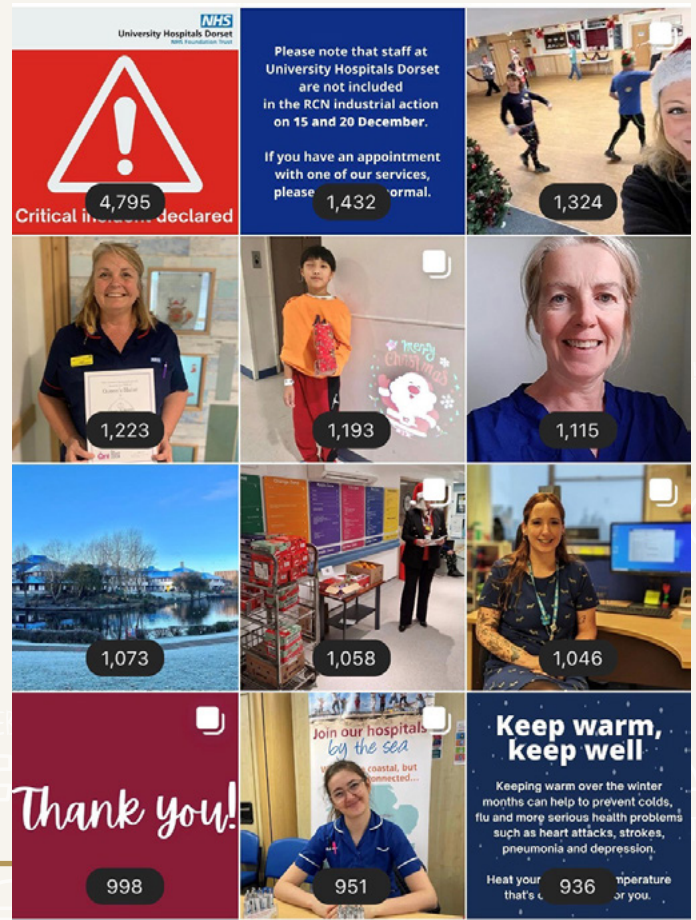
Thank you, Team UHDP!

The power of social

The number you see on each of the below images is how many times that post has been viewed... and that's just on one of our social media channels.

Given that our following has now surpassed 11k people on Twitter, almost 3k on Instagram, and with a total reach of more than 12k on Facebook, social media is a powerful tool for getting across your message to the public.

If you're interested in learning more about social media, its benefits, trappings, and appropriate use from a professional perspective, come along to our social media workshop on Thursday 26 January, 11am-12.30pm in seminar room 3 of Poole's education centre. Email emma.welham@uhd.nhs.uk to book your place.



Have some good news you would like to share or thinking about joining social media?

Email communications@uhd.nhs.uk



Prestigious award for children's nurse

Congratulations to Josie Roberts who has won The Queen Elizabeth the Queen Mother Award for her continued passion for community nursing!

Josie is clinical lead for the community nursing team, with a base at Poole Hospital. The team aims to support children within their family environment, by minimising hospital admission and ensuring if they do need to stay in hospital, they can go home quickly.

Josie said:

"This award gives the whole community team a massive boost and I am honoured to receive it."



Clinician of the year nod for acting CMO

Dr Ruth Williamson has received the 'working with finance - clinician of the year' accolade at the HFMA National Healthcare Finance Awards.

The awards programme recognises the work of finance teams and individuals from across the UK and focuses on the importance of engaging clinicians in financial management.

Ruth was recognised for her work in supporting UHD and local NHS partners in the Outpatient Assessment Clinic at Poole's Beales department store.

"While the award names one clinician, I'm proud that our team of multiple clinicians and managers was able to work so closely and effectively with our finance colleagues to deliver real benefit to patients in a cost-effective way," she said.



A woman to watch!

Well done to Tracy Lyons, medicines optimisation pharmacist and our sustainability lead for pharmacy, for being named one of the Pharmaceutical Journal's 'Women to Watch'.

Tracy was nominated for her hard work with 'Pharmacy Declares', a group of climate conscious pharmacy professionals working to continue the conversation about sustainability in pharmacy and make real change. She was also nominated for her work within UHD, particularly improving our understanding on how to handle pharmaceutical waste.

We can't wait to see what you do next! You can find out more about Tracy's work [here](#).





Let's talk about IT

The future is in your hands

Our PAS / EPR systems will be changing and we hope to see a real step change in functionality with recording once as well as using data multiple times.

The system should support you in removing wasted time using too many systems and we hope to provide a seamless flow of patient

data to support patient pathways. We also need to understand what data needs to be available in the new system or put into a system for reference in the same way the EDM system works.

Informatics is working on the specification for the procurement of this system as well as the data

migration plans, and a team is scheduling meetings with clinicians to understand what is needed.

We would welcome all input on the requirements so please get in touch to have your say, or to request a meeting: bdd815bd.poole.nhs.uk@emea.teams.ms

Clinical Viewer semi retirement

Clinical Viewer will soon only include eCaMIS captured data e.g. inpatients, outpatients, waiting list, theatres, and letters.

Between January and March:

- all external events will be removed e.g. pathology, radiology, Viewpoint, HICSS
- the Poole document events will be removed

Please note, the Bournemouth folder on EPR will also be removed as all key events from Clinical Viewer are now in the EPR tree.

IT change requests/RFC

Informatics has over 200 project requests and with the limited resources we have available, we are reviewing how we select projects to move forward.

Any new project reviewed and accepted by informatics will require a technical scoping meeting. This will involve key stakeholders and suppliers as well as informatics staff to establish all the tasks required to deliver the project. Please note this meeting is not the agreed start date of the project.

Due to a backlog, any new projects are unlikely to have their technical scoping meeting until March/April 2023.

EPR password reminder

If you can't remember your EPR password, you can reset it yourself using the 'Forgot your password?' link.

The screenshot shows a login form with two input fields: 'User Name' containing 'joe.bloggs|' and 'Password'. Below the fields are two buttons: 'Forgot your password?' (a text link) and 'Login' (a button).

Need help with DMO?

All our training dates, guides and videos are [here](#).

Update to Windows 10 version 21H2

To ensure our Windows PCs and laptops are kept up to date, all Windows 10 devices need an update installed.

IT will be deploying the update from early 2023 but you can complete the update manually via the Software Centre on your desktop or start menu. Just click the update tab on the left hand side of the screen and press 'install all'.

To find out which version of Windows 10 you are using, click the start button (bottom left hand corner), type 'about' and click on 'about your PC'. If it states 'Windows 10 Enterprise, version 20H2' the device will need an update.

Please contact the IT service desk if you have any questions.

Reflecting on 2022

Last year, our hospitals supported 560,846 outpatients and 175,942 inpatients. Our charity raised vital funds to enhance the care and treatment of patients accessing NHS services at the Royal Bournemouth, Poole and Christchurch hospitals.

560,846
OUTPATIENTS



175,942
INPATIENTS



You can find out more information in our [UHD Charity Annual Report](#) but here's a few facts and figures we can celebrate as we look back to last year.

How much did we raise in total?

£2,757,000

Looking ahead to 2023

Our patients continue to need us, and our charity has important activities that are already underway.



If you have ever needed SPRING, or supported friends and family that have faced the loss of a baby, and would like to take a special walk to show your kindness and support, please join our Snowdrop Walk. The event takes place at Upton Country Park on Sunday 11 February from 10.30am-1pm.

Walk beside the trail of snowdrops and stand together to remember our babies by writing messages and tying them to a ribbon before hearing some selected readings and poems of remembrance. This event is free for everybody to come along. Just get your walking shoes on ready to start at 10.30am in the Drawing Room at Upton House.

Enable patients to dress with dignity

You can give the gift of comfort and dignity by supporting our charity's Narnia Project - a mobile wardrobe that means much more.

We have launched a project to provide patients with necessary items to support their unexpected extended stays and during patient transport from hospital.

The Narnia Project is currently a pilot at Poole Hospital aiming to avoid patients leaving hospital in gowns and in suitable clothing instead. UHD volunteers will help ensure the wardrobe is always stocked with the items our patients would like.

You can help patients by donating funds via our charity office - just call **0800 019 4060/8449**.



What's on?

Looking to make some fun plans for the new year?

There's a choice of 2023 charity challenges that you can get involved with. Whether you like to test your adrenaline or take your walking shoes to new places and reach new heights - there's something for everyone. Take time for you while being a part of #TeamUHD.



March For Men: Sunday 25 March 2023 at 10am

Walk or run 5K or 10k to support men's health projects across Dorset. For just £15 (adults) or £8 (children) you can enhance our services for the treatment of men's health.

Camino Way Charity Trek: October 2023

Trek 100km through rural northern Spain, taking in the beautiful sights and enjoying great food while you make a difference to your hospitals in 2023.



Wing Walk:

For all the thrill seekers out there, there's nothing quite like the feeling of flight and Wing Walking. It's an exciting way to fundraise for us at 2,000 feet above sea level through the skies at 130mph on the wings of a Boeing Stearman Biplane.

Sky Dive:

Or you can feel the rush and see spectacular views with the challenge of a tandem sky dive. You can choose to skydive from 10,000ft or 15,000ft for an unforgettable experience.



Pedal for our patients:

Alternatively, if cycling is more up your street, get your own place on a challenge near you and we will fully support you with your fundraising and with a T-shirt as you support us and those we care for.

Sign up now to any of these challenges at UHDCharity.org

These are just a selection of challenges led by our charity but if you have your own fundraising ideas, we will support you every step of the way. Contact us for branded kit and we can show you how to promote your own challenge to raise your valuable funds.



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

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

The Brief



Wednesday 11 January - 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

Update	Shared?
<p>Pressures and industrial action: Siobhan update us on our hospitals, including operational pressures and what we're doing, as well as the plans around industrial action – see page 2.</p> <p>You said – wellbeing special: Your comments from the all staff briefings and Ask Me sessions are invaluable. See what issues you've raised around wellbeing on page 6.</p> <p>Have your say: Take five minutes to complete the monthly People Pulse survey and help us improve the support we provide as an organisation. See page 4.</p> <p>Transformational 2023: There's lots to look out for this year, including changes to catering, launching the Dorset Pathology Hub, and opening the first phase of the new Poole theatres complex - see more on page 5.</p> <p>PAS/EPR: The systems are changing and we hope to see a real improvement in functionality. You can have your say on the new system. See page 19.</p> <p>Network news: Is 2023 your year to join one of our networks or be an ally? Page 14.</p> <p>Spotlight on: ... our community specialist palliative care nurse team. Meet the team and find out how to refer to them on page 16.</p> <p>And finally: See <i>The Brief</i> for our acting CMO's blog, upcoming events, management skills training, social media spotlight, Green UHD, a Charity round up, our good news feed, and much more...</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date: