

# The Brief

November 2021



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# Your University Hospitals Dorset

## An update from chief executive, Debbie Fleming

Welcome to your November edition of *The Brief*. While the nights are drawing in and Christmas edges ever closer, it is very clearly the case that the lights are never off in our hospitals!

As you will all be well aware, we are continuing to see significant pressures on the front door, along with ongoing challenges in maintaining flow across our hospitals. Last week, we declared an internal incident as we saw bed occupancy across Poole and RBH rise to over 98%, as well as a significant increase in the number of Covid cases. I know that this is putting immense pressure on all of you, and that everyone is working really hard to keep up with such relentless demand. Every day, there are tough choices to be made, as we seek to maintain the right balance between our emergency activity and our planned work, given that there are now so many patients waiting for treatment. Nevertheless, our operational teams and frontline leaders are doing a fantastic job ensuring that we deploy all available resources appropriately, while ensuring that patient safety remains paramount. And of course, everyone continues to do such a great job supporting each other, helping their colleagues to keep going in these very difficult times. Thank you so much to each and every one of you for pulling together as Team UHD at a time when everyone feels tired, and it's hard to see the light at the end of the tunnel.

We recently invited the Bournemouth Daily Echo in to talk more about the pressures on our services and the difficult decisions our staff are having to take in trying to meet this level of demand. As well as showcasing the dedication and commitment of all our teams, this visit also enabled us to highlight the challenges being faced by social care and the impact this has on our patients. It is hard to see our patients having to stay in hospital when they no longer need acute hospital care, simply because the support they need in the community is not available.

Finding solutions is not easy, but we are continuing to work on this with our partners, while at the same time lobbying for change at a national level. We want all our patients to get the right care, in the right place, at the right time - and there is still much to be done before this is truly a reality.

Nevertheless, in the midst of all these pressures, we continue to provide great care - and it's always an honour to be able to showcase the incredible innovation of Team UHD and the high calibre of all those working within our trust. A couple of weeks ago, we had the pleasure of welcoming Mark Cubbon, chief operating officer of NHS England, to Dorset and introducing him to some of our services. This included the Think Big outpatient assessment clinic due to open next month on the second floor of Beales in Poole. Mark was delighted to visit this facility, and was hugely impressed by the whole initiative, which certainly left me feeling very proud. You can read more on the progress on page 11.

While the construction work at Beales nears its conclusion, last week at RBH we marked a very significant milestone in our transformation and estates programme, with the ground breaking event for our new BEACH Building. A sea of hard hats and hi-vis jackets gathered to watch the first ceremonial spade go into the ground of where our fantastic new facility for babies, children and those needing emergency and critical care will be. Read more on page 15.

It's been a few weeks of 'firsts', including the very first patient to use our incredible new Walkerbot in the stroke unit. The Walkerbot is the first of its kind in an NHS hospital and was funded by our University Hospitals Dorset NHS Charity. It helps stroke patients as they relearn how to walk, and it was great to welcome BBC South Today into the trust to help publicise and celebrate this momentous occasion. What a wonderful example of a clinical team identifying an opportunity, and then working with others across the trust to see it turned into reality for the benefit of our patients. Huge congratulations to all of you involved - turn to page 12 to read more.

Of course, the national news recently has been dominated by the COP26 taking place in Glasgow - and I am so proud of the fact that sustainability is already a very high priority within our new trust. It's so encouraging to see the regular Green UHD features in *The Brief* and to read about your initiatives and ideas. Please do continue to send them in - its often the small things that collectively makes such a big difference. Our Green Plan





▲ Our 'Unknown Tommy' statue at Christchurch Hospital

was a big talking point at October's Ask Aly event, hosted by Dr Matt Thomas, with a number of suggestions made that could have a positive impact on our carbon footprint. Chief medical officer Alyson will be back at the helm of the next Ask Aly this week, so tune in if you can.

There are lots of ways in which you can provide feedback within UHD, but the most important of these is by taking part in the annual staff survey. I would like to really encourage you to take a few minutes this week to share your views, as the staff survey provides such valuable information. We want all of you to play a part in shaping the future of UHD, and the staff survey is a way of ensuring that everyone's voices are heard. You can see just some of the things that were implemented thanks to last year's survey on page 5.

Our highly regarded staff networks also play a vital role in helping us to listen and respond to the needs of staff. Our Proability Network is taking the lead for this year's Purple Light Up Day on 3 December, a very moving way to celebrate the contribution that our colleagues with disabilities make to UHD. Find out more on page 4.

Meanwhile our fabulous Armed Forces Support Group has been at the forefront of our remembrance commemorations over the past few weeks. A very special event was held at Christchurch Hospital to honour the arrival of our 'Unknown Tommy' statue, donated to us by Christchurch Citizens Association. Christchurch Hospital has a very rich history, and played a significant role in World War One as the then named Christchurch Red Cross Hospital.

We have remembrance services taking place on 11 November, and I do hope you are able to join us - either in person or via the live streaming on our social media channels.

Our social media channels really are abuzz with the latest news and showcase many, many reasons for us all to be proud. I really enjoyed seeing the pictures and videos of some of our Filipino nurses as they gathered on the stairs of the atrium at RBH last week, 20 years to the day since they first arrived in Bournemouth. Many of the original group of nurses have stayed here and made their home in Dorset and our hospitals. What a truly humbling example of community spirit that thrives within UHD and makes it the very special place that it is.

Thank you everyone for all that you are doing - for your patients and each other. We will get through these tough times together!

**Debbie Fleming**  
Chief executive





# Purple Light Up Day

This year we are once again celebrating the contribution our colleagues with disabilities make to UHD on Purple Light Up Day on 3 December.

At UHD our values are to be inclusive, and open and honest, and we hope that no colleague with a disability should feel they cannot disclose it due to potential discrimination. We hope the celebrations of Purple Light Up Day will encourage more of our colleagues with disabilities to come forward in the knowledge you will be supported and equally valued by our trust.

On Purple Light Up Day, we are hosting Teams talks from influential voices such as consultant breast surgeon and breast cancer survivor Liz O’Riordan, who was left with disabilities that severely impacted her job following her cancer treatment, and GP trainee and wheelchair user, Hannah Barham-Brown who campaigns for disability rights across the UK. We will also have drop in rooms at each site and more information on our intranet pages and across social media throughout the day.

Purple Light Up Day celebrations are being organised by our ProAbility network. The ProAbility network is a space for colleagues with disabilities to share their stories, experiences, problems and achievements to influence positive change across UHD in a safe and welcoming atmosphere. The network is also there to listen to the reasons that might stop you from disclosing a physical, hidden or mental health related disability.



**Pro Ability network**

# Special delivery!



Despite not being able to visit physically, our Poole Africa Link remains strong and we have sent the following kit to Lira University Hospital, northern Uganda: six oxygen concentrators, 90 oxygen tubes and masks, two delivery sets, 50 pulse oximeters and six USB sticks with presentations. This is on top of several deliveries of PPE over the last few months.

The hospital said: ***“We are overwhelmed by this gesture and we cannot wait to have you back in Lira physically.”***

Poole Africa Link was set up in 2009 when a link was formed between the then Poole Hospital NHS foundation Trust and Wau hospital in South Sudan. Twelve successful visits followed with teams of healthcare professionals visiting for two-three weeks at a time.



For further information go to [www.pooleafricalink.org.uk](http://www.pooleafricalink.org.uk) or contact Hilary Fenton-Harris.

# Every voice counts... Together we can make a difference

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

We have a big opportunity to shape the future of UHD by speaking up and completing our national NHS Staff Survey honestly. Changes can only happen, no matter how subtle, by staff being heard.

Here are some of the positive changes that have been implemented thanks to your feedback.

More space for **staff rest areas** with marquees in Poole and RBH, the revamp of the Dolphin Restaurant and plans for Christchurch.



We extended our **Coaching Skills workshop** so more staff could benefit from developing both themselves and their colleagues.

We heard that you needed increased **listening support services** which now includes additional psychological support/ and an internal counselling service.

**A Leading Teams through Change workshop** was designed to help leaders support teams through Covid, the merger and restructuring.

**Additional support for our new international nurses and doctors** via our education team and staff network groups.



To say thank you, a **staff wellbeing day** was granted for 2021.



**On site health and wellbeing classes** are being set up.



A Dorset-wide **Beyond Difference leadership programme** has been developed to support underrepresented staff groups who cite less opportunities for personal development.

To increase the reach of staff without regular PC access, the **UHD Staff App** was launched.



Increased support for staff wanting to cycle to work with **free access to cycle checks**.



Supporting wellbeing by increasing our **training for mental health first aiders**.

“ Having our say in the staff survey is really important and we would like to hear more opinions from staff who may not have given their views this way before, especially all our junior doctors, trust grade doctors and physician associates...”

Karin Bauser,  
senior education administrator, Poole

“ Our staff survey takes just a few minutes to complete - time well spent as it helps us to celebrate what we do well and make changes where these are needed...”

Liz Brown,  
dining room supervisor, Poole

**You should have received your survey via email or post. If you have any questions, please email [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk)**

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



# Healthcare assistant

**noun:**

a person whose job is to make sure the patient experience is as comfortable and stress-free as possible

**hospital healthcare assistant:**

“It’s our role to have a lending ear, to give patients a smile...”



*The Brief meets two of our Team UHD healthcare assistants who make a huge difference to our patients’ lives every day...*

“ I’m Lorraine and I’ve been working at Poole as a healthcare assistant for 25 years.

“ I love my job. You get so much satisfaction from it. Of course it can be hard, it can be challenging, but the rewards make it worth it.

“ You go home feeling that you have made a difference to people’s lives, however small it may be. You do get a buzz out of it.

“ You get to know the patients as you help them with their daily activities and you feel you are contributing to their recovery.

“ It’s very rewarding. You embrace change for people and it has an impact on how you are as a person as you get older. It enriches your life and you learn lots of skills.

“ It’s our role to have a lending ear, to give patients a smile. You make everything a little bit better for the patient so they can approach their day.”

“ I’m Sarah and I’ve worked as a HCA on Sandbanks Ward for two years.

“ Day to day everything is different. You meet new people and work on different parts of the wards. You are encouraged to learn and are taught to complete the patient observations, which is very interesting.

“ Everyone is really supportive of one another. It’s a really good team and we are all encouraged to progress.

“ I’ve completed a care certificate and you can do NVQs, become a nurse associate or go on to do full nurse training. You really do learn so much.

“ If you enjoy the job and you put a lot in, you get a lot out of it.”



Humans of our hospitals







# Two decades of outstanding care

A huge thank you to our Filipino nurses, who joined RBH 20 years ago and have made a huge contribution to our trust every day.

Minnie Klepacz BEM, senior matron, was one of those who moved to Bournemouth two decades ago. She said: *“Many of us have stayed on here, making a life and career for ourselves in Dorset. We are very proud of all that we have achieved for the care of our patients and grateful for the support the hospital and our colleagues have given us over the years. I would never have believed when I arrived here at the age of 19 that I would be awarded the British Empire Medal and be invited to Number 10 to meet with the Prime Minister.”*







# International Day of Radiology

International Day of Radiology earlier this month was the perfect opportunity to focus on our fabulous interventional radiology teams.

Medical imaging is an exciting discipline in healthcare and a field of brilliant technological and biological research. We are so proud of the key role that medical imaging has in medicine on a daily basis in all areas of patient care.

Anna Gillings is a deputy sister. She said: *“Patients will be referred to our team from their*

*wards and we start by checking that they are fit for their procedures. We then scrub the doctors, assisting them and supporting the patients throughout their procedures and in their recovery to give them the smoothest experience possible.*

*“There are many things I enjoy about my job but the main thing I love is supporting and reassuring the patients as they come through our doors and how we all work together as a team to complete all of the different procedures we do in interventional radiology.” #IDoR2021*

## AHPs - help us to help you!

Sam Jacobs and Karolina Cryer are your new AHP support workforce leads for the next six months.

They will be reviewing career progression, development, and training opportunities for the AHP support workforce to help you achieve your full potential within the NHS.

Sam and Karolina will be using the new [HEE Allied Health Professions’ Support Worker Competency, Education, and Career Development Framework](#) and will be sending a questionnaire in the coming weeks looking for your feedback.

If you have any questions contact [karolina.cryer@uhd.nhs.uk](mailto:karolina.cryer@uhd.nhs.uk) or [sam.jacobs@uhd.nhs.uk](mailto:sam.jacobs@uhd.nhs.uk)



## First class!

**Congratulations to Daniel Rocha and Saran Wylie who have qualified as registered nurse degree apprentices. They have been supported on their apprenticeship by the trust and their respective wards and both achieved first class degrees from the Open University. Saran will be working on ward 3 and Daniel will be working in the Eye Unit at RBH.**





# UHD noticeboard

## Congrats, Ali!

Huge congratulations to children's unit B1 ward Sister Ali Green for winning Paediatric Nurse of the Year at the annual regional Wessex Paediatric Awards for Training Achievements (PAFTAs).

Ali was nominated by her colleagues, who said: "As a ward sister, Ali goes above and beyond for her patients, their families and her staff. She is passionate about providing high quality care and will support all staff to achieve this. Ali isn't afraid to get her hands dirty and will help and support throughout the whole unit. She is approachable, friendly and an extremely knowledgeable nurse - someone you need by your side in an emergency or a busy ward. The unit would not be the same without her."



## Ask Aly

Join us at 1pm on Wednesday 10 November for the latest Ask Aly event, hosted by our chief medical officer, Dr Alyson O'Donnell. It's a great opportunity to ask questions, raise concerns or share your views. You can [join the meeting here](#) and if you'd like to send any questions in advance, pop them through to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk) and we can ask on your behalf.

## Fraud awareness week

Fraud awareness week is around the corner and a **new guide** has been put together to help us all understand the trust's fraud, bribery and corruption policy. Take a look and help us kick fraud out of the NHS.

**Fraud, bribery and corruption: A short guide for staff**

**Reporting fraud**

**The local counter fraud specialist (LCFS)**

**We are #TeamUHD**



Understanding Health

# Understanding Menopause



**Amanda Hillard,**  
Menopause nurse specialist  
**Wednesday 1 December**  
**5.30-6.30pm**



Teams link available  
at [www.uhd.nhs.uk](http://www.uhd.nhs.uk)  
(news and events page)



No booking required

The final Understanding Health talk for 2021, '**Understanding menopause**', will take place on **Wednesday 1 December**.

Amanda Hillard, menopause nurse specialist at UHD, will talk about what menopause is, what happens and some of the symptoms that women can experience. She will also explain possible long term affects, for example osteoporosis, and treatments currently available and how they work.

The free event will run via Microsoft Teams and is due to take place at **5.30pm**. It's open to everyone and the link to the event can be found [here](#). There is no need to book, simply click on the Teams link at 5.30pm on the day. A recording of the talk will also be available after the event.



## Elf Dash

Saturday 4 December from 11am: Run, walk, skip or dance your way along a 2km route at Branksome Dene Beach, followed by a visit to Santa in his grotto.

Tickets are **£10 per adult** and **£6 per child** including a free lunch, elf hat and medal. Children will also receive a gift from Santa during their grotto visit. Sign up at [UHDcharity.org/elfdash](http://UHDcharity.org/elfdash) or call the charity office on **0300 019 4060/8449**.



## A time to remember

On 11 November, remembrance events will take place at the flag pole at Poole, and by the lake at RBH. You're welcome to join in person, but please observe social distancing. Alternatively you can tune in online - the Poole service will be live streamed on our UHD  [Facebook](#) page and the RBH event on  [Twitter](#). Please gather at 10.55am and download a brochure for the services [here](#).





# A sparkle of colour Think Big, at Beales

The paint is on the wall and the first clinical equipment was delivered to our outpatient assessment clinic @ Dorset Health Village last week.



▲ Claire Davies, principal physicist

A mammogram machine was installed in a custom built lead-lined area as part of our transformation of the top floor of Beales department store in the Dolphin Centre in to an outpatient clinic.

Lisa Bisset, head of Dorset Breast Screening, spoke to ITV News Meridian about the installation on a visit to the site. She said: *"It's in a lovely space, it's light, it's airy, it's convenient and it's in a shopping centre so we are hoping the younger demographic who are the people who are busy, who are working, they are mums, they can add this on to something else and get their breast screening done while they are shopping."*

There is currently a large backlog for breast screening, and the clinic is being initially set up to

tackle this, as well as outpatient appointments for dermatology, orthopaedics, ophthalmology and AAA screening.

Ashleigh Boreham, who is part of the team involved, said: *"The key thing about this is patients flow, logistics flow and data flow. And all of it comes together in one place, in one conversation - which is really great."*

While staffing concerns have been raised, clinical colleagues who have been leading all the planning believe the purpose-built nature of the centre enables staff to see patients in a much more efficient way.

Patients will be invited to attend the facility by appointment only. Initially, the space will be mainly used for triage / diagnostics of patients waiting for their first secondary care appointment, to enable decisions to be made around their next steps in their pathway of care.

The space is now being decorated and the clinics kitted out with the necessary diagnostic equipment ahead of the first outpatients arriving in December.



▲ Clinical director of ophthalmology, Dr Mahesh Ramchandani, has been part of the planning group



◀ Catch up on the [ITV Meridian report here](#).

Read more about the [outpatient assessment clinic @ Dorset Health Village](#)

**Find out more:** We are holding public engagement meetings in the Dolphin Centre today (Wednesday) and tomorrow to help inform people about our plans. We will also be recruiting for volunteers to help with the smooth running of appointments. To find out more about volunteering opportunities, email: [ThinkBig.Volunteers@uhd.nhs.uk](mailto:ThinkBig.Volunteers@uhd.nhs.uk)



# WALKERBOT APPEAL

## BEHIND THE SCENES



**University Hospitals Dorset  
NHS Charity**

Registered Charity No.1057366

As you may already know, UHD charity recently announced the arrival of the Walkerbot, following a 20 month fundraising appeal to raise £365,000. The state of the art walking robotics are now in use at the Royal Bournemouth Hospital Stroke Unit, helping stroke patients take the thousands of steps needed to relearn to walk.

In funding the Walkerbot, we are the only NHS hospital in England to own a robotic device of this kind.

Like all fundraising campaigns, the Walkerbot appeal was not just the work of the UHD charity team. A successful appeal involves individuals throughout the trust who work together behind the scenes to make fundraising appeals a reality.

### Louise Johnson, Consultant Physiotherapist



Louise spent many months researching an appropriate gait trainer and first contacted the manufacturer back in June 2018. She then created a case for support, encouraged donations throughout the appeal, and was at the forefront of staff training and service implementation once the Walkerbot arrived!

### Hayley Kelly, Sourcing and Contract Specialist Procurement

Hayley managed the purchase of the device – before the appeal launched she confirmed the purchase would be possible once funds were raised, secured our supplier and once we met our target, ensured payment went ahead in line with all relevant regulations.



### Sophie Simmonds and Ellie Westcott, Stroke Physiotherapists



Sophie and Ellie were the face of the appeal, featuring in our direct mail campaign, social media activity and various promotion materials throughout the trust. Ellie also led an audit to support the business case, and Sophie climbed Ben Nevis to fundraise for the appeal! They both visited the HSQ Wellington to see the device in action and will now be using it to support their patients.

### Morwenna Gower, Stroke Service Manager

Morwenna played a pivotal role in the appeal, presenting the original need for the Walkerbot, assisting with the necessary internal approvals and implementation planning. She also supported the official launch of the appeal.



### Cathy Marsden, Capital Project Manager

As we were close to hitting target, Cathy came on board to facilitate the estate work required ahead of the Walkerbot installation. She ensured the room was able to accommodate the device and made the appropriate changes to lighting, power and decoration to make it an inviting area for patients and staff. Cathy, with the help of Hayley, also coordinated the delivery of the device from Summit Medical, worked in line with site plans, took on manual handling duties and liaised with technicians to install the equipment.



To find out more about the Walkerbot appeal, visit [UHDcharity.org](http://UHDcharity.org) or follow [@UHDcharity](https://twitter.com/UHDcharity) on social media.



# On your marks...

Be Active is a great new UHD initiative that encourages us all to get up and get moving for health and wellbeing.

Regular physical activity provides numerous physical and mental health benefits. It can improve sleep, help manage stress, and even reduce your risk of developing a range of long-term health conditions like cancer, diabetes, and cardiovascular disease.

To help achieve this, a number of classes are being arranged on our sites, including pilates at Poole, and yoga, circuits and pilates at RBH. Why don't you sign up with your colleagues for a perfect, healthy way to wind down in the evenings?

Diversity and inclusion lead, **Debbie Detheridge**, says: *"Having the class onsite is really important to me. I am able to plan my day to enable me to attend and it reduces travel too. With winter looming I know once I get home I won't want to go out again so it's a win win for me!"*

Staff nurse **Ella Wycherley** has enjoyed her classes so far: *"I have been suffering with back pain for a long time, and these classes*

*are absolutely perfect for me, straight after work (so no time to go home and then put off exercise). I feel really good from the classes and incredibly lucky to have the opportunity to join in right here on the hospital site."*



Full details and the most up-to-date information on classes can be found on the new Be Active section of the intranet [here](#).

## BMJ praise for dermatology

A huge congratulations to our incredible dermatology team who have been highly commended by the prestigious British Medical Journal, coming in second place at its national award ceremony!

The team was praised for creating a system for patients to electronically add photographs

to their medical records, which were then examined by a consultant without the need to come into the hospital. The service was set up at the start of the pandemic and ensured all patients who needed to be 'seen' within the two-week target were seen, with 66% being managed completely remotely.

Dr Anjee Shah, dermatology registrar, said: *"Being recognised by the BMJ for our work throughout the pandemic is truly something to be proud of."*

*"We are so grateful to have the opportunity to celebrate the hard work and dedication the whole dermatology team has put in over the past 18 months to maintain the service, meet increasing demand and support local dermatology services."*





# Welcome to Dan, our new waste and environment manager

Dan Thomas is UHD's new waste and environment manager, responsible for areas including recycling and minimising the environmental impact of the waste we produce as an organisation.

One of Dan's key aims is to improve the proportion of waste going to the right place, first time. This can be as simple as using general waste or recycling bins for just those purposes, and hazardous or infectious bins for that content only. Hazardous waste takes far more energy to process,

therefore it's important that only waste that needs to be treated in this way is put in these bins.

*"While technology will play an increasing role in the future of how we manage the waste that we generate, it often comes down to the simple things that we can all do, like using the right bin,"* says Dan.

*"I'm looking forward to meeting as many UHD staff as possible over the next few weeks and months and helping us to deliver on our promises to the environment in our Green Plan."*



Dan, who joins us from Dorset County Hospital, can be reached on ext. **3649** or via **[dan.thomas@uhd.nhs.uk](mailto:dan.thomas@uhd.nhs.uk)**

## Pharmacy needs you!

Medicines have a massive impact on the NHS carbon footprint. Our pharmacy team has joined together to look into how things such as medicine usage can be optimised to avoid drugs needing to be incinerated for waste, harming the environment and the carbon footprint of healthcare.

This is one brilliant improvement but pharmacy know they can't do it alone. They play only a small part in the medicines process and so are encouraging all

departments to come forward with their ideas and to submit them to Tracy Lyons, directorate sustainability lead for radiology and pharmacy. The team has already had a number of brilliant submissions and are determined to make a fantastic improvement in public health.

If you have any ideas you would like to discuss, please contact Tracy on **[tracy.lyons@uhd.nhs.uk](mailto:tracy.lyons@uhd.nhs.uk)**

Medicines make up 25% of the NHS's Carbon Footprint, help us reduce it!  
Let us know your departmental ideas for reducing waste, expired stock, or other ways to improve medicines sustainability...

Email **[tracy.lyons@uhd.nhs.uk](mailto:tracy.lyons@uhd.nhs.uk)**





## 'Ground breaking day' for The BEACH Building

**We have officially broken ground on our new The BEACH Building at RBH!**

The BEACH Building (Births, Emergency care, And, Critical care and child Health) is 23,000m<sup>2</sup> of complex hospital development over six storeys - equivalent to 115 tennis courts. It provides a new maternity unit, children's unit, enhanced emergency department and critical care unit and will enable RBH to become the major emergency hospital for Dorset.

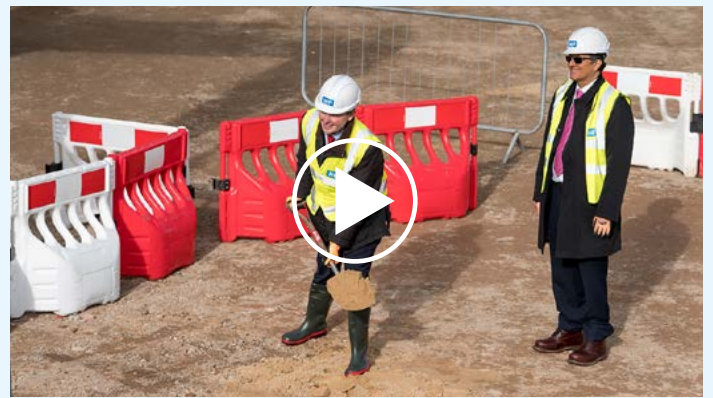
A ceremony was held on site to mark the first of 515 pile positions that will support the foundations of The BEACH Building, and was attended by representatives from the hospital and the main contractor Integrated Health Projects (IHP) - the joint venture between VINCI Construction UK and Sir Robert McAlpine.

Richard Renaut, chief strategy and transformation officer, said: *"This is a ground-breaking day in many ways as we celebrate what is a significant milestone for our local NHS and the patients we serve."*

*"The establishment of The BEACH Building represents significant investment and commitment by the NHS."*

*"It will be a modern, sustainable building, providing high quality facilities for our existing services, allowing our clinical teams to improve the way we deliver the services within it."*

The BEACH Building is planned to open in autumn 2024 and forms part of the £250m transformation of UHD's hospitals, including investment to develop Poole Hospital as the major planned care hospital and ambitious plans for Christchurch Hospital.



**WATCH:** You can see the highlights from The BEACH Building ground breaking ceremony [here](#).

For the latest artist impressions on how The BEACH Building will look, visit the Investing in our Hospitals portal [here](#).





## Transformation update

# Holby City star officially opens Poole's new diagnostic scanners

We were delighted to welcome TV and film personality Guy Henry to Poole Hospital to cut the ribbon on two new scanners.

The new machines are housed in the nuclear medicine department and allow for fusion imaging, meaning the images can be overlaid or viewed together to give a better picture than both images being looked at separately. They will help clinicians treat a range of patients from across the whole of Dorset dealing with a variety of issues, such as cancer or heart related problems.

The style of scanning is faster, uses smaller radiation doses and produces more accurate

diagnostic information. Since the installation, the speed of cardiac imaging has already improved.

Dr Kat Dixon, head of nuclear medicine, said: "As a team we are so excited to learn how to use these machines to their full potential and take on new projects. We named the machines after Marie and Pierre Curie for their pioneering work in nuclear medicine and we are so proud that we are improving our service to our patients."

Poole Hospital Cancer Treatment Trust kindly donated £500,000 to the machines, with the remaining funds provided by NHS Improvement.



# Roadworks at RBH

There are currently extensive roadworks on the Deansleigh Road roundabout, outside the Village Hotel.

The overall project is expected to last for five weeks, resulting in potentially significant traffic issues. While this disruption is ongoing, please give yourself more time for your journey and consider using public transport or car sharing if possible.

We apologise for the inconvenience and thank you for your co-operation during this time.







# Alyson's Blog

Alyson O'Donnell, chief medical officer

I love this time of year. For me there is nothing better than pulling on your boots and going for a brisk walk on the beach or in the forest on a clear crisp day. I love the autumn colours on the trees and am doing a daily review of a magnificent acer in our garden which is a blaze of red at the moment. Less enthusiastic about having to scrape my car for the first time this morning. Also not loving that the Labrador's internal alarm clock has yet to recognise that the clocks have gone back. He does make up for it by being very cute as he clearly thinks it is completely abnormal to be out walking without a dog - there is no doubt that the puzzled look on his face says 'where's your dog then?' when he encounters anyone who is dogless.

I have unexpectedly had to have a few weeks off work so apologies to anyone who has been trying to contact me. I am just getting back to

speed so please be patient with me! I would like to thank all of my amazing team who have effortlessly covered in my absence. Matt assures me that he refrained from 'frocking up' to substitute for me in last month's 'Ask Aly'. I am really looking forward to this month's session and having a chance to talk to you all again.

The teams in our hospitals never fail to amaze me. I know it has been really difficult - not just extremely busy but with a lot of complicated and very sick patients. Alongside this we have the need to keep treating our patients who have now been waiting a long time. I would like to thank you all for your dedication and your amazing flexibility in how we manage these really challenging situations. I am extremely grateful and humbled every day by how much you are going above and beyond. It was really important to hear the preliminary results from our culture champions on how you

would like to be recognised and rewarded. There is lots in there and lots for us to do to make everyone's working life just a bit better and to recognise all your hard work. I have huge confidence that as a team we can do it.

Lastly I would like to thank our Covid booster vaccination team who have pulled the programme together on top of very busy day jobs, and the vaccinators who have come in at weekends to staff the clinics. Daft as it may be to say, the vaccination clinic was a pleasure. Everyone was cheerful, enthusiastic about what they were doing and highly efficient. Also helped by a painless jab. I am so sorry I didn't get to join you as a vaccinator this time round as I loved being back in my scrubs just for a little while. The chats with staff from all over the organisation didn't hurt either.

So take care everyone. Look after yourselves. Get some downtime and don't get too traumatised by the increasing numbers of Christmas adverts and decorations. I'm off to find my wellies.

*Alyson*

## Patient access policy

Check out the new patient access policy which is now available on the [intranet](#). The policy standardises practice across UHD and is aligned with national referral to treatment

rules. It also gives clear direction on the application of the NHS Constitution in relation to elective waiting times and how elective access rules should be applied consistently, fairly and equitably.

We've had a very busy month on our social media channels! Our community has been kept informed with the latest news updates and health information, plus we have been celebrating the achievements of #TeamUHD.

# Let's get social

Our Twitter posts were viewed over 216,300 times, while over on Facebook our posts were read over 300,269 times. Some 1,619 people interacted with our content on Instagram and our YouTube our videos received 1,737 views.

**f** On Facebook our top post reached over 12,400 people as we shared news of our brand new Walkerbot machine being used in the stroke unit, and importantly the difference it will make to the lives of our patients.



**YouTube** The Walkerbot was a smash on YouTube too, with 687 people tuning in to watch UHD's news report on BBC South Today.

**University Hospitals Dorset NHS Foundation Trust @UHD.NHS**

Congratulations to **@KlepaczMinnie**, matron for ophthalmology, who received her BEM today for her tireless work during the pandemic. Minnie said she felt "truly humbled - I never thought in my wildest dreams that I'd get an award. I feel so privileged and honoured."



2:27 PM · Oct 19, 2021 · Twitter Web App



**Instagram** And some 1,834 people saw our Instagram post celebrating World Menopause Day with our fantastic menopause specialist team at the Harbourside Gynaecology Clinic.

**Twitter** Hundreds of people took to social media to celebrate matron Minnie Klepacz receiving her BEM. Well done Minnie!

Have some good news you would like to share? Get in touch with the communications team on **communications@uhd.nhs.uk**



# Hat trick for UHD's quality improvement team

Congratulations to Jane Ward, improvement manager, and Lizzy Warrington, programme implementation manager, who join head of innovation Sarah Chessell as nationally recognised associate members of the Quality Service Improvement and Redesign (QSIR) Faculty. Collectively they form a teaching faculty in UHD and can offer QSIR training.

Jane said: "It's great to finally be part of the national team and being able to offer the same opportunities through the newly formed faculty at UHD to all staff members.

It has been a long road during the pandemic which has finally arrived at whole new beginning."

Lizzy added: "It is great to be able to

create spread of knowledge, skills and tools within UHD, to support all improvements, through the QSIR training programme."

If you would like to know more about QSIR, how to undertake the training and become a member of the teaching faculty, head over to our SharePoint pages here.



## Thanks for showcasing your improvements

A big thank you to all the teams who have submitted a poster for our Qi Celebration event later this month (24 November). The Qi team has received over 20 submissions showcasing some great initiatives, all of which will be invaluable in helping to spread best practice to other departments.

Each poster will be on the intranet and all those involved in the submissions will be able to use their work in appraisals and continuous professional development. More information to follow in future staff bulletins and through the quality improvement section of the intranet.



# Let's talk about IT

## IT top tip with Dr Tim Shaw

“ I know using the trust IT systems can be difficult and almost all of the training we have had was either a very long time ago or learnt ‘on the job’.

“ If you [click here](#) you will find a short video called ‘ICE tips for consultants’ showing a few tips that may prove helpful. The video explains how to

make use of some of the features of ICE beyond just requesting on the patient you have open on EPR.

“ I find this useful when looking for rare tests and graphing/tabulating previous results. Hope you find it useful too!”

**Dr Timothy Shaw,**  
consultant respiratory physician and CCIO



EPR logs out?

Open EPR in private mode so that it does not log out.

Click on Settings icon. Select **Safety>inPrivate** browsing to open an incognito window of internet explorer. You can also use **ctrl+shift+P** to establish a browser into private viewing and save this as an internet short cut.



View PACS to full screen

Unpinning the tree to maximise the payload viewer, e.g. for PACS images. Press F11 to reduce the wastage of the screen from the top to get a full screen view.

## Clinical correspondence - IT solutions

For the first time ever, the trust is now sending e-discharge summaries, ECSS clinic letters and ED discharge summaries electronically into the GP practices system across Dorset.

In order to get into this position we have had to work with clinicians, the CCG, GP practice IT teams and our amazing integration team. This is a great example of how primary and secondary care can work together and improve patient care

by receiving clinical correspondence in good time.

Going forward, we are working on a process for out of area GPs to receive their letters electronically.

Reducing the amount of paper mail we send is helping us reduce our carbon footprint, as well as saving money as less postage is required.

There are many other types of clinical correspondence that could go paperless and solutions for these are being worked on by IT.