

The Brief

September 2022



Your care
shines
through...

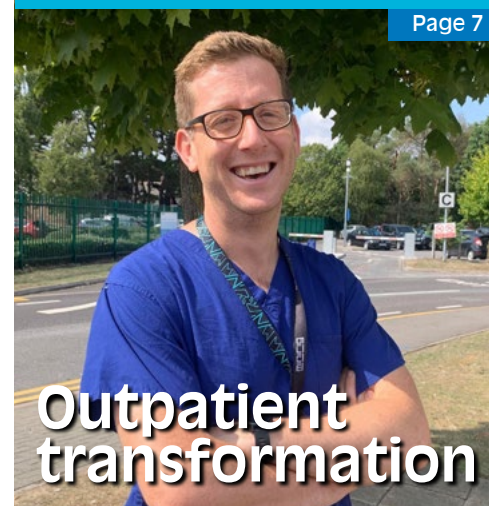
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Helping our
patients to
communicate

Your University Hospitals Dorset

An update from chief executive, Siobhan Harrington

Welcome to your September edition of *The Brief*. September always feels like a new start to me, much like January. We've said farewell to summer - though I for one am hoping for more delightful Dorset days as I explore my new home - and I'm sure many of us are packing our children off to school, college and university, some for the first time. It's a time of change, opportunity and I hope, renewed energy.

September can also feel like a new term for our hospitals. It's an opportunity to look ahead to the next few months - typically the busiest times for NHS services (though after this summer, it might not feel especially different) - and to put in place our plans to ensure we are able to care for as many patients in the right place as we can. And that is down to you - to your skills, your commitment and your resilience. Thank you.

At my last all staff briefing, I asked you to reflect on all you have achieved in this period of intense pressure and heightened emergency demand. It can be easy to focus on the negatives - and I want to hear those, I want to know what the "stones in your shoes" are and how I can help remove them. Myself and the executive team are keen to listen. But please take a minute to also look at your achievements. In August alone, we saw **37,810** patients in our outpatients department - and an additional **8,552** virtually,

we carried out **1,369** day case procedures, supported the birth of **356** babies, attended to **13,799** patients in ED and started **215** new patients on their radiotherapy journey. That is something to be incredibly proud of!

We're also achieving great things in our outpatient transformation programme (see page 7), our Dorset Pathology Hub and Poole theatre build are close to completion, and as you'll see on page 11, we are exploring options with our ICS partners to move key services into our BEACH Building from 2024.

While we are working incredibly hard to deliver the best care now and in the future, I am also extremely mindful we are all living through a period of uncertainty and anxiety, especially around the 'energy crisis'. This will undoubtedly have an impact on our patients, and we predict the winter to be very challenging. But it also has an impact on us and our own families. Please do look at the financial wellbeing support highlighted on page 10 and speak to your line manager if you are worried. Within our trust too, we must find ways to reduce waste and duplication. The NHS pound is precious to us all.

I know that recruitment remains a concern and adds to the pressure you are feeling. This is an issue nationwide, and is something we are working

tirelessly on with our partners across Dorset. Retention is just as key though, and as you'll see in *The Brief*, we've got some great initiatives to support staff when they come to us. It's also fantastic to see our first UHD Careers Fair taking place this Friday. The focus is very much on career progression within UHD.

This month's edition of *The Brief* is full of good news and great initiatives, including the return of our in-person Schwartz Rounds, training opportunities, as well as a timely reminder to book in your appraisal, another great opportunity to reflect and plan for the future. It also feels really positive to be walking round the main corridors of our hospitals without a mask, and I know our occupational health teams are working very hard on the upcoming flu and Covid booster campaigns.

So welcome to September and thank you once again for all you do.

Siobhan
Chief executive



You said...

As part of her August all staff briefing, Siobhan asked what more we could be doing to support you. Our executive team has been working through your feedback...

Wellbeing

- We need a better place to rest. We are tired and many departments do not have a quiet area.
- Wellbeing lead in each care group with regular listening events.
- We must ensure all staff have access to adequate facilities - 24/7 hot food and drinks, free parking, and places to rest, store their belongings, shower and change, and take breaks with colleagues.

Deb Matthews
Director of organisational development



▶ Deb says:

“It is really important to feel that we are represented and our views on wellbeing are listened to, and so the UHD Health Working Lives Group has representatives from across our care groups. To find out who attends for your care group, as well as more about the work we do or to get involved, please contact **organisational.development@uhd.nhs.uk**. A database of our UHD wellbeing ambassadors and initiatives will be on the intranet shortly, and our mental health first aiders are also available for 1:1 informal listening. Contact the OD team if you want a wellbeing listening event.

“Asking for suitable staff facilities for everyone is really valid, and an increase in areas for rest breaks and catching up with colleagues, as well as to shower, change and store our belongings, is really important for our self care. We have made some improvements, for example the garden area outside the Dolphin at Poole and new picnic benches for Christchurch, and are continuing our work to improve our staff spaces.”

Cost of living and finances

- Support with cost of living crisis.
- The trust is still haemorrhaging money - top managers are not listening.



Karen Allman
Chief people officer

▶ Karen says:

“This is a hugely challenging time and we know many people are worried. We are not alone and we are working with colleagues across the Dorset ICS on finding ways to support all our staff. At UHD, our OD team has been out and about with information about financial wellbeing, which you can also read on page 10. If you have any other ideas please let us know - my email is **karen.allman@uhd.nhs.uk**.”

Pete Papworth
Chief finance officer



▶ Pete says:

“You are right that we are spending more than we can afford, and we know there is variation, duplication and waste. I am really keen to listen and understand where this is. We have been engaging with staff and listening to feedback and ideas for some time and have introduced QR codes so staff, patients and visitors can scan the code on their mobile and provide feedback and savings ideas. Please look out for these or contact me at **pete.papworth@uhd.nhs.uk**”

Management

- Support from managers when short staffed.
- Exec level visibility on shop floor – we want to see you, not just our line managers.
- Listen to staff, they know what needs to be changed to improve patient care.
- Stop treating the extra pressure staff are under as the new norm. Staff are leaving due to the unrealistic pressures.

Dr Ruth Williamson
Interim chief medical officer



▶ Ruth says:

“In my reflections on page 14 I’ve signalled that our exec team will be coming round to visit as many departments as possible to listen to your particular pressures face to face. We know the best ideas for improving services and cutting waste come from the shop floor and I’m keen to hear (and try to unblock) changes which you would like to make. I’ve also put out an offer to ‘walk in your shoes’ for a couple of hours if you think that would help us better understand the reality of your work. Please email ruth.williamson@uhd.nhs.uk.”

Mark Mould
Chief operating officer



▶ Mark says:

“Covid-19 has caused a massive change to our daily lives, changes that have often happened rapidly and we are on a journey to the new organisational norm. No one knows what a ‘new normal’ will look like other than we are clear that ‘unrealistic pressures’ on you is not the new norm we are all working towards. We want you to continue to be passionate about your work, be creative and come up with innovative ideas to help you and the trust to respond and succeed in uncertain times.”

Recruitment

- Better recruitment strategy - going out to universities, not turning people away who approach the trust to join bank, more visibility in schools.
- Support for family friendly working to support recruitment and retention.
- Give lower band staff the opportunities to move up bands more quickly.



▶ Karen says:

“Recruitment remains a key focus for the team and we recruited 134 people in August. You’ll see from *The Brief* we have a Careers Fair on 9 September which has a focus on training and progression, and we will continue to work with our partners across Dorset to promote our county as a brilliant place to work. We have also put in place pastoral support for those who join us from overseas and a fantastic preceptorship programme as retention is just as key here.”



▶ Ruth says:

“I’ve been talking with leaders in the Dorset ICS about building better bridges with schools. I’m also keen to break down the myths that hospitals are made of nurses and doctors and to build on previous work I’ve done in schools at careers fairs. There is such a wide range of jobs in the NHS I believe there is something for everyone. I’m supporting the development of additional training programmes at Bournemouth University and AECC for training physios, radiographers and other healthcare professionals.”

Transport/parking

- Car parking fees were brought in without an appropriate consultation process and represent an unfair 'tax'.
- A free and frequent shuttle bus service between UHD sites.
- Be flexible - allow us to work from home to save costs on fuel.



Richard Renaut
Chief strategy and transformation officer

▶ Richard says:

“The government re-introduced charging for parking from April, and ahead of that we engaged with the partnership forum including unions to try and balance all the competing demands. We're limited by the Council on the number of parking spaces to reduce traffic congestion around our hospitals. Parking costs have been set in line with other hospitals, and to be comparable with greener travel options. If there were free parking this would have to come from reducing services to patients which we don't want to do, and we simply wouldn't

have enough spaces for patients and those members of staff who have less alternatives than to drive.

“We're looking at shuttle bus routes from 2024 when staff movements between sites is likely to increase. Until then we offer discounted bus passes for those without cars (or those who want to travel in a sustainable way) and will soon be introducing a new lift share scheme. This could save you money and reduce pollution and congestion. The expenses system also allows anyone to claim for work related mileage, such as moving between sites.

“Working from home is an option for some staff, but depends on your type of work and the service provided. We have a policy to support this, but the first thing is to discuss options with your line manager.”

Pensions

We are working with colleagues and partners nationally and regionally on answers to your questions about pensions and will update in our next edition.

#YouMatter - Help us keep improving with the People Pulse survey

The national NHS People Pulse survey is open this month. This five minute survey is your opportunity to share how you have been feeling, and our opportunity to make changes at UHD and in the wider NHS. There is a focus this month on speaking out and we would welcome your views on this important topic.

By sharing your views, you'll ensure your voice is heard across our organisation and we can act and respond on your concerns and help improve the support that we provide to you. Click [here](#) to tell us how you feel. When you access the survey, select University Hospitals Dorset NHS Foundation Trust as your organisation.

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

If you have any questions please email organisational.development@uhd.nhs.uk.

Being able to respond to any emergency

Next week we are changing the internal emergency response for UHD. We are replacing the emergency paging system, which is over 30 years old. The new system will give better reception at Poole Hospital, and the pagers themselves are shockproof and waterproof.

Matt Thomas, deputy chief medical officer, said: *“Paging is still the best way to reach people reliably in emergency situations. Our new emergency pagers are modern and the system will be much more resilient. Not only that, but we will have a clear structure for emergency calls for UHD - so that calls and responses are the same whichever site you are on.”*

Please familiarise yourselves with the new call structure, in advance of the change next week:

This brings in standard calls across UHD for **2222** (medical, fire, and security) and **5555** (major haemorrhage transfusion support), and has been developed as part of a programme of Quality improvement (Qi) to standardise and improve our response to the ‘deteriorating patient’.

We wanted the new calls to be simple to understand and remember, and easy to distinguish which call to make. Please don't worry about making a call and getting it wrong though. We will assist those who genuinely put out the wrong type of call. And calls will be managed dynamically, so can always be upgraded or downgraded where appropriate.

University Hospitals Dorset NHS Foundation Trust

=2222=
NOTE THIS NUMBER

Call **2222**, specify the hospital site and state the team you need

Medical emergency team Cardiac arrests and imminent life-threatening deterioration	Fire team Fire Team at Poole Hospital or Royal Bournemouth Hospital
NEWS team For inpatients with new NEWS of 7 or more. Can call for any concern regardless of NEWS score.	Security team • Violence and aggression • Absconding patient • Missing person • Baby abduction Security at Poole Hospital or Royal Bournemouth Hospital
Clinical assistance team Patients and visitors in non-ward areas who need rapid assistance and assessment.	

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

=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

We know it can be hard to keep composed in an emergency situation. Help will arrive quicker if you do two simple things:

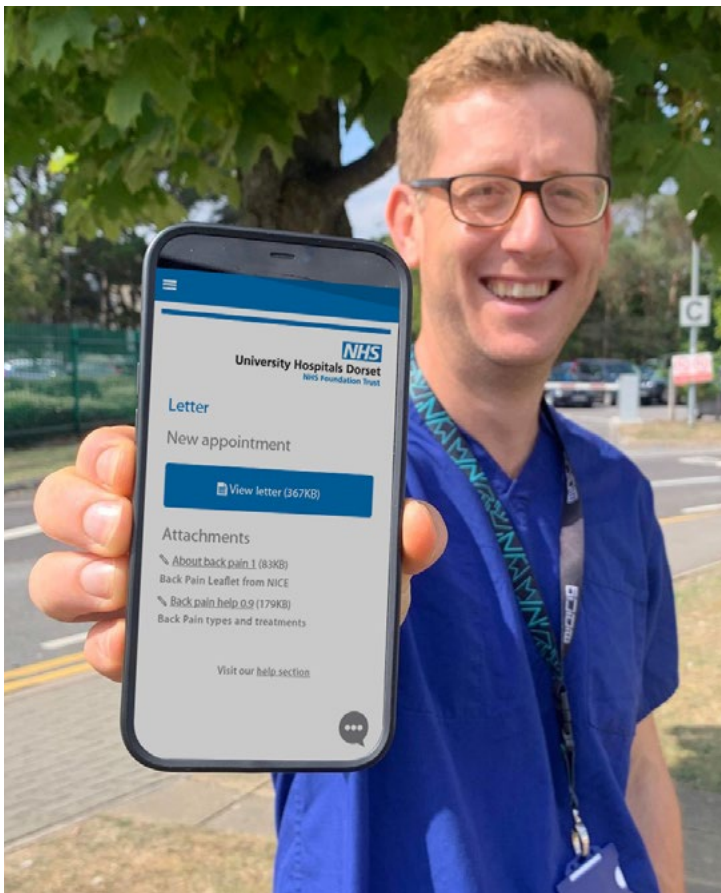
- 1** Use the full name of the team and location, e.g. **A** Bournemouth clinical assistance team to eye outpatients
B Poole security, missing patient, Ward B4
- 2** Wait for confirmation by the operator - don't just hang up!

The new calls will be live from next Tuesday 13 September at 8am. Look out for further communications nearer the time. If you have any questions at this time, please contact **Dan Richter** or **Tom Ellarby**.

New way for patients to connect with their care

Look out for the new UHD Outpatients Portal this autumn, a secure online information and communication resource for patients under the care of the vast majority of our specialist services. Patients will be able to:

- receive appointment reminders by text message via their mobile phone
- view appointment letters digitally
- view clinic information about their upcoming appointment



**—Outpatients—
transformation**

- add their appointment to their personal calendar on their device
- view all upcoming appointment details and letters in one place

Patients due to attend an outpatient appointment from this autumn will receive a text message from **+44 7860 039092** which will include their appointment reminder and a link to access the portal. For younger patients, the message will be sent to a parent or carer.

The new service aims to improve patient access to information about their care, reduce the number of appointments missed each year through the use of timely reminders, increase the time outpatient teams have available to spend with patients who need their support the most, and reduce postal and administration costs for the hospitals. It's also better for the environment.

Dr Jonathan Marks, clinical director for outpatients services, said: *“Many of us choose to do our banking or shopping online securely, and it makes sense to take this approach to our health information too. Having all the details you need at your fingertips increases convenience, and should mean things like missed appointments or misplaced letters will be significantly reduced.”*

“We know from experience that when patients feel more connected with their care, their health outcomes are better.”

Patients who opt out will continue to receive letters and be able to reschedule or decline appointments by phone.

Reducing health inequalities

Twice as many patients who do not attend their scheduled appointments at UHD are from the most deprived areas of Dorset, compared to the areas with least deprivation. Additionally, the rate of attendance is lower if the patient is from a community minority ethnic group. The same is true if the patient has a learning disability.

As we all work hard to recover our services in response to the pandemic, there is a pressing

need to address the health inequalities that have been exacerbated for some communities, particularly in areas of deprivation and the black, Asian and minority ethnic population.

Are you working to address health inequalities? Have you or your team taken action in this important area?

Please tell us about it by emailing **judith.may@uhd.nhs.uk**

Tackling outpatient waits in 'Super September'

Did you know that more than 80% of our waiting list is made up of patients who will be treated as outpatients? And that for patients who will have been waiting more than a year, twice as many are on non-admitted pathways versus those who will require admission for their treatment?

There is a pressing need to recover services for these patients, transforming outpatients in the process to improve access to and experience of outpatient care. To support us, we're taking part in Super September, a national initiative that will enable us to focus on outpatients in the most impactful way.

A combination of cancellations as a result of the pandemic, moving to a single PAS system earlier this year, as well as a range of other factors, have resulted in patients being booked out of turn in some specialties. Not booking routine patients in line disadvantages patients and creates inequity. So during September, we'll be accelerating our new 'Wait-in-line' project, aimed at the reordering and effective booking of outpatient waiting lists. Two flagship services are taking part - ENT and gynaecology.

In September we will be encouraging more patients to embrace self check-in within our outpatient services and be preparing for the launch of a new appointment reminder and digital letter portal in October. You can read more about the portal on page 7.

We will also be celebrating the extension of our digital waiting list validation project and the launch of our validations hub pilots. Lastly, we want to provide patients with the opportunity to access patient-initiated follow-up care (PIFU) and are looking for services interested in implementing this.

There's no better time to take action on outpatients. Find out more by visiting the outpatients transformation section of the intranet, or emailing judith.may@uhd.nhs.uk

Get winter-ready: autumn vaccinations coming soon

This autumn's Covid and flu vaccination programme starts next month, with all of us encouraged to take up the offer of separate Covid-19 booster and flu vaccinations to protect ourselves this winter. These will be provided in weekend clinics in the same appointment.

This will be the only chance for staff under 50 to have the Covid-19 booster as these will not be offered in the community, unless you have underlying health issues and are in a higher risk cohort.

The Covid vaccine booster provided this year is made by Moderna and is bivalent, and offers protection against the highly transmissible omicron variant, as well as a number of other strains.

Clinics will run during the day at weekends in our outpatients departments for four weeks, alternating between Poole and RBH, and starting at RBH on the weekend of 8-9 October.

The vaccines not only protect you but those around you, and directly support our hospitals in delivering safe, effective care as we move towards winter and the anticipated further increase in activity this brings.

Details on how to book your vaccinations online will be announced shortly.

Join the jabbers! If you can help deliver the vaccines in our clinics at weekends, and have given vaccinations in the last couple of years, please contact Gemma Lynn, head of occupational health, via gemma.lynn@uhd.nhs.uk

We're also looking for clinical colleagues to support our flu peer vaccinator programme across UHD too - this year we will be including our patients. If you can help, particularly if you are based at Poole, please speak to your ward lead in the first instance, or email Gemma.



Pastoral support for internationally recruited colleagues

Meet Sam and Gemma, our new pastoral support team for internationally recruited nurses and healthcare support workers.

We are incredibly proud of our international staff and the benefits they bring to the trust. But equally, it's our role to make sure those benefits

are mutual and that we support people as they settle into their new role so they want to stay in the area with their families, and stay at UHD.

Sam, who joined UHD from Nigeria, said: *"I experienced some challenges when I arrived in in the trust and in the UK, but I was able to overcome this. In this role I can share my own experience, supporting and inspiring other overseas nurses. As part of the values of the trust (listening to understand) I am here to listen and support to make the stay of our internationally recruited nurses and HCSWs a stress-free one. It is a rare privilege to serve and aid anyone who requires support."*

The team runs monthly recruitment days as well as managing a new team of HCSW practice mentors who work to pastorally support new starters.

Gemma added:

"When I saw the opportunity to support our internationally educated nurses, I jumped at it. I really enjoy troubleshooting the little things. A nurse recently arrived here from India having lost all the keys for her hefty padlocks on her suitcases. Not knowing anyone, she was quite distressed and didn't know who to turn to for help, so I was able to easily and quickly get that sorted for her! Those things make the difference."



Sam is based at Poole, contact him at osaruemen.osarumwense@uhd.nhs.uk

Gemma is at RBH, contact her at gemma.zadel@uhd.nhs.uk



#YouMatter

Wellbeing Support for you

Financial support special

Everyone is understandably anxious about the increase in energy prices and increasing cost of living challenge.

Financial Wellbeing Confidential Support



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

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



Money

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.bcpaccesstofoodmap.v88.co.uk and how to request a voucher for 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>



BLUE LIGHT CARD.

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



www.costco.co.uk

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



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

If you have any money saving ideas to share with other colleagues please email organisational.development@uhd.nhs.uk and we will publish on our intranet pages.

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

Transformation update

Delivering our planned and emergency hospitals

Seeing the new buildings going up is very impressive, with the new Poole theatres complex on target to open the first stage next April and the BEACH Building, opening in autumn 2024. This isn't easy, so it's a great team effort. Thanks to everyone who's putting up with the disruption.

The 'end state' for what we're trying to achieve is settled: a planned hospital at Poole, and emergency hospital at Bournemouth.

This autumn we'll be doing further work looking at the best way to implement the actual moves to get us to this end state. This will look at the safest and most practical ways to move staff and services. There are some possible options that could achieve moves earlier. This means the patient and staff benefits are earlier too.

For example, should we look at moving into the single new ED and have the 24/7 urgent treatment centre at Poole open earlier than the current 2026 plan? Is this safer? What are the knock-on impacts?

Our medical care group has already given issues like this a lot of thought. We'll now be running workshops and assessing options over the autumn and up to January 2023. This will involve GPs, the ambulance service and other partners to ensure we make the right decisions for our patients. We'll update you as the work progresses.

For more information on our transformation plans please visit the 'Investing in our Hospitals' section of the website [here](#).

Richard Renaut, chief strategy and transformation officer



PS If you have experience of having been part of a major service move then why not drop me a line? We're looking to have a list of "experts by experience" in major service moves. Please don't be shy in sharing what's good and what to avoid! You can reach me at richard.renaut@uhd.nhs.uk

The BEACH Building comes to life

You may have seen the display boards in the atrium space at RBH showcasing the interior design strategy for the BEACH Building and the main entrance and patient visitor centre. We are investigating suitable locations for similar information boards for Poole and Christchurch hospitals and you can watch a short video describing the thinking behind our plans, narrated by Paul Menadue our lead architect, [here](#).

Also, look out for the new hoardings which will surround the BEACH Building construction site.

Created with the support of interior architecture and design students at Arts University Bournemouth the displays aim to 'tell the story' of the development and UHD's wider commitment to the local community.



Name announced for new pathology laboratory

After extensive staff and stakeholder engagement the name has been chosen for new pathology laboratory on the Wessex Fields site next to RBH.

Now called the Dorset Pathology Hub, it will be completed next year and will serve hospitals across Dorset. Designed for fast, accurate, routine and specialist testing, it will improve diagnostics for patients and help to meet growing demand for specialist treatment and care - as well as providing development opportunities for staff.

The Hub will be part of the One Dorset Pathology network - a collaborative partnership between Dorset County Hospital and UHD.

Stephen Harding, head of service for One Dorset Pathology, said:

“In deciding what to name the new building we wanted something that will stand the test of time as well as being clear, logical and descriptive.”

“The Dorset Pathology Hub will have the very latest in specialist technology and deliver better value, high quality diagnostic and care for patients across the region.”

This [film](#) shows the amazing progress on the building site - our thanks to Amiri Construction for sharing the video.

Covid-19 update

Update on Covid-19 testing for patients and staff

The Covid-19 testing guidance for patients and staff has changed, with continuation for some and relaxation for others.

Staff:

Routine lateral flow device (LFD) testing for most asymptomatic staff is now no longer required, except for staff working on wards 11, Durlston, Sandbanks, HODU, NICU and critical care, who should continue to test twice a week.

Tests for this purpose will remain free from the national ordering portal. Please ensure you have a supply of LFD tests at home to support your return to work following Covid-19. A very limited number of kits are also available through the trust.

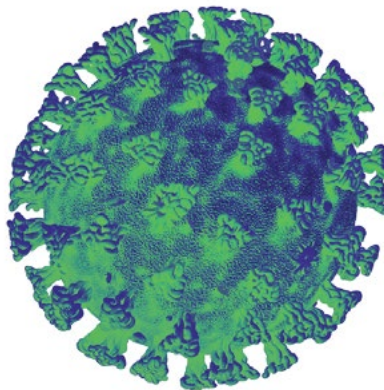
Testing for staff with Covid-19 symptoms will continue under current processes.

Patients:

There are significant changes to the guidance on testing patients in admission areas, maternity, inpatients, stepping down, transferring, discharging, and pre-admission, which have been updated.

Find out more:

Full details, including a list of higher risk patient groups for who testing should continue, can be found [here](#).



Relaxation on face mask guidance

Masks are again no longer required in 'public' areas in our hospitals, including entrances, waiting areas, corridors and restaurants.

Mask wearing for visitors and staff will remain in place in all inpatient (ward) areas, as well as in clinic rooms and in our urgent and emergency care settings, e.g. our emergency departments, urgent treatment centres, same day emergency care (SDEC) facilities.

Please continue to follow good hand hygiene practices including the regular use of hand gel.



Time to BRAG

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

Helping our patients to communicate

We know how distressing it can be for our patients if they can't understand what is happening around them. This can be a particular challenge for our patients who are deaf or have hearing loss.

To help we'll soon be giving out special red hearing aid boxes to patients on our wards who need them. The boxes will be used to store a patient's hearing aid while they're not being used and are designed to stop them being lost or misplaced during their stay in hospital, avoiding the stress of being without an aid and the cost of getting a replacement.

There will shortly be 2,500 available across UHD, watch out more information in the Staff Bulletin about how to get some for your area.



Delivering more equitable care for patients

Our cardiology waiting list has now been combined to ensure that patients get equal access to our services. In addition, gastro patients can now be transferred cross-site to enable them to get the right care more quickly.

ED streamlining

We are now in the process of merging our Bed Bureau function. We know that it can be frustrating for GPs to spend time waiting for resolution of issues. Bringing the teams together will enable us to provide a better service for GPs and ambulance services (who can use the systems to access same day emergency care services).

Enhancement to our estates service

Our estates team has introduced a '[ward guide](#)' which includes details of the single works management system being used to manage their programme of works across the sites. The system has resulted in a major improvement in compliance levels and response times at Poole. In addition, a single in-house project management team is providing a greater experience and knowledge base for more complex works.



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



Ruth's reflections

Alyson's blog, with Dr Ruth Williamson

I'm writing this on my first day back from leave and hoping that most of you will have had a break by now. I'm excited to hear that the big crane from the Poole theatre build is coming down soon and look forward to seeing how much the BEACH Building has grown in two weeks.

The BEACH Building is currently scheduled for completion towards the end of 2024 which seems ages away but means that we are now looking at the complex arrangements for transferring services to their new homes. Getting this right has the potential to make both our patients' and our lives easier, but requires time and energy to set it up right. Think about those domino displays where one domino launches a Guinness world record toppling display, the preparation is everything. We will be asking for your help in understanding what needs to happen for your service to move.

Sticking with dominoes, there's a great YouTube clip about the power of a domino - it can knock over something 1.5 times its own size <https://youtu.be/y97rBdSYbkg>. I first saw this at a seminar on how to swim the Channel and it was being used to illustrate how making tiny changes can have a huge potential reward. The NHS is still under pressure so while we wait for our big builds and big moves, there is plenty of potential to make small changes to make things better for our patients, or easier for us to do your jobs. Within the exec team we are always keen to hear from you and from September will be getting out of the office more, visiting wards and departments to hear from you how it feels right now and asking what we can do to make it easier for you to do your job.

Across the ICS we are thinking about ways to encourage more people to think of the NHS and

social care for a career choice. In the past I've done outreach work to local schools and I believe there is real value in reminding people that hospitals are staffed by more than nurses and doctors. I'm hoping we can get this going locally. I worked as a hospital porter before I went to medical school, I'm sure it helped me to get in. When I got there the first two weeks of our clinical training were spent as healthcare assistants on the wards and the lessons learned from both jobs have stuck with me forever. As well as visiting your departments, I'm open to 'walking in your shoes' for a couple of hours if you think that would help us to really understand what it feels like right now. Drop me an email ruth.williamson@uhd.nhs.uk and I'll see what I can arrange.

I look forward to seeing more of you face to face in the upcoming weeks. Meanwhile look after yourselves and each other and thank you for your unique contribution to Team UHD.

Ruth

A green challenge

Here at UHD, we all have a part to play in reducing our waste. Last year, our trust disposed of 2,800 tonnes of waste and we recycled 15% of this - a whole 420 tonnes!

Why not set your department the challenge to think of ways you reduce your waste - could you go paperless, are you folding your cardboard correctly?

Our waste management teams have some recycling bins available for the teams that want to make a difference. Contact dan.thomas@uhd.nhs.uk for advice on waste management and to pick up your recycling bins.



EcoEarn going strong

The latest newsletter on EcoEarn is out now with links to a free low-carbon cookbook, a brand new gallery page showing the sustainable actions of our colleagues as well as details on recent voucher winners.

If you want to receive the newsletter and join the 1,000 local NHS colleagues who are being rewarded for sustainability and wellbeing activities, register [here](#).



UHD Careers Fair



Join us on **Friday 9 September** for our first Careers Fair - a brilliant opportunity to find out more about careers progression at UHD! Look out for:

- talks, workshops and information stands
- celebrate achievements in our awards ceremony
- get hands on in our brand new Lakeview SimWard
- come and speak with us for tailored career advice, practice interview skills and how to write a personal statement that stands out above the rest
- got questions about apprenticeships? Our team is here to answer them and more!

You can join in person in the RBH Education Centre or watch as we stream live on Teams. Find out more about the day on the [BEAT intranet page](#).

UHD Excellence Awards

It's been another great month of nominations for our UHD Excellence Awards - congratulations to our winners so far! Keep your nominations coming via our UHD app or using the QR code on our [dedicated intranet page](#). There are amazing people living our values every day at UHD, so let's give them a shout out.



Ask Aly

Join us at 12noon on 22 September for Ask Aly, hosted by our deputy chief medical officer, Dr Matt Thomas. 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 and we can ask on your behalf.

Face to face SCHWARTZ ROUNDS... are back!

Our next Schwartz Round will be held in person at RBH on 15 September at 1pm in the lecture theatre. The theme is 'Small acts of kindness'. The September event is open to all UHD staff and a light lunch will be available from 12noon in seminar room 5. The rounds won't be available online but future Schwartz Rounds will be held at different UHD sites. Find out more about Schwartz [here](#).



Creating change for the people of Dorset

The Dorset Health Inequalities website and Virtual Academy is now live and can be found [here](#). It has been set up by the Dorset Health Inequalities Group which aims to reduce health inequalities through raising awareness, creating learning and development opportunities and supporting services to think differently to create new ways of delivery.

Understanding common skin conditions

The latest Understanding Health event will be hosted by Dr Ian Pearson, consultant dermatologist, on Thursday 15 September at 5pm. He'll talk about some of the most common skin conditions and highlight treatments. The free event will run via Microsoft Teams - access the link on the events page of the UHD website.



Understanding Health
University Hospitals Dorset
NHS Foundation Trust

Virtual Understanding Common Skin Conditions talk

Thursday 15 September
5pm



Dr Ian Pearson,
consultant dermatologist
at UHD

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

No booking required

Listening event

Our governors are holding a drop in listening event for the public on **Friday 9 September** from 8.30am-12noon at the Allendale Centre in Wimborne. The governors will support with questions, offer out information sheets and will also have details of up and coming health events.



Have you recently visited a patient or been a patient at the Royal Bournemouth, Poole or Christchurch Hospitals and would like to share your experiences?

Trust governors will be available to listen to your feedback at the Allendale Centre Wimborne on 9 September between 8.30am and 12pm



Cycling for others

Bournemouth Heart Club will be holding a 'Heart to Heart' sponsored exercise cycle ride in the atrium of RBH on Tuesday 13 September. Club members will be cycling non stop for 10 hours to raise money to fund up to 20 places at the Bournemouth Heart Club's Keep Well Hub. These will go to people on low incomes who need to exercise regularly but cannot afford a regular gym membership.



Healthcare support workers' (HCSW) forum

All our HSCWs are invited to join our drop in sessions on 14 September in Poole education centre to meet our new HCSW practise mentors based across Poole and RBH. The sessions will be held in seminar room 1 and 3 from 12-2pm.

This is an opportunity to speak up about any concerns you may have, find out about wellbeing sessions, information on speech and language therapy, and meet other colleagues. There will also be a cake sale in support of our UHD Charity. Contact millie.fisher@uhd.nhs.uk or emily.ratcliff@uhd.nhs.uk to find out more.





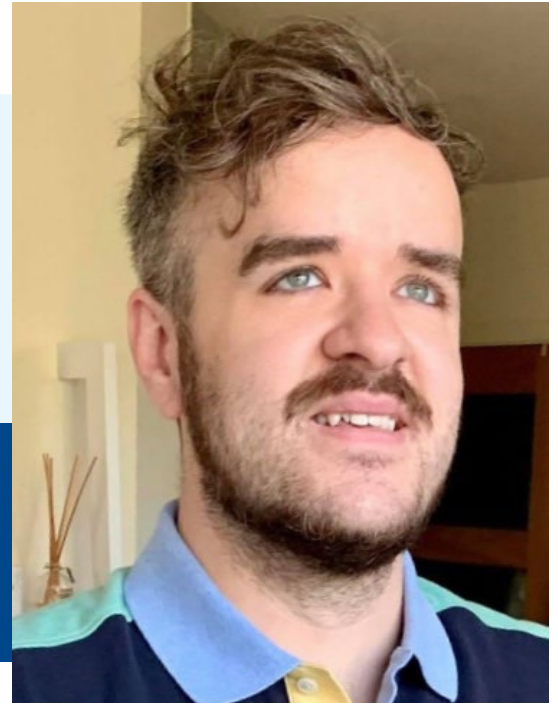
assistant

noun:

a person who assists or gives aid and support; helper

hospital assistant:

an essential army of workers supporting teams and patients in hundreds of areas throughout UHD



“Working for the NHS means getting the chance to be part of an organisation that is always changing, always progressing, and always caring...”

The Brief meets information governance assistant, Chris Tapner, to talk puzzle solving, security and afternoon tea...

“My role is primarily to collate information to release to the public for freedom of information requests on behalf of the whole trust. I must ensure the trust responds coherently, accurately, and in accordance with the Freedom of Information Act 2000. I also support the information governance team with any extra projects and administration that may need to be done.

“My normal working day usually begins with a lot of work on the FOI inbox which then expands out into other tasks. Freedom of information can often feel like solving a puzzle. A lot of factors need to be slotted into place, certain language and terminology needs to be used. This helps to keep me busy, keep the brain active, and for the working day to go quickly. Sometimes too quickly!

“We are always keen to work collaboratively to ensure deadlines are met, but we also want to avoid putting unnecessary burdens on the vital services the trust provides. If there are ways in which information governance can work to support teams with the security of their data, and the FOI process, let us know.”

“Previously I spent eight years working in a private nursing home and I wanted to see how care operated on a larger scale. I felt the NHS was the perfect place to come to get that insight. I’ve also always had an interest in data protection and security, and wanted to learn about how the NHS protects the information it holds on its patients, and help the NHS in its mission to be open and transparent with the information it shares to the public.

“Freedom of information can often feel like solving a puzzle...”

“Outside of work I like to keep as active as I can. As I’m getting older, I am starting to favour a nice garden centre and afternoon tea over anything too riotous. Having said that I still really enjoy live music and recently found myself leaving Wembley Stadium at the same time as 90,000 Harry Styles fans after seeing his concert!

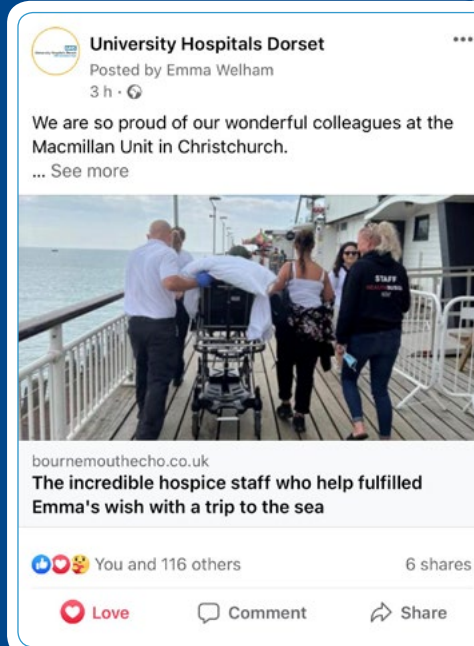
“Working for the NHS means getting the chance to be part of an organisation that is always changing, always progressing, and always caring for people no matter where they come from. It inspires me to be part of that ethos, and to help in any way that I can.”

Let's get social

August has been another busy month across our social media channels. Alongside the news, thank you messages from patients and feedback from relatives have provided a welcome source of positivity for Team UHD among significant operational pressures.



Positive posts



Our wonderful Mac team

Anyone who knows the Mac Unit team will tell you they'll go above and beyond for their patients.

Emma, 40 years old, and under the care of the team with a terminal cancer diagnosis, expressed a wish to go to the beach, hear the sea, and enjoy chips on Bournemouth Pier. So naturally the team made this happen, thanks to clinical specialist physiotherapist Ally Lycett's superb organisation.

It will come as no surprise to hear that this post has been one of our most liked, shared and commented across our social media channels, and is a clear sign of the love and respect for our Mac Unit colleagues.

As Emma's family stated:

"They fulfil patients' wishes and I think they are just amazing people. I want to say thank you from the bottom of my heart and soul, it was a beautiful thing to do."



Our top tweet of the month gained almost 4,000

impressions, featuring an urgent public message to use our emergency departments appropriately, while signposting to alternative healthcare services. Thanks to Dr Peter Swallow for appearing in the 'Help Us Help You' message. It received almost 2.9k views on Facebook, and more than 3k on Instagram. With NHS CEO Amanda Pritchard asking us to renew the Help Us Help You campaign in the run up to winter, we're always thankful to clinical colleagues for being at the forefront of our communications, especially with public messages via social media.



Anyone for cricket?

It was great to see some familiar #TeamUHD faces get involved with a cricket match to raise funds for our UHD charity - read more about the match on page 23.

Have some good news you would like to share or thinking about joining social media? Email communications@uhd.nhs.uk and keep your eyes peeled for news of staff social media workshops launching soon...



Osman Hassan Ahmed @osmanhahmed · Aug 18

I know these posts can come across as cheesy but we are really really grateful to all of the staff at the St Marys site at @UHD_NHS for the care we got before & during the arrival of our little 🧡 and the ongoing care we're still having. Midwives/Doctors/everybody- thanks heaps!

9

7

91



Osman's lovely tweet thanking our maternity team was a fantastic boost for colleagues, with his thoughts echoed by other members of the public on social media also keen to share their thanks to our marvellous midwives.

SPOTLIGHT ON: @uhdrbhendoscopy



“The official Instagram page of the endoscopy department at Royal Bournemouth Hospital...”

This account is a prime example of Team UHD members engaging with social media in a proactive and positive way.

Launched earlier this year, the account is steadily gaining followers thanks to its aesthetically pleasing grid, positive patient feedback, and approachable, informative posts.

We caught up with the account’s creators, Andreea Cata and Phoebe Hein, nursing associate and staff nurse respectively, to find out more about the inspiration behind their Insta...

“We started our social media at the beginning of April this year. Dr Suranga Dharmasiri is our endoscopy lead and was really keen to utilise the platform with an overall aim to improve our service.

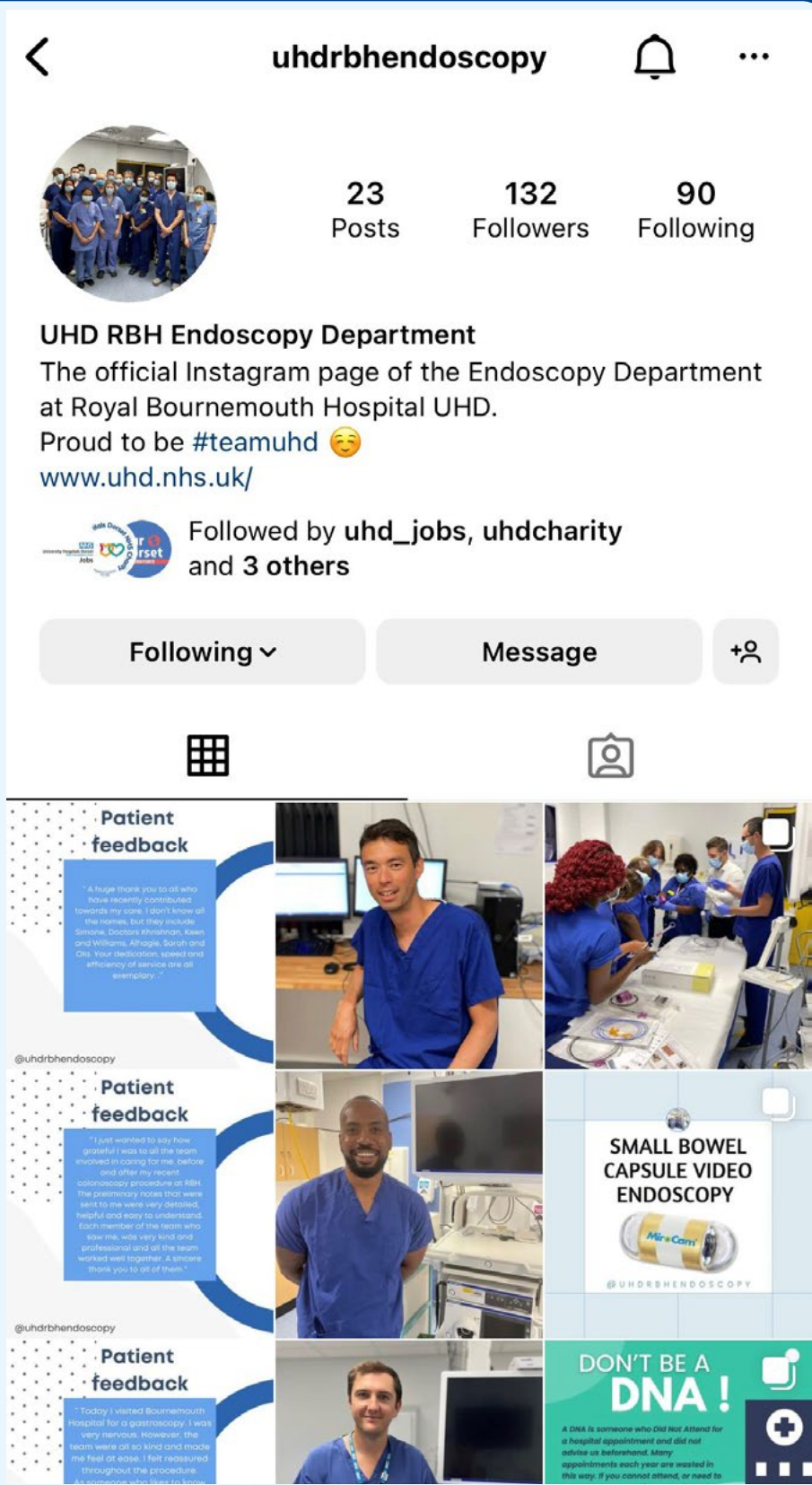
“The content is mainly focused on patients and getting information to them in a more sustainable and engaging format.

“The feedback we have had so far has been so positive and our colleagues are very supportive and actively getting involved.

“Our ‘Meet the Team’ section allows the staff to introduce themselves, putting faces to the names of those involved with the patient care.

“Our advice for other departments would be to get started! Social media is a great way to raise awareness and promote the care we give and is a good opportunity to put out positive content.”

Thanks to Andreea, Phoebe, and endoscopy colleagues for embracing social media in this way and showcasing the very best of your services.



Remember, anyone looking to establish an additional official UHD presence on social media such as a team, department or clinical area must, in the first instance, seek advice on the proposal from the communications team. For more info on this, check out our social media policy [here](#).

Get set for Speak Up Month 2022

Speaking up enhances all our working lives and improves the quality and safety of care. Listening and acting upon matters raised means that Freedom to Speak Up will help us be the best place to work.

Speak Up Month in October is an opportunity to raise awareness of how much we value speaking up at UHD. The theme is **'Freedom to Speak Up for Everyone'** with each week having a specific focus including safety, civility, inclusion and for everyone. Watch this space for key messages over the month, and dig out some green outfits to join our weekly **'Wear Green Wednesdays'** throughout October.

In the meantime, if you would like the FTSU team to specifically come to your area

and do some work, please email freedomtospeakup@uhd.nhs.uk. You can use this email, or contact us on **4220** or use the UHD app, to speak to us at any time.

Helen Martin, FTSU guardian, said: *"Our staff tell us that they are often in fear when speaking up and let down by leaders who are not listening. Speaking up is a gift - use it wisely and we can change the NHS for the better."*

You can get involved with Speak Up Month using the hashtag **#FTSUforEveryone**.



Supporting you to raise concerns



Last few weeks to have your appraisal

We are very nearly at the end of this year's appraisal season with just a few weeks left for you to meet with your manager.

We know that the summer period has been incredibly busy for you all and we hope that you managed to enjoy some well-deserved time off. As the end of summer approaches and colleagues are coming back from annual leave, please make the most of this opportunity to complete your appraisal before the deadline

of 30 September. It is an integral and valuable part of your development and it is important that you make the most of this opportunity to reflect on your past 12 months here at UHD and set some key goals for the next year.

Once your appraisal is booked, you will be able to take some time to prepare and think about your future development.

Are you a manager who is thinking about your further professional development?

Check out our new resources and development offers for managers on the [intranet](#).

Leading your team through integration

Are you managing teams that you need to bring together in support of the wider integration work? Or are you managing a team that needs to work more effectively together following the merger?

We are launching a new workshop and toolkit to support you to design a team session to start you on this journey. The objectives of this workshop are to:

- provide you with the principles of what makes an effective team and some of the theory and research behind this
- understand why developing your team is important and what your role is within this

- share the skills needed and behaviours expected of UHD team leaders for leading their teams through change
- support you in designing and facilitating your own team session or event

This is an opportunity to empower team leaders to be proactive in planning their approach to team integration and have the confidence and capability to facilitate some exercises around basic team principles. Delegates will be expected to complete some pre-course learning and come to the workshop with ideas about the event you wish to develop.

[Click here to request a space](#) or email **organisational.development@uhd.nhs.uk**

New UHD preceptorship starts this month

What is it?

Preceptorship is a 24-month programme designed to welcome and integrate newly registered professionals into their new team and place of work. It helps these professionals translate their knowledge into everyday practice, grow in confidence and transition into autonomous practitioners.

The UHD programme follows the 5-point NMC Principles of Preceptorship and the NHS National Preceptorship Framework 2022.

How does it help?

The potential benefits of preceptorship for new registrants include developing confidence, positive socialisation into the working environment, increased job satisfaction and feeling valued and respected.

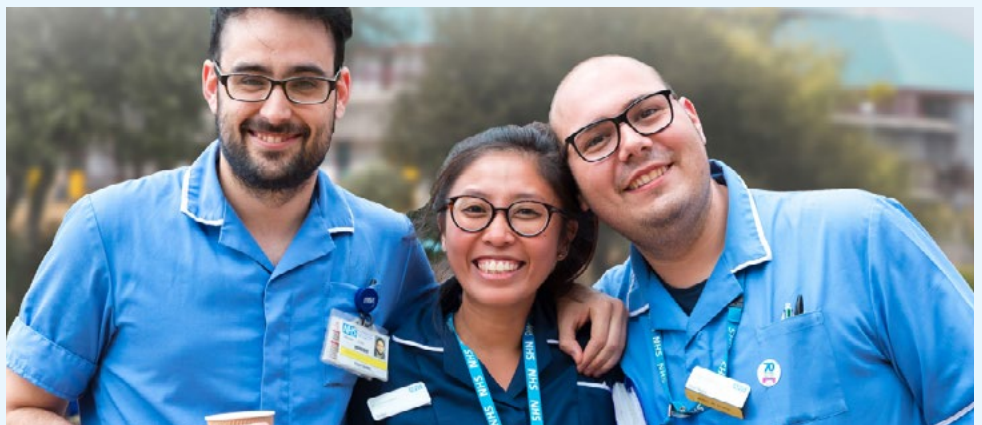
UHD is committed to continuous professional development which is why ALL newly registered practitioners are invited and enrolled on to the programme. This includes all newly registered nurses, nursing associates and allied health professionals across our three hospital sites.

The framework lasts for 24 months with 'keep in touch' days held at month 12, 18 and

24. Each preceptee is linked to a preceptor in their ward environment who is expected to provide regular progress meetings with them to provide support.

One year post qualifying, all preceptees are invited to a professional development to consolidate the programme and provide an insight into leadership within the workforce.

To find out more, email **preceptorshipuhd@uhd.nhs.uk**



Gully's Place funds complex needs beds

Thanks to funding from the Haskins Foundation and the Rotary Club of Ferndown and Parley, we have been able to fund new beds for our Gully's Place suites in the children's ward at Poole and at Dorset County Hospital.

The beds have special features to benefit children and teenagers with learning, communication or movement difficulties as well as supporting children with epilepsy. They are designed to keep children safe and comfortable, while allowing easier access for staff monitoring them.



Walkerbot appeal up for gong

Our Walkerbot appeal, which raised £365,000 for a robotic gait trainer for the stroke unit at RBH, has been shortlisted for Best NHS Charity Campaign at the NHS Communicate Awards 2022.

Thank you so much to everyone involved in making our campaign such a success. To find out more about the Walkerbot appeal, click [here](#) or watch [this video](#). And good luck for the awards on 15 September.



Upcoming events:

WALK FOR WARDS



SATURDAY 17
SEPTEMBER 2022

UPTON HOUSE

Sign up today to walk for a ward or department close to your heart and enjoy a fun-filled day of live music, craft stalls, food and entertainment for the whole family. Register now by scanning the QR code, visiting UHDcharity.org or calling our charity office on 0300 019 4060 / 8449.



Get ready for the 2023 TCS London Marathon

We're launching our ballot for the 2023 TCS London Marathon which takes place on Sunday 23 April 2023.

To enter please email charity.events@uhd.nhs.uk with your name, DOB, email, number and why you'd like to run the TCS London Marathon 2023 for UHD Charity. Find out more [here](#).



LONDON 2023
MARATHON SUNDAY 23 APRIL

Fundraiser spotlight:

We don't like cricket, we love it!

Congratulations to our Hospital Services Cricket Team and Bournemouth Wanderers for taking part in a charity match and raising an impressive £1,000 for the RBH vascular fund, as well as welcoming Harry Redknapp as guest of honour.

The match was organised by BW player George Stratford who earlier this year underwent major surgery at RBH, followed by more major surgery due to serious complications.

George said: *"When I discovered that my consultant, Lasantha Wijesinghe, also happened to be captain of the local Hospital*



Services Cricket Club I knew just what to do. What better way to say thank you to my brilliant consultant and the whole team than knocking over his middle stump?"



Lasantha added: *"George Stratford is a remarkable man. Having come through two major aortic operations he was not happy to just sit back. He and his friends put on a fantastic evening of cricket which so far has raised £1,000."*



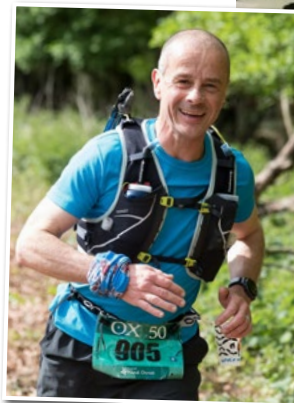
Staff fundraiser spotlight:

Andy Barber, laboratory manager

"I've worked in pathology at Poole Hospital for 41 years. During my time I have tackled some epic challenges for our charity which have taken me through 150 miles of freezing Artic Sweden in 2017 and 230km of the Amazon Rainforest in 2019. So far I've raised a total of £2692 and I'm not stopping there!"

"This year I've challenged myself to take part in the 'Beyond the Ultimate For Rangers' ultra-marathon in Kenya from 14-18 September. This is a 230km race split into five stages, crossing five wildlife conservancies each of which has its own characteristic terrain from verdant grasslands to forest. I will be carrying all my kit including food, safety equipment and over 2.5 litres of water.

"Please sponsor me as I take part in this incredible adventure to raise funds for our charity."



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

Follow @UHDCharity on  Facebook  Instagram and  Twitter Visit [UHDcharity.org](https://www.UHDcharity.org), or contact the office on 0300 019 4060/8449



Let's talk about IT

We start with thank you...

A huge thank you to the whole informatics team for completing the changeover to the new wireless network at RBH, the final network upgrade in our current Digital Transformation Strategy.

The huge task was led by the rarely sung heroes of Tracie and Neil Tiller who programme managed

and technically designed the solution respectively. Meanwhile the phenomenally hard-working infrastructure team, led by Robin Lack, implemented over 650 wireless access points and registered around 5,000 devices. On the day itself there was an exemplary display of teamwork as people from all across informatics (particularly desktop

services, service desk and telecoms, along with infrastructure) joined the effort to walk the wards and other clinical areas during the time of cutover to ensure every single device that relied on the WiFi network moved across quickly and with minimal disruption to end users.

Peter Gill, chief information officer

New eForms

New nutritional supplement prescription form

Malnutrition is a big problem in the UK with 25-34% of patients admitted to hospital being at risk. Although dietitians use a 'food first' approach to improving nutritional status, often nutritional supplements are necessary. Giving supplements can reduce complications such as wound breakdown by 70% and death by 40%.

Our acute dietetic team found there was no standard method to request the supplements from GPs with poor digital documentation and unclear information about how long the supplements should be used.

And so a new eForm was born! The form launched in July and

is completed in EPR Graphnet, transmitted electronically to GPs. It ensures there is an Advisory Committee on Borderline Substances indication for the prescription, the CCG formulary is adhered to and that there is a plan for how long the supplements are prescribed for.

GCA rapid referral form

Our eForms team has devised a rapid access referral form for giant cell arteritis, which can be found on the eForms portal. Dr Ayesha Iftikhar said: "This form transforms the patient's pathway, enabling the medical team to review patients as early as possible and accurately include or exclude GCA diagnosis. This also minimises and makes use of steroids as safe as possible, creating a safe management plan and arrange a follow up."

Well done to all involved in these positive changes.

Clinical Viewer retiring



EPR contains the full patient record and replaced Clinical Viewer. Retiring Clinical Viewer will release £98k every year to spend on future IT projects.

If you use Clinical Viewer for the following, there is an alternative:

- Printing patient labels and wristbands - either use 'patient index' and search for the patient, or from a ward or outpatient list use 'printed outputs'
- Speech dictation - use 'outpatient views, patient appointments', search for the patient and use the patient banner at the top of the screen
- View referral to treatment data - use 'pathway maintenance'

If you do not have these permissions, please log a service desk call including your eCaMIS username and indicate that you need this to replace Clinical Viewer.

- Outpatient referral letters - these will all be available in EPR by the end of the year.
- Grouping entries together - use the activity summary in EPR. Click [here](#) to see a helpful guide.

Click [here](#) for the full instructions on how to use these alternatives.

If you use Clinical Viewer for anything else not included above, please email sarah.hill@uhd.nhs.uk

Please note all other eCaMIS functions will continue to be available.

A new domain for UHD

Each user that logs in on any device that connects to the hospital's network is connected to a domain - this then allows the users and computers to talk to each other and our systems. Currently most devices are connected to one of two domains, XPOOLE (Poole) or XRBCH (RBH and Christchurch).

As a result of the merger, all users and devices will be required to migrate across to the new domain so that the old domains can be retired. The migration is scheduled to start in autumn 2022 and each trust area will be contacted with suggested migration dates. If you have any questions, contact our domain team via Teams or email uhddomain@uhd.nhs.uk

The Brief



Wednesday 7 September - 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>You said: Your comments from the August all staff briefing were invaluable. See what issues you raised, and our exec team's response, on page 3.</p> <p>Transformation: We are looking at options to move services into the Beach Building sooner than originally planned. See page 11 for more information.</p> <p>Covid-19: See page 12 for changes to patient and staff testing as well as updates to mask wearing guidelines.</p> <p>Note this number: The internal emergency response for UHD is changing next week with a new paging system and standard calls for emergencies. See page 6.</p> <p>Financial wellbeing: Our OD team has been out across our trust sharing information on financial wellbeing and support available to you. See page 10.</p> <p>Appraisals: We are very nearly at the end of this year's appraisal season. Deadline is 30 September for uploading appraisals. See page 20.</p> <p>Outpatient transformation: Look out for the new UHD Outpatients Portal this autumn, a secure online information and communication resource for patients. We're also taking part in 'Super September', a national initiative focusing on outpatients. See page 7.</p> <p>Staff development: Head to page 21 for leading teams through integration training, and page 15 for details of our UHD Careers Fair. #alwaysimproving</p> <p>And finally: See <i>The Brief</i> for more upcoming events, useful IT information, Humans of our Hospitals, social media spotlight, a Charity round up and much more...</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date: