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September 2020

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Future University Hospitals Dorset

It's incredible to think that this time next month, we should be established as the new University Hospitals Dorset NHS Foundation Trust. After working towards this day for so long now, we are now very much in the final stages in making this happen.

A very successful Board to Board meeting took place last week with our regulator NHS Improvement, and we are looking forward to hearing from them that they have approved our merger.

On the 15 September there will be more important meetings, as the Board of Directors for each Trust formally votes to approve the merger, as well as the two councils of governors, who will also be voting on the transaction. Things are looking good for Thursday 1 October and we will share our plans for our "socially-distanced" celebrations over the next week or so.

Emergency departments

With autumn now upon us, I thought it would be good to visit our emergency departments, where the teams are playing such a vital role - day in and day out - caring for those who need very swift access to emergency and urgent treatment. These teams really are amazing - they never know what will be coming through the door during the course of a shift, and they thrive on a level of stress that the rest of us might run away from. The Covid-19 pandemic has of course had a massive impact

on these departments, with both the Royal Bournemouth and Poole having to introduce many significant changes. These were necessary in order to create safe areas for both Covid and non-Covid patients, and to ensure we protected our staff.

Both teams had to increase the size of their department's footprint in response to Public Health England's guidelines to accommodate their Covid pathways. Within Poole Hospital, front door streaming has been expanded, with all "minors" patients now routinely directed to the Urgent Treatment Centre, so that walk in patients avoid coming into the Emergency Department at all. An ambulatory care area has also been created to allow better spacing and flow for "majors" patients.

At RBH, the Minors Department has been moved to create more space, and an appointments system has been developed to help avoid overcrowded waiting rooms.

These are just a few examples - and it's hard to get over just how much change these departments have had to accommodate in response to Covid.

Nevertheless, it is great to see the enthusiasm of our teams for embracing innovation and new models of care. I really wanted to thank staff for their incredible professionalism and flexibility, in responding to all this change.

Things continue to evolve and develop and our thoughts are now turning to winter, and of course, both emergency

departments are working hard to prepare for this. We have recently received a very welcome boost of £4m for our EDs to help them further improve their environment and in doing so, reduce the risk of infection and improve the flow of patients. Once again, our teams have an enormous challenge in front of them - they will need to move at speed, working with our brilliant estates teams, to get this essential work done in time for the winter surge - whilst at the same time, continuing to treat all those who come through the door.

The numbers of patients we have been seeing in our emergency departments has been increasing back to pre-Covid numbers. We have therefore been working closely with our Dorset partners to ensure that all patients are seen in the most appropriate place, depending on their clinical needs. Our EDs should only be for those with life-threatening conditions or serious injuries. We will continue to share the CCG's messages, that if people are unwell and are unsure about where they should go, they should call 111 or go online to 111.nhs.uk.

Staff recruitment

We all know that it is calibre of the people that makes all the difference in being able to provide great care, along with the strength of the team in pulling together. While there are national and local workforce challenges relating to emergency

services, it's good to know that as the new University Hospitals Dorset, we will be better placed to recruit and retain great staff. This is already being reflected in the number of applicants for our vacancies, as more and more people recognise that this is a great place to work.

Change is an inevitable feature of all our lives, but let's follow the example of our clinical teams,

and lean into these changes with confidence. Our people are most definitely our greatest asset, and we shall be doing great things together, to make the very best of our opportunities. We can all look forward to a bright future as part of University Hospitals Dorset.

Debbie Fleming
Joint Chief Executive



Electronic Prescribing and Medicines Administration (EPMA) is coming!

EPMA is the new electronic prescribing and medicines administration system launching soon at RBCH after a successful launch at Poole. Set to reduce the reliance on paper prescriptions, it will see the end of rewriting drugs charts, provide a clear audit trail and accountability, and improve medicines safety for our patients.

As well as being fully integrated with EPR for prescribers, it can be accessed remotely, which not only makes prescribing easier, it removes the need to hunt for paper charts. Nursing teams will also no longer have to decipher handwriting.

The system will be introduced area by area and each ward and department will be contacted ahead of time to

finalise dates and arrange training. For more information you can call ext. **2984** or email **epmapht@poole.nhs.uk**. You can also check out the vocal talents of our very own James Young and On Angkanawatana, and dancing skills of Poole consultants Freya Brown and Nick Evans, in a music video about EPMA on our social media channels.



Protect your family and patients - staff flu vaccination campaign to launch

Later this month you'll be hearing and seeing a lot more about this winter's staff flu vaccination campaign.

The campaign will stress that having the jab matters more than ever this year as we face the usual winter increases in patient numbers, plus the presence of Covid-19.

We're recruiting more peer vaccinators - staff who will be able to offer the jab to their colleagues in their own work areas - than ever before, making it even easier to have your jab.

Drop-in clinics at fixed sites and mobile trolley rounds will all encourage you to have the jab this year.

Having the jab is the best way to protect yourself, your family and your patients against flu.

Frontline NHS staff are statistically more likely to be exposed to flu, which can be passed on without showing any symptoms. The flu jab is one way you can play your part in reducing pressure on the NHS this winter.



Look out for more about the campaign throughout September.

Connect - through their eyes

The latest issue of *Connect*, the newsletter for Poole Hospital staff, patients, the public, supporters and foundation trust members, is out now and takes an in depth look at how the hospital, its staff and supporters responded to the Covid-19 emergency.

The special edition aims to bring you an insight into how staff in a range of roles rose to the challenge the pandemic posed, and their reflections on what its legacy may be. A range of staff give their thoughts, including a nurse, doctor,

scientist, fundraiser, critical care specialist and supply chain manager, as well as a patient and staff governor.

The 20-page edition also includes a round-up of other trust news, and three pages dedicated to foundation trust members.

Copies have been sent to all wards and departments or you can read the online version, which features two extra Covid-19 interviews not available in the printed version, via the intranet.



FT Focus - available now!

The final edition of *FT Focus* - RBCH's magazine for members - is out now and covers articles and features including:

- Delight as once in a generation opportunity given green light
- ACP spinal specialists join the Rheumatology Team at Christchurch
- Sexual health online testing

Head [here](#) to read it and please share it with your colleagues.

Working through the pandemic: what was your experience?

We have never before experienced a year like this one. The Covid-19 pandemic has demanded the very best from all of us, whatever our role, placing extraordinary challenges on us to deliver the highest standards, while keeping ourselves and our families safe.

Thank you for everything you have done to support NHS patients and colleagues during this time.

This year our NHS Staff Survey 2020 will focus on your experience of working through the pandemic and what lessons you feel should be learned from this time. You'll be asked what you thought worked well during Covid-19 and what should be continued.

We know you may be feeling fatigued, but it's important that you answer these questions now so we can learn from everyone's experiences during this past year. The results will help to improve all our hospitals and will aid learning for future public health emergencies.

You will receive your survey by email or post in early October. Please be reassured all responses to the survey are strictly confidential and will be handled by Quality Health on behalf of our organisations.

Although we will be a merged organisation from Thursday 1 October 2020, you will still receive your survey based on the trust you were employed by on Tuesday 1 September 2020. This is because you are being asked about your experience over the last 12 months. We are working with Quality Health to determine how to combine our results after the survey is completed as we move to become University Hospitals Dorset NHS Foundation Trust.

To find out more, or if you have any questions, please email or contact the Organisational Development team:

- Poole Hospital: Marie Cleary on ext **2820**
- RBCH: Aimee Smith on ext **4438**

Ann Brown, senior sister in RBCH Emergency Department and colleague David Martin, consultant in ED medicine



Mr Mukhtar Ahmad
Poole Hospital





Countdown has begun on values survey

There's just a few days left to help shape our new values and behaviours for our merged Trust - make sure you have your say!

The values survey ends on Sunday 13 September and all answers will help influence what we do and say, how we say it and how we look when we speak to patients, carers, the public and each other.

Now is the time to tell us what is important to you at work and

help ensure we retain the best of both, culturally and operationally when we merge to become University Hospitals Dorset NHS Foundation Trust in October.

When the survey closes, the Culture Champions - a diverse team of staff from both trusts - will finish off theming your answers, taking into consideration results from last year's Staff Survey.

The team aim to present the new

values back to colleagues in November.

Please note, questions are the same irrespective of where you are based and you will be asked for your respective views on the other trust too.

To ask more questions about how the survey is run, or even give your answers in person instead of filling out the form, please email bridie.moore@rbch.nhs.uk.

All Staff Briefing update

The next virtual All Staff Briefing will be held on **Wednesday 23 September**, at 12.30pm. Debbie Fleming, our Joint Chief Executive, will be speaking about future plans for our hospitals, including our merger on 1 October and our development plans, and there will again be an opportunity to ask questions and meet members of the Shadow Interim Board.

Please send in your questions ahead of the briefing by emailing either communications@poole.nhs.uk or communications@rbch.nhs.uk by the end of Friday 18 September. To join the session, simply download Microsoft Teams on any device, including mobile phones, and sign in with your trust login to join. We do hope you can join us, however the session will be made available afterwards for those that are unable to.

Ringling the changes - new external telephone numbers are coming

To accommodate increasing demand for telephone numbers, and to coincide with our forthcoming merger, telephone numbers for people dialling Poole, the Royal Bournemouth and Christchurch hospitals are changing in the run up to 1 October.

Extensions, bleeps and switchboard numbers will stay the same.

There is currently a range of different and confusing dialling prefixes which all change to just one - **0300 019**. Current four digit extension numbers will simply be added to the end of this new prefix to create the new number.

In the coming days you will start to notice calls beginning with the new prefix being displayed when people and services within the hospital dial your full telephone number.

Old and new phone numbers will run side by side in the run up to, and for a few months after, 1 October to minimise disruption. This should give you plenty of time to ensure your important contacts are made aware of these changes - please start to let them know now.

You can adapt and use the suggested email signature text to help you. There's no need for you to do anything else - all the changes will be carried out by the telecoms team, and all new patient correspondence, including patient information leaflets, will be updated in the coming months.



Look out for more news on this, and about our new email addresses to reflect our new organisation's name, shortly.

Posters to alert patients to the changes are being displayed across our hospitals and information is available on our website.

Email signature text for you to adapt:

How you contact me is changing

As we become University Hospitals Dorset NHS Foundation Trust on Thursday 1 October, how you contact staff and services at Poole, the Royal Bournemouth and Christchurch hospitals will change. Please update your records with my new telephone number - **0300 019 [ADD YOUR 4 DIGIT EXTENSION HERE]**. My extension and our hospital switchboard numbers remain the same. Thank you.

Improving care for Stroke and TIA patients in east Dorset

We are very proud of our nationally recognised stroke services at Poole Hospital and at RBH. However there are a few areas where there is room for improvement.

Hyper Acute Stroke Unit:

Since Monday 7 September, anyone who is suspected to have had a stroke has been admitted to RBH where there is a Hyper Acute Stroke Unit including higher intensity nursing, a seven-day stroke consultant service and seven-

day therapy. Patients will stay on the Unit for up to 72 hours. If they need to stay in hospital for a longer period they will transfer on to the Stroke Unit. For those living in Poole, should they need to stay in hospital for more than 72 hours, they will be repatriated from RBH to the Stroke Unit at Poole Hospital to continue their recovery.

TIA services:

Alongside the changes to our Stroke pathway, we've also made improvements to our

Transient Ischaemic Attack (TIA) service. Since 20 July, all weekday TIA appointments have been provided at Poole Hospital in a new dedicated TIA clinic suite. Through combining the TIA workforce from the two hospitals we have been able to provide more robust and sustainable TIA services away from the competing demands of the Hyper Acute Stroke Unit. These changes will benefit approximately 1,700 suspected TIA patients per year.

Alyson's Blog



**Alyson O'Donnell,
Shadow Chief
Medical Officer**

Oh my goodness what a place we find ourselves. After a journey that has taken the best part of a decade we are now three weeks away from becoming University Hospitals Dorset. Over the last few weeks we have been ticking off all the things that need to happen for us to come together as a single team on Thursday 1 October. Each of these has felt like a little victory in its own right and - as somebody who likes nothing better - has allowed us to score things off the list of 'to dos'. I have been really proud of our team and how they have presented themselves from our shadow board meeting with NHS Improvement for them to finally assess the merger, to our two councils of governors coming together to assure

the process to all the fantastic work that our teams are doing to come together on the shop floor.

It is always both humbling and reassuring to see the enthusiasm, engagement, commitment and expertise of our 10,000 staff across the new organisation. Every single one of us has an important part to play in creating our new organisation with a real focus on delivering excellent care and being a great place to work.

There are now lots of tangible signs of the future from new telephone numbers, new signage being put up to those very personal things like badges, lanyards and email addresses which will all be lined up and ready to go. It makes it all feel real and I hope will help us all to feel like one team. Keep an eye for the live and 'virtual' events that are being planned for the day and make sure you come and celebrate with us.

I am sure that many of you have been pondering on how your role might

change over the coming months. I've certainly been doing that. It seems daunting to build relationships with 4,500 new people but I know that it can be done. I have been spending more time across in Poole getting to know people and it already feels like home so I'm off to a good start. I know that being visible and being accessible is going to be a challenge so I am glad I have a great team of medical leaders to support me on both sites. They are all going to make me look good! I really want to lead well and to be the best servant I can be to the organisation so despite my natural extrovert tendencies I am going to take a word of advice from Jacinda Ardern, the Prime Minister of New Zealand, who I admire greatly as a truly compassionate leader:

"To me, leadership is not about necessarily being the loudest in the room, but instead being the bridge, or the thing that is missing in the discussion and trying to build a consensus from there."

The law around organ donation has changed

This week is Organ Donation Week and the focus is on the recent change in the law around organ donation in England. In May 2020 the law changed to allow more people to pass on more organs, to save more lives. Now, rather than having to opt in, you will be considered to have agreed to be an organ donor when you die unless you choose to opt out, or are in an excluded group.

Our Specialist Nurse for Organ Donation, Kelly Ashford, said: *“Right now across the UK, there are around 6,000 people in need of an organ transplant, including around 200 children and teenagers, and every day, someone dies waiting for an organ transplant, because there*

just aren't enough organ donors. For people in black, Asian and ethnic minority communities the situation is even more critical due to a shortage of kidney donors likely to be a suitable match. This change to the law could save the lives of many of our patients.”

If you donate your organs after you die you could save and improve the lives of up to nine people, and help even more if you donate tissue such as heart valves, skin, bone, tendons and corneas. To record your decision to donate, head to **www.organdonation.nhs.uk**. Make sure you let your family and friends know your decision to ensure they honour it when the time comes.



Future of our communications

As we approach our merger date of 1 October, we are planning on bringing together all our communications channels. These range from our social media channels, to our websites, our internal communications, the signage around our sites, and to the way we communicate with patients.

We will be producing a new University Hospitals Dorset NHS Foundation Trust style guide to help with this and templates for some of our channels, such as powerpoint presentations and patient letters.



As well as our trust name changing, we are also updating all of our phone numbers, website addresses and emails. It will be particularly important that patients are able to contact us, so we are working on updating our patient information, including leaflets, with these new contacts. Please do check any patient

information you are responsible for and update where you can. This is also an opportunity to delete any redundant information across our channels, so please do this where possible as well as clearing out any old information in clinical areas.

We will be launching a new University Hospitals Dorset website and we are bringing across much of the information from the old sites to this new site. Again, please also ensure you review your web pages for any as soon as possible to ensure any important changes can be made before the new site goes live.

More general updates to content can happen after the new site has launched, but contact details and critical information needs updating prior to the launch.

To request a change, or if you have any questions about any of our communications channels, please email **communications@rbch.nhs.uk** or **communications@poole.nhs.uk**



Dorset Care Record update

Launched in March 2018, the Dorset Care Record is an electronic repository providing a consolidated view of information from health and social care systems across Dorset.

Since the launch we have integrated the following records in to the DCR:

- GP records from all surgeries across the county
- demographics, Emergency Department encounters, inpatient admissions, outpatient attendances, radiology records and clinic letters from Dorset County, Royal Bournemouth and Poole hospitals
- single sign on for staff at our three acute hospitals, BCP Council and Dorset Council
- alerts, pathology, referrals, allergies, discharge medicines and other clinical correspondence from Dorset County Hospital.
- adult demographic data from BCP Council and Dorset Council

Coming soon to DCR: By end September 2020

- Allergies, discharge medicines, clinical correspondence (ED discharge summaries and inpatient discharge summaries) from RBH and Poole.

- Endoscopy and cardiology letters from Dorset County Hospital.

Looking ahead:

- Dorset-wide Diabetes Pathway - October 2020
- Citizen Portal - October 2020
- Rio Single Sign On from Dorset Healthcare - November 2020
- Demographic data and encounters from Dorset Healthcare - December 2020
- Discharge medicines from RBH and Poole 2020
- Demographic children's data, alerts and referrals from Dorset Council - 2020
- TPP Viewer from Dorset Healthcare - 2020
- Pathology from RBH and Poole - 2021
- Mental health, alerts and referrals from Dorset Healthcare - TBC
- TPP Single Sign On from Dorset Healthcare - TBC.

How to get access to DCR

- To request a login please email dcrsystemadmin@dorsetcc.gov.uk

- DCR system admin will refer to a pre-authorised job role list and allocate you an account if relevant.
- If your job role is not on the list you will receive an email to let you know that you will not be allocated an account.
- From now until 30 September (extended from 30 June) there is no requirement to complete any e-learning, however any new accounts set up from today will be disabled on 30 September if you have not completed the e-learning by that date.

How to get access to DCR from Graphnet EPR

To get access to the DCR from Graphnet EPR via the single sign on interop button, you must have an EPR login, a DCR login and be a Windows 10 (and Internet Explorer 11) user.

If you meet the criteria above you can request 'Access to DCR via Graphnet EPR' by raising a request on the self-service IT Support Portal. Please provide both your DCR and EPR username/login details and do not share your passwords.

For further information about DCR, go to
<https://news.dorsetforyou.gov.uk/dorset-care-record>

Update to admission method descriptions

To align with the NHS data dictionary and to ensure consistency across both hospital sites in the new merged organisation the admission method descriptions across both sites will be updated. This will affect any user that enters admission method on Camis/PMS at either Poole Hospital or the Royal Bournemouth and any user that uses reports or views data that includes hospital admission method:

11 ELECTIVE ADMISSION- WAITING LIST

12 ELECTIVE ADMISSION- BOOKED

13 ELECTIVE ADMISSION- PLANNED

21 EMERGENCY ADMISSION- A&E
OR DENTAL DEPT

22 EMERGENCY ADMISSION- GP

23 EMERGENCY ADMISSION- BED BUREAU

24 EMERGENCY ADMISSION- CONS CLINIC

25 EMERGENCY ADMISSION- MH CRISIS
TEAM

2A EMERGENCY ADMISSION- OTHER
PROVIDER

2B EMERGENCY ADMISSION- HOSP XFER

2C EMERGENCY ADMISSION- BABY HOME
INTENDED

2D EMERGENCY ADMISSION- OTHER

31 MATERNITY ADMISSION- ADMIT ANTE
PARTUM

32 MATERNITY ADMISSION- ADMIT POST
PARTUM

81 OTHER ADMISSION- TRANSFER OTHER
PROVIDER

82 OTHER ADMISSION- BABY BORN IN
PROVIDER

83 OTHER ADMISSION- BABY OUTSIDE
PROVIDER

If you have any questions about
this change please email

Information.Requests@rbch.nhs.uk.

Do you use the Open Exeter application?

If so, please email kathryn.mott@rbch.nhs.uk placing 'I'm an Open Exeter user' in the subject line.

If there are several users in the same department, only one email is required with a list of names.

This is to assess our merger requirements.

A new health of the ward module called Ward Manager is now live



The new Module should be used by ward sisters and charge nurses to give a real-time overview of your ward, all in one place without the need to search through the different pages in InfoView. You can access the link from the Intranet - Clinical Systems - Health of the Ward - Ward

Manager. You will find a user guide on this page online explaining how to use the module. Sisters and charge nurses should have access granted to this module however if they find they cannot access then this can be requested from the Service desk eportal.