

Summer 2022

together

for staff and supporters



**Focus on
the future**

**By royal
appointment**

**New charity
lotto launches**

Chief executive welcome

It gives me great pleasure to introduce this edition of Together, the magazine for all University Hospitals Dorset's foundation trust members, supporters and staff.

As you may know, I have come to delightful Dorset and to UHD from my previous chief executive role at a London NHS trust. It is absolutely true that this part of the world is among the most picturesque you will find anywhere, and feels a world away from the capital. I'm still getting to know the area of course, but it has been immediately apparent why people not only choose to live here but holiday here too.

As for the hospitals, I have been struck by three things.

An incredibly warm welcome from staff who embody UHD's values, and who made me feel included and a part of the team from day one. Not just my executive director colleagues, but our medical, nursing and midwifery colleagues, our therapists and pharmacists, our porters and catering people, those in finance and HR, secretarial and administration roles... I could go on. I have of course prioritised getting out and about across our sites and meeting as many staff and indeed patients as possible, and it is really heartening to meet the teams I know are putting your health and care first.

Another thing that struck a chord with me was just how fortunate we are to have some incredibly passionate, knowledgeable and compassionate leaders across the organisation. Clinicians who are driven by wanting the best for their patients, and managers who will move heaven and earth to support this. It is great to see such relationships flourish across the trust, and are truly priceless.

Lastly, I have seen individuals and teams who are committed to a brighter future for our patients, our clinical services, our buildings and our colleagues. UHD is at an incredibly

important moment, with once in a lifetime financial investment in our infrastructure making this bright future possible. And all around I see teams grasping this opportunity with both hands, working collaboratively to shape and deliver services fit for the very latest, state-of-the art facilities under construction and opening to patients in just a couple of years' time.

So it is fitting that in my first edition of Together, over the following pages, we take a look at some of the reasons to be excited for the future, and set out why things have to change. No hospital is immune from the operational pressures UHD is facing, and trusts up and down the country are facing these same challenges right now. Trying to do so in our current arrangement of services, staffing and facilities requires extraordinary contributions from staff across UHD. (You will of course also find in these pages some insights and introductions to individuals and teams you may know well, or may not be aware of at all).

And so lastly, to end, I would like to say a huge thank you to the teams making care possible right now. Having endured a pandemic, and all the uncertainty, sadness and pressures that came with it, it feels like we might just be able to look forwards again with confidence, together.

Thank you for your support and engagement in UHD, it is really appreciated by all of us at #TeamUHD.

Siobhan

Siobhan Harrington
Chief executive



Focus on the future

Over the next few pages *Together* looks to the future and talks to some of the clinicians leading on key clinical service changes for our hospitals, including:

- Royal Bournemouth Hospital becoming an emergency hospital, with more consultants being available more of the time who specialise in urgent and emergency care. Maternity and paediatric services would also relocate to Royal Bournemouth from their current bases at Poole Hospital.
- Poole Hospital focussing on planned care, providing rapid treatment of planned (elective) operations without the disruption

or delay that can occur from high volumes of emergency cases. It will include an urgent treatment centre to provide care for those less seriously ill, and will see the majority of the types of illnesses and injuries seen there already.

We'll also be looking at how our partnership working with Bournemouth University is driving improvements in patient care and staff experience, and lifting the lid on some of the priority work areas for TeamUHD for the year ahead. You can also find out how our staff will be supported now and in the years ahead - post-merger and after a gruelling two years of pandemic care.

A better experience for children

UHD's children's services provide care for younger patients across east Dorset from its base at Poole Hospital.

Dr Mark Tighe, clinical director for child health, explains some of the current challenges, and why staff in the service are optimistic for the future.

"We're in a similar situation to our maternity colleagues in that our current facilities are not fit for purpose - a new purpose-built facility for children's inpatient care has been long overdue.

"We're also aware that in many cases, mainly due to the pandemic, children needing routine treatment have been waiting too long - with these families feeling as though they are in limbo. My role is about making sure we do our absolute best for families by providing the best and most responsive care we can today whilst planning for the future.

"The Royal College of Paediatrics and Child Health (RCPCH) recently outlined a vision of how paediatric care can be delivered to provide a safe and sustainable, high-quality service 24/7, with the most experienced doctors present at the busiest times, and that urgent and emergency care are fully integrated.

"That vision has informed our plans to deliver consultant-led maternity and paediatric services from the BEACH building at Royal Bournemouth when it's established in 2024.

"Families will be able to access purpose-built

facilities providing highly skilled care 24 hours a day, seven days a week.

"These facilities include high dependency beds, an assessment unit, and an adolescent area, with safe spaces inside and outside for play and socialising. Being close to the neonatal and maternity unit enables faster patient response times and better cohesion of the team as they are consolidated in one area.

"There will be a new dedicated Gully's Place suite, providing privacy and dignity for patients and their families, especially for end-of-life care and bereavement support.

"We also want to focus on improving children's facilities for diagnostics, outpatient clinics and treatment as well as improving staff rest and wellbeing spaces - all in all, there's lots going on!

"We're also focused on supporting children to stay out of hospital wherever possible, and moving more chemotherapy services closer to children's homes- at present, these patients would otherwise have to travel to Southampton for this vital cancer treatment.

"Overall, we're planning for an exciting future but realise that we need to maintain safe services in the transition phase. There are workforce challenges in paediatrics, but also the opportunity that the vision for our services provides to retain and attract the very best to move to one of the most beautiful parts of the UK.

"For children's services the future is bright - our plans will provide a better experience for children and their families and maintain better care in new, modern facilities."



“It’s about consistent, high quality care”

Dr Harry Adlington is an emergency medicine consultant and our clinical director for emergency and urgent care, and explains more about these services and future plans.

“These are challenging times - there are a lot of operational and emotional pressures from the pandemic and I am so proud of our staff and how optimistic and resilient they have been under significant, sustained pressure,” he says.

“There’s a lot of energy and enthusiasm around transforming emergency services. We have a once in a lifetime opportunity to rethink how we deliver services, support patients and GPs, as well as staff. We have a long-term plan to increase the size and capacity of our emergency and urgent care services, tied into our overall five-year plan for both the Royal Bournemouth and Poole Hospital sites.

“At the heart of this is a necessity to improve the flow of emergency patients throughout our hospitals and most importantly, to provide them with a better experience whilst under our care.”

“We know we don’t have the support structures to continue to run emergency services as they are. By centralising emergency services on the Royal Bournemouth site in the new BEACH building, which

is due to open in 2024, we will be able to increase consultant and specialist team cover. This will reduce the numbers of patients transferring between hospitals, put less demand on ambulances and hospital services, and achieve better outcomes for patients.

“We’re also excited about developing the new urgent treatment centre (UTC) at Poole Hospital. Accessing it will be very straightforward and we’ll still be able to see a large proportion of patients who currently walk-in to the Poole site with injuries such as broken wrists etc. The UTC will treat between 50-60,000 patients every year, with UTC staff able to treat nearly 800 different types of illness or injury.

“Our staff are involved in the design of our new facilities,

as well as learning from other departments around the UK to ensure we implement the best model of care for our patients. As the plans develop, we hope to include the views of patient focus groups to aid in their completion.

“We’re also investing in Same Day Emergency Care (SDEC) services to provide a safe and flexible alternative for surgical patients to be assessed and receive treatment without the need to be admitted to a hospital bed - a massive step to enabling the right care, in the right place and at the right time. With the increasing demand placed on our emergency services brought on by not only the pandemic, but also the winter pressures faced each year, the opening of this facility could not come at a better time.”



“We’ve been waiting years”

Around 5,000 babies are delivered by our maternity staff each year, either at home or at St Mary’s maternity hospital, located across the road from the main Poole Hospital site. Kerry Taylor, head of midwifery, tells us what’s in store for maternity services.

“We’re currently working in out-of-date facilities, and whilst St Mary’s has a long and proud history anyone can see that it’s not very welcoming or spacious,” said Kerry.

“The Covid-19 pandemic has exacerbated this with partners or support people in many cases unable to stay overnight.

“Service users and staff also feel very separate from the main hospital site, and in some cases ambulances needing to transfer mothers in an emergency. This is obviously not ideal and takes up valuable ambulance resources.

“Being on the same site as the emergency department, critical care, children’s services and interventional radiology will ensure all the emergency and support services are immediately on hand, providing safer care. It’s what we’ve been waiting many years for.

“The new unit will have a range of great facilities including a delivery ward with 16 birthing rooms in total, including rooms with birthing pools, for twin births and higher dependency rooms, as well as specialist bereavement areas.

“Most post-labour facilities will be single en suite rooms, but we’re also including a four-bedded bay for mothers who



want more social interaction. There will also be a Neonatal Intensive Care Unit (NICU), special care baby unit and postnatal care units - allowing for rapid access for high-risk patients and urgent care. We’re also looking at a dedicated antenatal ward and day assessment area, offering both outpatient and inpatient services.

Overall, we consider that all women will benefit greatly when the move happens but are aware that the move to the BEACH building will mean that some women will have a longer journey time to use our services whilst others will see their journey shortened. We have a great team of staff, who are excited about delivering safe, high quality care in purpose built facilities.

“The maternity team is helping to plan the layout of the new unit and the names of rooms, and colours we use. We plan to involve mums and their families too, so watch this space!

“We’re also in the process of moving all our antenatal services to Poole Hospital as part of our plans to develop a combined maternity service. Bringing services together on one site will provide improved access to care on one site, with all the antenatal team on hand to support women throughout their pregnancy. My team is looking forward to welcoming women to the Poole maternity unit from September.

“It’ll be sad to say goodbye to St Mary’s when we leave but I know that we can serve local people better in a larger, more resilient facility when we move to the BEACH building in 2024.”



Our organisational priorities 2022/23

This year #TeamUHD will be focusing on three areas for maximum combined impact to support better care, better health and better wellbeing:

- improving emergency care and hospital flow
- maximising elective care, and
- investing in our workforce.

No single one of these priorities will enable us to provide great care, better health outcomes for our patients, motivated teams or timely access to care on its own. Together, they unlock far wider benefits throughout our hospitals and for all our staff and patients, and form key parts of our wider annual plan and objectives for 2022/23.

Read on for an overview of some of the work taking place now, later this year and beyond in support of these aims.

Our full annual plan is on our website at uhd.nhs.uk/about-us/who-we-are

Easing the pressure

Operational pressures cause significant pressures throughout our hospitals.

Unlocking 'flow' - our ability to progress a patient's care through to their hospital discharge - and getting emergency care systems right supports and benefits patients and staff right across our hospitals and is critical to almost all of what we do, regardless of ward, department, service or specialty.

We're focusing on four key areas in which we know we can make a difference:

Our emergency departments (EDs), which includes:

- Redesigning our ED patient journeys to improve waiting times and access
- Directing patients to alternative services within UHD, or more appropriate places of care
- Improving patient access with booked appointments for minor injuries

Same day emergency care (SDEC), including:

- Providing access to clinical specialists outside our EDs at the start of the patient journey
- Avoiding admissions with fast clinical assessments, diagnostic services and treatments in order to discharge patients the same day instead of an overnight admission.

Operational flow, including:

- Preserving empty beds allow flow out of our EDs to assessment units and wards
- Improving protocols and policies to promote timely patient journeys.

Discharge, including:

- Earlier, safe discharges, for example through discharge lounges which enable more patients to be admitted
- More robust policies and processes to support flow through our hospitals.

A digital revolution in outpatient planned care

A range of digital and IT initiatives to improve the outpatient experience for patients and staff is underway across UHD.

Our aim is to create flexible and innovative ways for patients to access our services and enable more targeted care to support their needs. Staff will benefit from these digital tools too, making our outpatients services a more rewarding place to work as technology frees up time for essential and rewarding patient care whilst assisting teams and removing some repetitive tasks.

From clinic room bookings to virtual consultations, to electronic dictation and transcription of patient letters, digital alternatives offer improvements in a wide range of areas.

Here's the lowdown on just a couple of other areas:

An **online patient portal** will launch later this year - a digital 'one-stop shop' that will allow patients and their carers to proactively manage and view appointment requirements and information related to their care needs, helping patients

take control of their care and reduce the number of wasted or unnecessary appointments and administrative processes.

With **digital self check-in**, patients can seamlessly check in for their appointments without the need to queue, while clinicians and administrative teams can see real-time information about their clinics.

The system is already in use at Poole Hospital, and has just been introduced at Royal Bournemouth and Christchurch hospitals.

Focus on the future

The welfare and wellbeing of our staff has never been more important as we emerge from the Covid-19 pandemic into sustained operational pressures and as a recently merged organisation.

Looking after our staff is the third priority area for action in our UHD annual plan, which details a range of ways we're supporting our staff to continue to provide great care and service in the face of these challenges. Together takes a look at just a few examples.

Supporting staff in crisis

Providing healthcare is incredibly rewarding, but at the same time can be immensely challenging. The nature of care means that our staff may face difficult experiences as part of their roles, and a new 'trauma pathway' aims to provide focused support, fast.

It's available to any member of staff who experiences a traumatic event at work, or is going through a mental health

crisis, has access to the support that they need.

The pathway involves a co-ordinated response which, depending on need, may involve our occupational health team, psychological support and counselling service, and specially trained staff who can recognise an individual in crisis and respond with timely and compassionate support.

Our trauma pathway will help our staff gain faster access to psychological support, with our occupational health team completing risk assessments and directly referring our staff into our local counselling service Steps2Wellbeing. We know that in mental health and trauma crises, the faster an individual can receive professional support, the better the outcome on their mental health and recovery and we want to work to provide this for all of our staff who need it.

Getting the basics right

We want all staff to know that they matter, and that when they come to work, they feel cared for, listened to and appreciated. We know that essential to this is getting the basics right. We've introduced a new way for staff to say a simple 'thank you' to in appreciation of each other, and launched a partnership with Bournemouth Heart Club on our Bournemouth site in which staff can benefit from half-price membership.

We've also been busy refreshing rest areas across our sites, so staff have a place to go away from busy ward and clinical environments. We have already improved the seating area outside the Dolphin Restaurant at Poole, with new sustainable suiting, landscaping and fencing, plus three large parasols to provide covered seating so our staff can take time outside to enjoy our lunch come rain or shine.



Putting wellbeing at the heart of what we do

Wellbeing ambassadors are staff members who volunteer to help promote key health and wellbeing initiatives to colleagues. They receive special training and are on hand to ensure their working area is aware of, and can participate in, wellbeing activities including mindfulness exercises and discussions on health

and wellbeing topics, like menopause and childlessness. Ambassadors like Hannah Street, learning environment lead, signpost and advise on the psychological, financial and mental health support available for TeamUHD, and are able to collect and deliver feedback to our organisational development team to ensure that we continue to deliver the support that is needed by staff across our hospitals.



Alliance already having 'significant impact on the lives of patients'

We achieved 'university hospitals' status nearly two years ago, as the new UHD NHS foundation trust was born following the merger of Poole and the Royal Bournemouth and Christchurch hospitals. The status takes our long association of close partnership working with Bournemouth University (BU) to the next level.

The relationship aims to develop a mutual culture of innovation, research and education, drawing on the collective expertise from both to promote better patient outcomes and support people to live longer, healthier lives.

Why does the partnership matter? And what does it mean for our patients and staff? We asked representatives from both organisations.

"We are so pleased to have partnered with UHD, and with the benefits it has brought both of our communities, and to our students," said Professor Anand Pandyan, executive dean of the Faculty of Health and Social Sciences at the university.

"In our first two years of partnership we have already had significant impact on the lives of patients with projects that are designed to improve patient access and outcomes for people in Dorset."



Dr Ruth Williamson is our deputy chief medical officer and consultant radiologist, as well as a visiting professor at Bournemouth University. She said: "I'm really proud of and grateful to the teams who have come together to make

our university partnership a thriving community of colleagues using expertise across such a broad range of disciplines to benefit our patients and local communities.

"Despite all the challenges since October 2020 - when we became a university hospitals trust - people have pulled together to support fusion of research education and practice between our two organisations."

Here are two recent success stories.

Reducing waits, reducing anxiety

It's estimated that referrals for suspected skin cancer to dermatology services in England will rise by 10 per cent by next year. And on the sunny south coast of England, UHD is likely to see an even greater increase.

A new jointly-funded PhD post will help our dermatology team to reduce waiting times when, nationally, dermatology consultants are in short supply. By working with BU we have been able to create a brand new role focused around improving patient experience and effective working.

It also enables the service to continue to focus on these urgent patients, whom we aim to see within two weeks of GP referral, without increasing the waiting time for non-urgent patients.

The new role will enable more nurse-led clinics, as well as monitor their effectiveness, as well as how technology can play a part in clinical consultations.

Seeing our cancer patients in this way will allow the specialist doctors to focus on other debilitating conditions, such as severe eczema and psoriasis.



"Patient care is always at the forefront"

Becoming a university hospitals trust makes UHD a more attractive place for potential clinical and non-clinical staff to work, meaning even more high calibre interview candidates and from further afield.

This is vital at a time when, nationally, all healthcare staff are in demand. Recruitment, together with retention, is one of the top priorities for the NHS - and our workforce is one of our three organisational priorities for 2022/23.

For consultant orthopaedic surgeon Miss Joanna Higgins, university hospitals status was a definitive factor in her decision to join TeamUHD. Joanna explains more:

"The close working between the Trust and the university is an exciting prospect for me as I am passionate about the education and training of the next generation of doctors and surgeons.

"The opportunity to be part of this and develop these programmes is of great interest to me, working collaboratively with other specialities and allied health professionals, which only a university hospital truly enables.

"The attraction for me was in part due to the excellence and reputation which this status affords. The drive for improvement, quality and high standards and patient care is always at the forefront, which is something I have always strived for personally and professionally. These values sit well with me and the opportunities within TeamUHD are hugely expanded by the relationship with the university, allowing innovation, creative thinking and research. I am so excited to be part of it."

HRH visits the Royal Bournemouth Hospital

His Royal Highness The Prince of Wales visited the Royal Bournemouth Hospital in May in recognition of the hard work and dedication staff across UHD have shown to patients over the past two years.

He also visited our new operating theatre that will help with the backlog of patients requiring elective operations since the pandemic, then revealed a plaque to officially open the hospital's new Lavender Garden, dedicated to the memory of

colleagues who have died and a special area for staff to rest, reflect and recharge.

HRH then spoke to members of staff from across the hospital trust who went above and beyond during the Covid pandemic. They included members of the operating theatres team who went to work in intensive care to support the numbers of sick patients, staff who moved out of their homes during Covid so they could continue to work on the front line,



and UHD colleagues who were in intensive care with Covid but returned to work as soon as they could once recovered.

Louise Pennington, lead palliative care nurse, said: "I'm unbelievably proud of all our teams and for all they did during the pandemic to ensure compassionate and safe visiting for patients at the end of their lives."



New chair for trust

Rob Whiteman CBE has joined the trust as our new chair of the board of directors. Rob, who took up the post in July, takes over from David Moss, who retired earlier this year. Rob has been chief executive of the Chartered Institute of Public Finance and Accountancy for the last eight years and has held many other executive and non-executive roles including chief executive of the London Borough of Barking and Dagenham and chief executive of

the UK Border Agency. Rob also has significant experience of working with the NHS from his time as chair of North East London Sustainability and Transformation Programme (STP) and as a non-executive director and chair of audit at Whittington Health NHS Trust and Barking, Havering and Redbridge University Hospitals NHS Trust.

"I know the trust very well as I live in Dorset and am aware of the good reputation the hospitals have locally," he said. "This is a fantastic opportunity as the hospitals continue the £250 million transformation programme, and look forward to supporting Siobhan and helping to ensure UHD plays an important role within Dorset."

Nurse's cool idea scoops award nod

Helen Spencer-Jones, a staff nurse in theatres at Royal Bournemouth Hospital, has made the finals of the Royal College of Nursing's Nursing Awards with an idea for a more sustainable NHS.

Nominated in the 'Greener Nursing Practice' category, Helen discovered that the ethyl chloride local anaesthetic spray often used during hip and knee replacements is released into the atmosphere once used, remaining there for up to two months before it breaks down. The spray packaging is also disposed of in general waste and cannot be recycled.

Helen and her team are now using 'cold sticks' - solid stainless-steel sticks that

absorb cold and can be held against a patient's skin to provide an ice-cold sensation instead of using ethyl chloride, and are now available for staff to use across the hospital.

Thanks to the initiative, more than 30 other trusts in England are now using the cold sticks, produced by a local Dorset company.

Helen said: "I never imagined that one small change could have such a huge impact which would spread to more than 30 trusts nationwide."

Helen will find out if she has won in October.



News for members

together for our members

Welcome

Welcome to our summer edition of Together and I hope that you've been able to enjoy some of this season's events including the Platinum Jubilee, Glastonbury and Wimbledon.



I was honoured to be elected as lead governor in April and would like to pay tribute to my predecessor David Triplow for the work he carried out so conscientiously on your behalf. Michele Whitehurst was elected as my deputy and together we will do our very best to ensure we are all excellent ambassadors, listening to and sharing your views and keeping you informed of developments. If you know of any groups who would enjoy a governor presentation, please contact us and we will be delighted to include them in our annual schedule.

As governors, also hold the non-executive directors to account and contribute to significant decisions including the recent appointment of the chair, Rob Whiteman, who joined the Trust at the beginning of July. As representative for the council of governors, I welcomed and met with our new chief executive, Siobhan Harrington, and we are all looking forward to supporting our new leaders as they continue to prioritise patient safety and experience, cherish staff, realise the potential of the merger and our 'university hospitals' status, progress significant estates developments and drive the recovery from Covid-19.

Governors eagerly await the time when there can be much more face to face activity with colleagues, trust members and the public. Please check the trust's website for the latest events as we would enjoy meeting you, your family and friends.

I have represented governors on two occasions - the visit of HRH Prince Charles to Royal Bournemouth hospital and the 'topping out' ceremony of the new theatres building at Poole Hospital. It was fantastic to see the positive impact on staff who worked through the pandemic, which continues to affect the work of hospital teams. We still applaud them, their tenacity and resilience.

That's all for now and until we meet again, I wish you happy holidays, much sunshine and more opportunities to be with those you love and have missed so much. Please stay in touch with us and continue to keep safe.

Sharon Collett,

Public governor for Bournemouth and lead governor

Understanding fibromyalgia' health talk - available to watch

Darren Cains, senior physiotherapist and rheumatology practitioner, Caroline Wood, occupational therapist, recently hosted an Understanding Fibromyalgia health talk. They explained what fibromyalgia is, some of the symptoms that can be experienced as well as some of the self-help treatments. Visit our website and search 'fibro' to watch it.

Understanding common skin conditions - new date

Our next Understanding Health event will be hosted by Dr Ian Pearson, consultant dermatologist, who will talk about some of the most common skin conditions including eczema, acne and dermatitis.

Dr Pearson will explain what the symptoms of these conditions are as well as highlight some of the treatments available on the NHS and self-help treatments.

The free event, at 5pm on 15 September, is online and open to everyone - access the link on the events page of our website. A recording of the talks will also be available after the event, just search 'library' at www.uhd.nhs.uk. The library is ever-growing and includes talks on a range of health issues.

Understanding Health talks on maternity and organ donation will take place in the autumn. Keep an eye on our social media channels for further information nearer the time.

To contact your governors email ftmembers@uhd.nhs.uk

Engaging with our communities

Sandy Wilson is a public governor for the constituency of Christchurch, east Dorset and the rest of England. Together caught up with her about the role, why she sees herself as an ambassador and how she's keen to reach out to more residents about our hospitals.

"I've always been a huge supporter of the NHS - we're an extremely lucky nation to have the NHS," said Sandy.

"I was retiring and leaving my business of 30 years, and out of the blue two friends sent me an email about becoming a governor. They were members of the foundation trust and I didn't know anything about being a member, let alone becoming a governor. I looked into it, became a member, then found out more about the role of governor and talked to the membership office about applying.

"I came into it with a fresh pair of eyes, I wanted to be an ambassador for the hospitals, I see this as an important part of the role - the first three years I was a governor were very much my apprenticeship!"

Sandy is passionate about sharing our hospitals' latest developments and plans with our communities alongside her governor colleagues.

"We wanted to set about having more of a presence further away from the hospitals, so we did Listening Events and Understanding Health talks, we supported other governors who were putting on events and the Trust open day. I instigated a talk to the Residents' Association near me in New Milton and drop-ins at our local GP surgery.

You learn so much as a governor about the NHS and the Trust, the structure, how different organisations work together, the bigger picture and wider issues."

With lockdown shutting down all face-to-face opportunities to continue in her role, Sandy got creative.

"With lockdown, I reached out to some local groups doing things online, offered to update them on the hospitals and how they were managing, and so I did a few sessions online, which was great and really well received."

"With my professional background in HR and organisational development I was a good fit for the workforce strategy committee at the hospital and, following my passion to engage with the public, I now chair the membership engagement group.

"One of my other passions is promoting diversity, and we're trying to see if we can find opportunities to engage with 'harder to reach' groups - those groups who may be less aware of what UHD does - and so we're looking at food banks, schools and others and will see what happens."

For the future, Sandy sees the governors' role as increasingly prominent as Poole and the Royal



Bournemouth hospitals become planned and emergency care centres respectively, whilst Christchurch's developments include a new Macmillan Unit and senior living community.

"We're trying to let as many people as possible know about how our services are developing in the coming years, and address misconceptions about what each hospital will provide.

"For example, if you walk into Poole Hospital today as an urgent patient, you are overwhelmingly likely to be seen there in the future, as you are now. It's important to share that information."

Governors stand and are elected on a rolling cycle of elections, with opportunities to be involved never far away.

"If anyone is interested in becoming a governor, if you believe in the NHS and desire to make an active contribution to how the trust is run and how you can be an ambassador, this is the role for you."

For more information on becoming a member visit uhd.nhs.uk/about-us/member

To contact your governors email ftmembers@uhd.nhs.uk

Heart club supporting more to keep well

Bournemouth Heart Club (BHC), at the Royal Bournemouth Hospital, is widening its membership to any adults at higher risk of heart disease and other health conditions including diabetes, stroke and long Covid.

Before the pandemic, membership was solely available to those undergoing rehabilitation following cardiac events or procedures, or patients who were referred by their GP because they were at risk of heart disease and other health conditions. Now the heart club is offering adults of all ages

the ability to self-refer through the Keep Well Hub.

Any new member will have an initial assessment and be given a personalised programme of exercise over an initial 10 week period, as long as they exercise twice a week. This could include classes, open gym sessions, group or circuit classes, and seated and assisted classes for those that need them. Members can also bring a friend or partner to support them.

All instructors at BHC have British Association for Cardiovascular Prevention and Rehabilitation Level 4

accreditation, with lifesaving equipment located in the gym should it ever be needed, giving users the reassurance that they can exercise safely.

Mary Slade, from West Moors, recently joined the Keep Well prevention scheme and is now benefiting from regular attendance.

“I looked in the mirror on my 70th birthday and told myself that if I wanted to reach my 90th, I needed to lose weight but wanted to be safe while I was exercising. I now have my own bespoke exercise programme and work out three times a week.”

Mary Slade



Mary, who now has a bespoke exercise programme, is pictured with Sam in the gym

Sam Panton, exercise duty manager, said: “The heart club has been on a mission to save hearts since its launch over 25 years ago, but there are other health conditions which follow the same disease process and have the same risk factors as cardiovascular disease, and this is why we want to widen our membership and encourage others to join.”

To find out more about the new self-referral Keep Well Hub, please call the Bournemouth Heart Club on 0300 019 4522 or visit www.bournemouth-heart-club.org.uk

Bournemouth Heart Club has two purpose-built fully equipped gyms, a members lounge and tea bar, and its own car park, and is one of only a few such facilities in the UK.

Promoting healthier lives

University Hospitals Dorset NHS Charity has teamed up with NHS Charities Together, LiveWell Dorset and Active Dorset to tackle health inequalities in east Dorset.

We've been awarded a £110,000 grant for a two-year project to tackle health inequalities through a prevention programme based at the Dorset Health Village, in Beales department store in Poole, in partnership with Active Dorset.

It will be used to offer support to patients experiencing health inequalities including those at risk of a reduced life span, greater vulnerability to colds and infections and those living with certain health conditions.

The funding, from NHS Charities Together via Dorset County Hospital Charity in association with Dorset Community Foundation, will enable three key elements to be delivered:

- improving access to care

- supporting patients to recover faster from NHS treatment by supporting them becoming fitter for operations, and
- empowering patients to have a role in their care, and supply them with easy tools to improve their quality of life.

The programme will include promotion of healthy lifestyles and the importance of health and wellbeing and behaviour change techniques to increase physical activity, promote healthy weight, stopping smoking and reducing drinking.

Play our lottery and win up to £25,000!

We launched the University Hospitals Dorset NHS Charity fundraising lottery in June. For just £1 a week you can enter the prize draw to be in with a 1 in 50 chance of winning amazing prizes up to £25,000 - that's a better chance of winning than the National Lottery or the Health Lottery!

Enter the lottery online by visiting uhdcharitylottery.co.uk or calling 01202 004016 or emailing support@UHDCharityLottery.co.uk



The advertisement features the charity's logo at the top, followed by the text 'University Hospitals Dorset NHS Charity' and 'WEEKLY LOTTERY' on a purple banner. Below this are three colorful lottery balls. At the bottom, it says 'PLAY THE LOTTERY SUPPORT YOUR HOSPITALS WIN UP TO £25,000!'. To the right is a photograph of two women hugging, one wearing a face mask.

125 kilometres. 7 days. 1 unforgettable adventure

Calling all adventurers - this is your last chance to sign up for our Camino Way Charity Trek through rural northern Spain from Baiona to Santiago de Compostela between 10-17 September 2022.

Whether you sign up as group or an individual, we promise you a unique, spiritual experience with memories that will last a lifetime.

Find out more:
<https://uhdcharity.org/index.php/events/camino-trek>



Contact us: uhd.charity@uhd.nhs.uk, call 0300 019 4060/8449

or via  Twitter,  Facebook and  Instagram @UHDcharity

Walk for Wards is back

This year's family friendly Walk for Wards on 17 September at Upton House Country Park will bring a festival feel with live music from The Late Shift band, a free lunch provided by Rapid Relief and family-friendly entertainment and craft stalls!

In 2021, our communities raised more than £12,700. Gather family, friends, or colleagues to walk 3km, 5km

or 10km through the beautiful Upton House Country Park whilst raising funds for your hospitals - you can even bring your dog along!

Adult tickets cost £15 and child tickets cost £8. A family ticket which includes two adults and up to four children costs £40. Walk for Wards 2022 is kindly sponsored by Coles Miller Solicitors.



WALK FOR WARDS 
**SATURDAY 17
SEPTEMBER 2022
UPTON HOUSE**

Register today at uhdcharity.enthuse.com/cf/walk-for-wards-2022

Couple's epic tandem adventure

In May, Bob and Sue Richardson, a Wareham couple in their seventies, set off on an awe-inspiring fundraising challenge to cycle the 2,000km from Land's End to John O'Groats on their tandem bike named Daisy, raising more than £2,200 for the dermatology department at Poole Hospital.

Keen tandem cyclists, they took on the challenge to say thank you to the team for the care they provided when Bob developed bullous pemphigoid, a rare autoimmune disease which causes large, painful fluid filled blisters to form on the skin.

The intrepid duo were buoyed by support from friends and family through their Facebook page, as well as from those they met along the route, and on 6 June they arrived at John O'Groats after a tough few weeks.

Sue said: "We have achieved more than we ever believed we could. Thank you to everyone who contributed, it is humbling in these hard times and means so much to us. This department really have no idea how much they helped Bob to be positive when his diagnosis was made.


"The most precious memories will be of the people we met, so kind and positive and so

humbling. There we were, two naive pensioners on a quest to prove that age is just a number. If we have inspired others, then that makes everything worthwhile."

Justine Ray, lead nurse, dermatology, said "This is an amazing achievement and we're so grateful to Bob and Sue and all who supported them - they are a real inspiration!"



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or via  Twitter,  Facebook and  Instagram @UHDcharity



“It’s a gift being able to do this”

For many children and teenagers, coping with a condition involving a hospital admission can be daunting. This feeling can be made worse by being away from the familiar routines of life.

Education and school play an important part in providing continuity for these patients and their families, which is why our school service for inpatient children at Poole Hospital is never far away.

All school age children are offered the opportunity to use the service, even if their stay is for just a few hours, either in the classroom and or on the wards.

Not only can it offer a welcome distraction from their treatment and a reminder of a usual routine, it can also help prevent children falling behind with their peers outside of hospital, especially if they have a long-term health condition.

Teaching staff join medical staff on the morning ward round to assess which students might benefit from the school service, and keep a watchful eye on the wards for those admitted later in the day.

The team works with children from the age of four to GCSE age, and sometimes beyond, to ensure their transition back to normal school life is as straightforward as possible.

Teacher Vivienne Lindley says being able to build on a familiar routine is important.

“School life is something our visitors are familiar with, while coming into hospital can be very unfamiliar - the school can help them build a new routine.

“For some young people we can provide a rigorous plan to keep up with their current school curriculum, for others that may be very poorly but still need something we will do a more pastoral lesson. We are so lucky to be able to tailor our lessons specifically to the children.”

Alie Keating splits her time between working at the school

as a teaching assistant and at Pebble Lodge, a specialist psychiatric unit. She said: “I think parents really appreciate us talking to them about their children as normal, we chat about schoolwork, messy bedrooms and their quirky behaviour!

“We have built such a special relationship with the medical team and I love supporting them in their work.”

Rhoda Honeyman is a teaching assistant, said it’s also a chance to encourage children to take a fresh approach to school and education.

“I enjoy working with children who have had negative experiences with school and helping to change their perception of what a school environment can be,” said Rhoda.

“It’s a gift being able to do this work, we work with special children and get the chance to meet their families at a very difficult time in their life.”

“You can make a difference”

TeamUHD is supported by a wide range of volunteers who all make important contributions to the support we are able to give to our patients, staff and visitors, with opportunities available at all our hospitals. Together caught up with one volunteer, Pauline Ridgeon, about her experiences over the past nine years.

“ I initially applied to be a patient companion and thought I would come on for a six-month trial as I wanted to work with elderly dementia patients. I had the most wonderful time, I enjoyed chatting with patients and hearing their wonderful stories. I remember meeting a lovely gentleman who had previously baked and decorated cakes for royalty.

Patients on the wards can be lonely and often look forward to a chat.

We enjoyed doing puzzles, word searches and talking about their

lives. I was so proud to be company for them.

Since the pandemic, my main role has been giving out personal protective equipment (PPE) like face masks on the West Wing at Bournemouth Hospital.

However, handing out PPE is a small part of my role, I also direct people to where they need to go. Some visitors are nervous or anxious, so it is nice to take them to their appointments like a human sat nav. I also collect wheelchairs from wards which allows me to meet staff and visitors as they go about their days.

Signing up to be a volunteer is a such a rewarding role and my advice for anyone would be to go for it. You will need to fill in some paperwork and wait for a DBS check, but once you have done this you can work across all sites and make a difference.

If you work at the hospital often, you will get to know the teams around you and really feel a part of the big UHD

family. It is a privilege to play my part in an organisation that seeks the best health of the people of Dorset.”



If you would like to find out more about volunteering opportunities at Poole, Royal Bournemouth or Christchurch hospitals visit uhd.nhs.uk/about-us/volunteer



Staff have heatwave licked

July's heatwave gave University Hospitals Dorset NHS Charity a chance to say thank you to staff in a very cool way.

The charity funded ice cream vans on each of our sites to enable staff to take a break from our busy wards and departments and enjoy an ice cream. Our patients were also able to enjoy frozen lollies to help them stay cool too.



together is your publication

We hope you have enjoyed reading this edition of Together, produced by University Hospitals Dorset's communications team. If you have any feedback, a story or a suggestion for us to cover in future editions, email communications@uhd.nhs.uk