

# The Brief

April 2026



**Appreciating our admin colleagues this April!**

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**Happy birthday  
BEACH-Building**

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**A new look for  
My Care Needs**

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# The Brief



**Tuesday 14 April 2026 - 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 [uhd.communications@nhs.net](mailto:uhd.communications@nhs.net)

Update	Shared?
<p><b>Transformation:</b> For an update on the Coast Building's delay and wider transformation news, see page 6.</p> <p><b>UHD Staff Awards:</b> We received more nominations than ever before this year, with 1200 submitted! Head to page 8 for the full list of nominees.</p> <p><b>Thrive health and wellbeing:</b> <i>April is Stress Awareness Month.</i> Stress can impact us both mentally and physically, but there is a lot of support out there to help manage symptoms. See page 10 for NHS resources along with our <i>Stress at Work Policy</i>.</p> <p><b>Focus on frailty:</b> Frailty is everyone's business at UHD. See page 17 for more info on our first Frailty Education Day.</p> <p><b>Building effective teams:</b> Take a look at our TED toolkit and resources on page 11 to support your team development.</p> <p><b>Have your say with NHS People Pulse:</b> Our spring NHS People Pulse is open until Thursday 30 April. Turn to page 8 to see why your feedback matters.</p> <p><b>Admin Appreciation Day 2026...</b> takes place on Wednesday 22 April. Head to page 5 for ways you can get involved and help celebrate our Team UHD admin colleagues.</p> <p><b>Patient First:</b> For a snapshot of our strategic goals and priorities this year, see page 14.</p> <p><b>A new look for My Care Needs:</b> Head to page 13 for more info about how the form has been refined to improve usability.</p> <p><b>UHD Charity News:</b> For the latest updates on campaigns and upcoming events, head to page 22.</p> <p><b>A year in the life of your People and Culture Champions:</b> what have they been up to and how has your feedback and ideas made positive changes across UHD? Turn to page 18.</p>	

**Staff questions or comments (continue overleaf where necessary):**

**Department:**

**Signed:**

**Date:**

# Your University Hospitals Dorset

An update from our Chief Executive, Siobhan Harrington



Welcome to your April edition of *The Brief*, marking our new NHS financial year and giving us an opportunity to reflect on the last 12 months - this time with the much-needed backdrop of Spring.



Thank you to all of you for the year that's been. We've come through our most difficult winter period with unprecedented demand on our services, while also navigating some of the biggest changes to our services as we move through our major transformation plan.

My mantra this year therefore, is '**grounded optimism**'. I'm trying to focus on the opportunities we have, while remaining grounded to the challenges we all face. Indeed we've just come out of six days

of industrial action from our resident doctors and we know the wider political landscape will always impact us here at UHD.

## So how do we begin to feel optimistic?

Take a look at our front doors - the pressure is not going away. But our teams involved in the six-week sprints have been using this pressure to identify opportunities and make improvements that will bring about sustainable change. Similarly, our financial challenge for the year ahead is very difficult. But thanks to you, we've just met our financial plan for 2025/26, playing our part in tackling an NHS-wide £4.5bn deficit. So with a £22m funding gap for 2026/27, we need to use this momentum and look to opportunities to help us navigate this very difficult task.

The delay to our Coast Building came as a real blow, and we know the impact it has had on you. We've been working closely with our construction company Darwin and are looking at a range of new dates between early December this year to March next year. For me, the optimism here comes

from what we have already achieved in our transformation work, and the fact we'll have a new purpose-built Endoscopy Unit and MRI/CT facility at Poole Hospital, and a purpose-built AMU/RACE extension and discharge lounge at RBH in the coming months.

Our digital transformation fills me with optimism, especially now we've signed our contract with EPIC for our new electronic health record. This will be transformative, and we need to start planning our pathways to align with EPIC.



And our UHD Awards have had a record breaking 1,200 nominations! While this now creates an incredibly difficult job for our judges, I feel so immensely proud that Team UHD has come together to share all that is good about our services and teams.

Looking ahead, all Trust CEOs received a letter from Sir Jim Mackey, CEO for NHS England, recently. In it, he also reflected on the challenges of the last 12 months and talked about creating a renewed sense of ambition about what we can achieve, together, highlighting a recent survey that showed patients feel like things have started to improve. The central ask now is for a focus on developing neighbourhood care and strategic commissioning, and how our financial systems can support these pieces of work.



We are already doing this at UHD, and I'm keen to see a real focus on frailty in the year ahead (see page 17). But when I reflect not just on last year but back to 2020, we've had our

merger, the launch of our major transformation work, the pandemic, and major shifts in our services. It's a lot. So what I want us to focus on is **consistency for patients, consistency for colleagues, and getting the basics right**. A people-focused UHD, driven by our values and benefiting our patients. If we can get this right, we can be both grounded and optimistic about our future.

Thank you for everything you do for our patients and each other,

*Siobhan*

# Vital statistics March

- We saw **41,961** patients in our outpatient departments
- ...and an additional **8,144** virtually
- Carried out **1,829** day case procedures
- Supported the birth of more than **316** babies
- Attended to **15,604** patients in our emergency departments
- Cared for **242** patients at the end of their lives
- Started **228** patients on their radiotherapy journey

Thank you

**#TeamUHD**

# NHS Admin Appreciation Day 2026

Join us on **Wednesday 22 April** for Admin Appreciation Day.

At UHD, we rely on our administration colleagues all across the organisation. From ward clerks to outpatient booking coordinators, medical secretaries, PAs, switchboard staff, estates staff, sterile services staff, reception teams and business support managers, they all make a huge difference to support the care we give our patients.

We want to use this day to show our appreciation and gratitude for all that our administrators and clerical colleagues do and recognise their vital role in the NHS as a whole.

Pop along to the stands at RBH's atrium and Poole's Dome on Wednesday 22 April to find out more and pick up a freebie or two. Make the day your own by celebrating appreciation within your teams in your way - this could be by hosting your own lunch, trivia games or mindfulness sessions! However you choose to celebrate, be sure to snap some photos and send them to us at [uhd.communications@nhs.net](mailto:uhd.communications@nhs.net) to be featured on our socials.



To hear from colleagues who are **#ProudToBeUHDAdmin**, click on their names below...

**Julia Yeates:** *“As someone who started in a secretarial role many years ago, I have worked my way up and can honestly say that administrators are some of the most committed staff. They understand that everything they do is about patients, they are flexible, and in my view, our superpower is administration.”*

**Eva, ED Admin Team:** *“I enjoy providing admin support to my clinical colleagues and know they appreciate it.”*

**Julie, Patient administrator for Outpatients:** *“I have been doing this role for a long time now, but I love it because I love patient interaction, helping them with their queries. It's a very busy hub, we cover all specialities and we like to see the end result where we see people come from the beginning of their treatment right up until the end - it's great.”*

## Your career pathway at UHD

Working as an administrator at UHD opens up more opportunities than most people realise. There are many vital roles that can make a real difference to how we deliver services to patients, and how we organise things even more effectively. To help our administrators plan and achieve their career pathway here at UHD we have designed a new process called the Transfer Window.

The **Admin and Clerical Transfer Window** supports career progression for colleagues in Bands 2-7, making it easier to move into new roles within UHD. It recognises the skills, experience and potential of our admin and clerical workforce, helping colleagues grow and progress while keeping valued talent within the organisation. Visit the [intranet](#) to find out more.

The **Ready2Step Academy** brings together all careers and apprenticeship support at UHD into one clear, easy to access service.

Our dedicated team offers careers advice and guidance, training opportunities and apprenticeship pathways, designed to help every colleague take their next step with confidence and shape a rewarding NHS career.

Whether you are looking to grow within your current role or stretch beyond it, we have services that can support you. The first step is to come along for a career conversation, where we can give you tailored support to your needs. Email [uhd.Ready2Step@nhs.net](mailto:uhd.Ready2Step@nhs.net) to find out more.



NHS Administrators @ the  of UHD

# A 'centre of excellence'

The development of a state-of-the-art Endoscopy Centre at Poole Hospital is taking shape.

The £21m development had a positive visit from Poole's MP, Neil Duncan-Jordan, in March, who believes it will 'make a huge difference to our local healthcare service and the community'.

Neil was joined by our Chief Executive, Siobhan Harrington, and Dr. Suranga Dharmasiri, Clinical Lead for Endoscopy.

The new centre is set to open later this summer, providing an outpatient facility to support planned care. The building spans two storeys, and includes six endoscopy procedure and associated rooms, training and seminar rooms and sterilising units.

**Dr. Dharmasiri**, said:

“The new centre will enable us to treat more patients, reduce waiting times, enhance patient experiences, and train the next generation of endoscopy professionals in Dorset.”



**Neil added:**

“I'm looking forward to seeing the unit completed and the positive impact it will have for patients across the area.”

The Endoscopy Centre will form a large part of the Dorset ICS's long-term vision for the Community Diagnostic Centres Programme. The new facility will also enhance Poole's future as a major planned hospital.

An endoscopy service will also be available at RBH with inpatient facilities.



# Update on Coast Building delay



We have been working closely with our construction company, Darwin, to confirm a new date for the completion of the Coast Building. The Coast is a vital part of our plans to safely transform RBH into east Dorset's major emergency hospital.

From this, we are now looking at a range of dates for services going live from early December this year to March/April next year. We will avoid Christmas and January for obvious reasons. As

our work with Darwin progresses, and further deadlines are met to increase our confidence, we should be able to share a more detailed timeline by June.

We appreciate how frustrating this is for our colleagues, partners and patients who could be benefiting from the improved services.

Meanwhile we are progressing many positive aspects of our overall programme to transform our hospitals that will be completed in the next few months, including:

- new purpose-built Endoscopy Unit, plus MRI/CT at Poole Hospital
- new purpose-built AMU/RACE extension and Discharge Lounge at RBH
- completion of rota building, and investment in services and staffing

Thank you for continuing to focus on the care of our patients, and for the support you give colleagues.

## BEACH Building - one year of excellence

One year ago, our BEACH Building at RBH opened its doors. As we celebrate its first anniversary, we're taking a moment to reflect on the amazing teamwork that helped us reach this milestone, and the shared commitment to giving our patients and their families the best possible care.

On 31 March, our Maternity and Neonatal teams were joined by families to celebrate their first year in the BEACH along with Kate Brintworth, Chief Midwifery Officer for England. Kate enjoyed the chance to speak with the team about the outstanding care they provide as well as take a tour of the new facilities.

***A big thank you to our teams for all that you do.***



# Have your say with NHS People Pulse

Our spring NHS People Pulse is open until **Thursday 30 April**.

Please visit [www.nhspeoplepulse.com](http://www.nhspeoplepulse.com) to tell us about your experience of working at UHD.



What is the NHS People Pulse and why should you fill it out? [Watch this video](#) to find out.

**Did you know you have the opportunity to give feedback using national surveys four times a year?** The results form our seasonal feedback cycle which helps us celebrate things that we do well, and identify areas for improvement.

**Can you help us make sure the results are inclusive?** We need to hear from staff across all job roles and backgrounds so that the results truly reflect what it is like to be a member of Team UHD. Please use this [email signature](#) and share the pulse with your colleagues who don't access their emails by printing [these posters](#) and displaying them in your area.

Visit our [intranet page](#) for more information and resources.

Thank you for taking the time to share your feedback with us.

## Resources for managers

Please give your teams protected time to complete the survey. We have created [resources](#) to help you encourage your teams to take part, including a guide, [posters](#), and [slides](#) to share in your team meeting.

Thank you for your support to promote the survey.

Collecting regular feedback from your team

The National NHS People Pulse

Team UHD, take part in our spring pulse survey this April.

Your voice counts. Tell us about your experience of working at UHD.

[www.nhspeoplepulse.com](http://www.nhspeoplepulse.com)

Winter  
NHS People Pulse Survey open: January Results: February

Spring  
NHS People Pulse Survey open: April Results: May

Summer  
NHS People Pulse Survey open: July Results: August

Autumn  
NHS Staff Survey Survey open: Sept - Nov Results: Feb / March

Your voice counts. Tell us about your experience of working at UHD.

Team UHD, take part in our spring pulse this April.

[www.nhspeoplepulse.com](http://www.nhspeoplepulse.com)

## Sustainability

With energy prices once again being rocked by global politics, the timing has never been better for UHD to generate our own energy! Through the spring, you may see additional solar panels appearing over our roof tops and on top of the multistorey car parks.

As you enter Deansleigh Road near the BEACH Building, if you look over to Tringham House you will see a new canopy solar array taking shape in the car park. We will keep you updated on the progress.



**Nominations for our 2026 UHD Awards have now closed.**

**A huge thank you to everyone who took the time to nominate your colleagues. This year we received more nominations than ever before with 1200 submitted.**

[Click here](#) to see the full list of nominees. We will publish the nominations after the ceremony takes place in June.

Our judging panel will now have until the end of the month to score the nominations and will meet on 29 April to confirm the shortlist. The shortlist will be announced in May.



We are **recognised** and **rewarded**

# Celebrating our staff flu vaccination campaign

*“I am pleased to share the success of our 2025/26 staff flu vaccination campaign. This year, 50% of our frontline staff received their flu vaccination, helping to protect our patients, colleagues, and services during the winter period.*

*“This represents a 5% increase in coverage compared with last year, reflecting the continued commitment across teams to improving staff and patient safety.*

*“A special thank you goes to our Occupational Health Team and to all our peer vaccinators, whose dedication, time, and enthusiasm made this achievement possible. Their efforts in promoting and delivering vaccinations across the organisation have been instrumental in reaching more colleagues than ever before.*



*“Every vaccination helps reduce the spread of flu and supports a healthier workforce. Thank you to everyone who took part in the campaign and helped make this year a success.”*

**Sarah Herbert, Chief Nursing Officer**

## Patient-centred care plans

As we move through the transformation process to develop our emergency and planned care sites, it is vital to have documentation that fully supports the patient pathway.

Following a review within our Surgical Care Group recently, paperwork has now been redesigned with a unified UHD approach.

**Sue Davies, Head of Nursing Professions said:**

*“Our Surgical Care Group has worked hard to develop and improve care plans that focus on the patient and ensure documentation is easy to follow.*

*“Patients told us there was repetition and time wasted with duplication that frustrated them, and multiple documents were used which was not cost*

*effective or good for our environment.*

*“Having an MDT approach to care planning enhances patient safety and includes all of our teams to add documented value to patient safety. Our aim is to trial our documents, gain feedback from stakeholders and then across the Trust. Our booklets include preoperative assessment/ day case/theatre care plan/in-patient care plan and SDEC assessment.*

*“We will be showcasing this work to staff on **Wednesday 20 April with stands at Poole’s Dome and RBH’s Atrium**, after which a four week trial will start on 5 May. Thank you to everyone who has been involved along the way, and please come along to our stands to find out more.”*



**Improve patient experience, listen and act**



# Stress Awareness Month

In our 2025 NHS Staff Survey, 43.54% of respondents said they had felt unwell as a result of work related stress in the last 12 months.

- 34.16% of staff who responded said they often or always find work emotionally exhausting.
- 29.17% of staff who responded said they often or always did not have enough energy for family and friends during leisure time.

## These resources have been created to support you to manage stress

Watch this video to find out about the biological impact of stress on your wellbeing and learn empowering actions to improve your [resilience and mental fitness](#).

[Watch this video](#) to find out how to recognise burnout and learn why it differs from ordinary stress.

[Watch this video](#) to discover the five stages of burnout and the different approaches for prevention or recalibration.

The [UHD managing stress at work policy](#) can be used to help identify work related stress triggers and how these can be

managed to support people's wellbeing at work. It also includes information on the responsibilities of staff and management groups.

Read this [NHS self-help guide](#) to learn more about stress and understand if it is a problem for you. It also includes suggestions for managing stress and signposts to support available.

You can access 24/7 in the moment support from VivUp, our Employee Assistance Programme. Whether you are struggling with problems at work or at home, they will provide the support you need, when you need it. Visit [www.vivup.co.uk](http://www.vivup.co.uk) or call **0800 023 9324** for free.

Stress can impact us both mentally and physically. If you are aged 40-74 you may be entitled to a free NHS Health Check at UHD which can spot early signs of conditions like high blood pressure. [Click here](#) or scan the QR code to find out more.



Did you know you can also get a free health MOT by using our health kiosks located in:



- **The Dolphin Restaurant** at Poole Hospital
- **The Oasis Cafe** at RBH
- **The Fairmile Cafe** at XCH

The interactive kiosk will measure your blood pressure, heart rate, body mass index and wellbeing age. You will get an anonymous and confidential print out of your results.



# The importance of agreed team ways of working

**Q.** What are agreed ways of working?

**A.** The shared expectations and behaviours that a team creates together. It is how you want to work, not just what you do.

When a team takes time to agree how they want to work together it can transform the working experience for team members.



Teams who have agreed ways of working:

- have more trust, clarity and consistency.
- improve their communication and reduce conflict
- feel more connected, collaborative and confident
- work with more clarity, fairness and psychological safety

- can find times of change, pressure and uncertainty less overwhelming
- have a platform to hold themselves and others accountable to

As a team, if you have 15 minutes in your next meeting, [use this resource](#) to help you start thinking about what your team ways of working might look like.

And remember, you can use the [NHS People Pulse](#) to share what really matters to you in terms of how it feels to work in your team. [Here](#) is some information on why this is so important.



Team leaders, take a look at our [TED toolkit](#) which will provide you with the tools and knowledge to support your team to develop, including creating your team ways of working.



# Life-saving lessons for secondary school students

Colleagues from our Resuscitation Department and Critical Care Unit spent time at Bournemouth School and Bournemouth School for Girls recently, teaching Basic Life Support to Year 8 students.

**UHD Sister Dawn Kilbourne**, who organised the visit, said:

*“We taught Basic Life Support to 360 pupils over two days.*

*This will have a really positive impact on our local community and the patients we look after.*

*“The students all engaged so well with the sessions and seemed to really appreciate us coming into the schools, and we are so grateful to our colleagues who volunteered their time for this vital educational lesson.”*





# Pete's ponderings

with Pete Papworth, Chief Finance Officer

Phew - we've made it through another financial year, and while our fantastic Finance Team is still busy closing the books, our position is, touch wood, broadly where we expected it to be. That's no small achievement, and I want to say a huge thank you to everyone for the part you've played in getting us here.

You'll often hear me say, "if you don't control the numbers, the numbers control you," and that's especially true now, with the National Oversight Framework placing a strong emphasis on financial delivery. I'm pleased to share that for 2025/26 we have delivered our break-even budget, allowing us to retain autonomy over our decision-making. We've also recently been notified that we will receive a £4.9m bonus payment from NHS England in recognition of this achievement. While we're not able to spend this directly, the interest generated will support our future savings programme.

Yet speaking of that (I couldn't write a blog without mentioning it!), we do face a significant challenge in the year ahead. To live within our means, we need to deliver £68.5m in savings - equivalent to 6.8% of our turnover.

At times, that can feel daunting. However, our data shows there are still real opportunities to use our resources more efficiently. We're also in a stronger position than last year, having submitted our final plan in February - four months earlier - giving us more time to focus on delivery.

Financially we ended the year with a small surplus, having reduced agency spend by a staggering **48%**, saving **£42m** through our Efficiency Improvement Programme, and securing additional funding to treat **14%** more patients from our elective waiting lists.

So far, we've identified £47m in savings, leaving £21.5m still to find. Over the coming months, I'm keen to spend more time visiting wards and departments to see how the Patient First Waste Wheel is being used to identify inefficiencies and develop practical solutions to make the most of every #NHSpound.

I'm often asked why we need to make savings on this scale while continuing to invest in our buildings and equipment. The reason is that we receive two separate types of funding: revenue



## Waste Wheel

- Defects
- Over production
- Waiting
- Non-utilised intellect
- Transportation
- Inventory
- Motion
- Excess processing

and capital. Revenue funding covers the day-to-day costs of running our services - such as staff pay, medicines, supplies, utilities, and cleaning. Capital funding is used for longer-term investments like new buildings, medical equipment, and IT systems. While both are tightly controlled, it is often more challenging to stay within our revenue budget - so please do continue to share your ideas for savings using the QR code.



I am also executive sponsor of our Pride Network. It's really important to me that all colleagues feel safe and supported at work, so if you would like to join the network, get involved or come to the meetings, please email [uhd.pride.network@nhs.net](mailto:uhd.pride.network@nhs.net). Further details are on our intranet.

I have been lucky to have some time off, but having eaten my body weight in Cornish pasties and easter eggs I'm now in training, as Sarah Herbert and I will be climbing Mount Kilimanjaro in October in support of our UHD Charity - so watch this space and please consider sponsoring us!

I hope you were able to take a well-earned break over Easter. Thank you, as always, for everything you do.

Pete





# A new look for My Care Needs

The updated version of My Care Needs is now live. The form has been refined to improve usability, including:

- A more streamlined structure
- Colour-coded sections to support clarity
- A navigation menu on the right-hand side to help move easily between sections



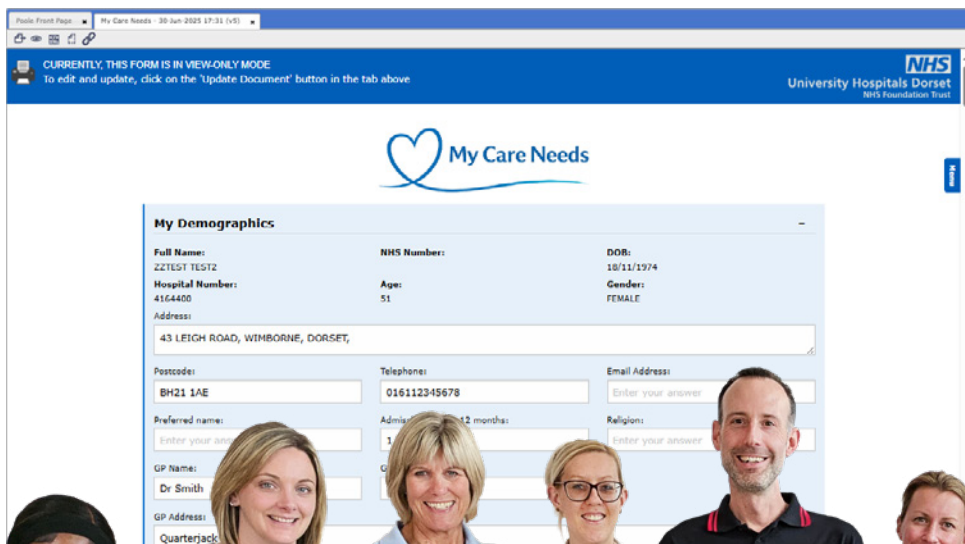
**Improve patient experience, listen and act**

Please remember that the form is designed to be completed proportionately - meaning that not all sections will be relevant for every patient, so for more straightforward requests you don't need to fill in the whole form.

If your My Care Needs on EPR isn't showing the coloured background sections and menu on the right, you'll need to clear your cached images.

For queries or feedback, contact Chris Bowden, [chris.bowden4@nhs.net](mailto:chris.bowden4@nhs.net), Dr Claire Spake, [claire.spake@nhs.net](mailto:claire.spake@nhs.net), or our Discharge Team.

Further updates are planned over the next couple of months which will be detailed on the intranet [here](#).



# Our Strategic Goals - What we're focusing on this year

At UHD our mission is simple: to provide excellent care for our patients and community, and to be a great place to work.

To help us all pull in the same direction, our improvement work is guided by five strategic goals. Each year, we agree clear priorities so we know what we're focusing on - and how we'll tell if we're making a difference.

Below is a snapshot of our Year 1 priorities and what success will look like.

## 1 Population and system



### Why this matters -

We want patients to get the right care, at the right time, as part of a joined-up health and care system.

See our patients sooner

This year we're focusing on:

Reducing waiting times and improving outcomes across:

- Planned care
- Urgent and emergency care
- Diagnostics
- Cancer pathways
- New purpose-built Endoscopy Unit, plus MRI/CT

### How we'll know it's working

- 82% of patients admitted, transferred or discharged from ED within 4 hours
- 7% improvement in patients waiting 18 weeks or less for elective care
- 80% of cancer patients treated within 62 days of referral

## 2 Our People



### Why this matters -

Our people are our greatest asset.

A supported and stable workforce means better care for patients.

Be a great place to work

This year we're focusing on:

- Increasing permanent staffing
- Reducing reliance on agency and bank staff

### How we'll know it's working

- Increased substantive staffing and reduced vacancies
- Lower agency and bank spend
- 15% reduction in premium bank spend (compared to 2025/26)
- Improved staff retention, especially in hard-to-fill roles
- Better workforce cost control aligned to service need

## 3 Patient Experience



### Why this matters -

Every interaction counts. Listening to patients helps us improve the care we provide.

Improve patient experience, listen and act

This year we're focusing on:

- Acting on patient feedback and making visible improvements

### How we'll know it's working

- 90% of complaints closed within 35 days
- 95% of Friends and Family Test responses rated good or very good

## 4 Quality Outcomes and Safety



**Why this matters -**  
Keeping patients safe is central to everything we do.

**Save lives, improve safety**

This year we're focusing on:

- Reducing mortality and harm, including a 5% reduction in hospital-standardised mortality

### How we'll know it's working

- 95% compliance with VTE risk assessment and prescribing within 24 hours
- 20% reduction in hospital-acquired E. coli infections
- Improved ICE filing and sign-off rates, reviewed monthly

If your team would like to know more about Patient First training or needs support, please contact [uhd.patientfirst.admin@nhs.net](mailto:uhd.patientfirst.admin@nhs.net) or head to our [Patient First intranet page](#) for further information.

## 5 Sustainable Services



**Why this matters -**  
Good financial stewardship allows us to invest in our services, our people and our future.

**Use every NHS pound wisely**

This year we're focusing on:

- Delivering our Efficiency Improvement Programme (EIP)
- Living within our approved budget

### How we'll know it's working

- A favourable forecast outturn variance to budget
- 60% of EIP savings delivered recurrently

Every role at UHD plays a part. True North isn't just a strategy - it's how we work every day.

### You can get involved by:

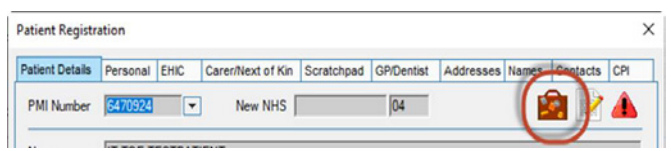
- Taking part in improvement huddles in your area
- Sharing ideas and feedback on what works and what can be better



## Let's talk about IT

### Checking patient addresses

If a patient has a correspondence or temporary address, always check if they are still using it. While these addresses are active, all letters will be sent there. If the address is no longer being used, add an end date so that letters are sent to the main address again. For how to view and amend addresses, see our [PMI Patient Register and Update user manual](#).



### eNA Nursing Assessments can now be viewed in EPR

Completed eNA Nursing Assessments can now be viewed directly via the eObs link within the patient tree in EPR. This provides quicker access to assessment forms and reduces the need to navigate through multiple systems.

See our quick guide on how to access [here](#).

### Lock every eDischarge: A small step with a big impact in safe patient care

The eDischarge summarises the patient's condition and follow-up care, ensuring accurate communication with the GP or next care provider. Always complete and lock it before discharge so it can be sent electronically to the GP and the Dorset Care Record (DCR), supporting a safe transfer of care.



# SPOTLIGHT ON: **our FTSU ambassadors**



**Claire Smith** is a central reception manager and deputy manager for POCT (Point of Care Testing), for all bedside patient testing devices across UHD.

*“I wanted to be a Freedom to Speak Up ambassador as I know from personal experience how difficult it can be to not feel*

*confident to speak up or not know where to access help when things feel difficult.*

*“I believe this role is vital in embedding our Trust and wider NHS values and enables an environment to support openness and a culture of cohesiveness.*

*“Speaking up improves learning in UHD as without an awareness of*

*the challenges that staff are facing, improvements cannot be made. In creating an inclusive and positive environment, this removes potential barriers to communication.*

*“I am thrilled to be part of the FTSU Team and to support the wider UHD family to find their voice and be heard.”*



We each have **a voice that counts**

You can find out more about the difference speaking up has made [here](#).

We are committed to learning and providing the best service we can, so if you have any feedback for the FTSU Team, please contact us on [uhd.freedomtospeakup@nhs.net](mailto:uhd.freedomtospeakup@nhs.net)

# Caring for our cancer patients

“ In March we held our *Living Well Beyond Cancer* session for patients completing their cancer treatment. The event welcomed 20 attendees, who showed real interest in the topics covered, asked valuable questions, and spent time connecting with staff and local support organisations.

“ Presentations included nutrition, physical activity from the Bournemouth Heart Club, and clinical psychology. We were also joined by LiveWell Dorset, Wessex Cancer Support, Access Wellbeing, Lewis-Manning Hospice Care, and complementary therapy providers, who offered information and resources.

“ Feedback from attendees was extremely positive, with comments including:

*“I was really impressed with the NHS during my treatment and even more so now I know of these sessions.”*

*“The session was very informative, well planned and executed.”*

“ Support groups also valued the opportunity to network with each other, strengthening links that will help create a more joined-up offer for patients in the future.



“ A huge thank-you to everyone involved for their contribution and support in making the event a success. These sessions are offered to all cancer tumour groups, and we anticipate they will continue to grow and strengthen over time.”

**Michaela Turton**,  
Macmillan Personalised Cancer Care Project Lead

# Helping us become frailty friendly

Our first Frailty Education Day took place in March, bringing together colleagues across UHD and Bournemouth University to deepen the understanding of frailty, deconditioning, older people's experience and the importance of early, person-centred intervention. Presentations highlighted the scale of frailty across the NHS and its growing impact on outcomes for older patients.



Sessions emphasised that frailty is a clinical state of reduced physiological reserve, making older adults more vulnerable to falls, delirium, functional loss and prolonged recovery. **UHD already manages one of the largest Older People's Services in the UK.**

Patient and carer insights reminded staff that older adults value kindness, clear communication and emotional reassurance. Operational challenges such as waiting times, parking, noise and unclear discharge instructions continue to affect patient experience.

A major focus of the day was deconditioning - the rapid decline caused by inactivity in hospital. Encouraging mobility and embedding '**Movement is Medicine**' across all wards is essential.

Workshops explored improvement themes, including consistent frailty identification, early mobilisation, calmer environments, and enhanced shared decision making.

## What do you think of when somebody uses the term frailty?



## Top five takeaways

1. Frailty is everyone's business.
2. The oldest population is growing fast.
3. UHD plays a major national role in frailty care.
4. Kindness and compassion matter most to patients.
5. Clear communication builds confidence and safety.

Building on the day we are looking to develop a 'Frailty Faculty' and network of frailty champions across the Trust. We are looking for interested people with a passion for frailty to be part of the faculty and help develop our Trust frailty strategy and plan future events. We're also looking for staff across all care groups to become frailty champions to share good work and help deliver frailty initiatives and build on current work.

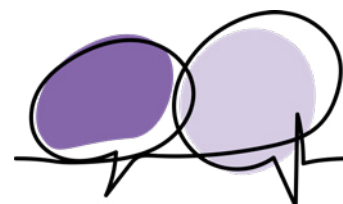


**Improve patient experience, listen and act**

**We are always improving**

If you want to be a faculty member or champion, or for more information on this vital work, email [uhd.frailty@nhs.net](mailto:uhd.frailty@nhs.net)

# A year in the life of your People and Culture Champions



We each have  
**a voice that counts**



**#EmpowerPeople**

What have we been up to and how has your feedback, experiences and ideas made positive change across UHD?

## Who are we?

We are a small, but passionate group who have come together to listen to staff and influence a positive culture across our organisation. We are made up of a number of roles including administrative assistants, occupational therapists, a consultant, medical workforce planning teams, nurses and librarians, to name but a few!

We are diverse voices that **listen to understand** and **empower staff**, helping them to feel valued and creating lasting positive change.



*“I have always been actively interested in how people experience*

*work but I would never have had the confidence to carry out formal engagement work before becoming a champion. This has made me feel empowered and boosted my confidence. I work in a small service which means always seeing the same faces and not always feeling connected to the wider Trust. Being a champion has helped me connect with fantastic people that I would never have met otherwise.”*

**Meg,**  
People and Culture Champion.

## Why did we come together?

Our 2024 NHS Staff Survey and People Pulse results showed that staff did not feel informed about integration and service changes, wellbeing offers, development opportunities or other offers that would make them feel valued.

This group was created to improve staff engagement and involvement in directorates and teams and also seek to improve key things that matter to you across the Trust.

## What do we do?

- Act as role models for Trust Values and behaviors.
- Foster inclusivity and collaboration across departments.
- Develop ourselves to support the growth of positive cultures.
- Provide feedback to management on employee voice.
- Promote a positive and inclusive workplace culture within the Trust.
- Lead initiatives that promote employee engagement and experience.
- Empower staff to create an environment of positive improvement for staff by staff.
- Act as a channel for communicating staff voices between staff, leaders and the Trust Board.

*“I feel becoming a People and Culture champion has helped me in so many ways.*

*This role has also given me the confidence to put myself forward as a staff governor.”*

**Michele,**  
People and Culture Champion

## What have we achieved?

We held 12 Conversation Cafes across Poole, RBH and Christchurch where we met and heard the voices of 160 colleagues. We also engaged with 600 staff by visiting departments across the Trust and enlisted additional staff advocates to share their experience and views.

We took part in development sessions and gained skills in listening and signposting individuals to support and working with local areas to empower change.

We developed two working groups to focus on the things you told us matter most; communication and staff rest spaces. This was based on feedback from Conversation Cafes, staff engagement, NHS Staff Survey and NHS People Pulse results.



We have improved connection and collaboration with other people focused workstreams, such as Health and Wellbeing Champions, Staff Networks and

FTSU ambassadors.

We have improved local knowledge about supporting colleagues and demonstrated how champions can be embedded within departments.

## What have you told us?

Below are the questions we asked staff and the key themes from the answers.

## What one thing would you change to make UHD a better place to work?

- Clearer, more transparent communication and leadership.
- Improved staffing levels to boost morale.
- Fairer pay and better recognition.
- Improve parking, IT systems, and rest spaces.
- Inclusion, mental health, and community were highlighted as areas for improvement.

## What is good in the areas you work in? Who inspires you?

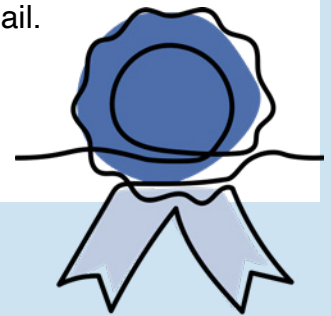
- Strong collaboration and peer support.
- Approachable, supportive managers.

- Sense of purpose and pride in quality care.
- Friendly, inclusive teams.
- Professional development, learning and growth opportunities.

## What is the best way to tell you about what we are doing?

- Concise email and digital updates.
- Visual and consistent staff bulletin/newsletter.
- Face-to-face briefings with opportunities for discussion and Q+A.
- One central access point of information on the intranet/online platforms.
- Engagement events, listening sessions and away days.

We have used this feedback to identify recommendations which have been shared with the Trust Board where appropriate. Action in response to the feedback is being worked through. We will share another update soon on what improvements have been made. Visit our [intranet pages](#) to read the feedback in more detail.



We are **recognised** and **rewarded**

## Recognising and celebrating colleagues

While we gathered feedback from across the Trust, a number of staff and teams were highlighted to us as being inspirational. So, we created an informal People and Culture Champion Inspirational People Award. Our champions worked with local teams to celebrate their colleagues and handed out certificates.



# Improving workplace safety at UHD



Calling all managers and supervisors!

Our IOSH accredited Managing Safely course gives you an understanding of everyone's safety and health responsibilities in the workplace. Over three days, you'll learn how you can influence, control and monitor risk to improve safety and health issues for your team.

The following three-day sessions are available to book:

- 2 and 23 July and 5 August
- 10, 17 and 24 September
- 8, 15, 22 October
- 3 and 17 November and 1 December

Find out more at: [IOSH Approved Managing Safely at UHD](#).

Save lives,  
improve  
safety

## A safe environment for all

It is our duty to provide a safe working environment that meets the needs of our colleagues, patients and visitors.

We regularly have contractors on our sites, especially during this busy period of transformation, and we have a programme of work dedicated to 'safety during transformation'. To support this, we now have a dedicated contractors page on the intranet: [Contractors](#)



Take a look and find out more about contractor inductions, safety expectations, vetting processes and more.

## Learn at Lunch: A focus on our PSIRP priorities for 2026-2028 22 April at 12.15pm

Join Natasha Sage, Head of Patient Safety and Risk, to find out more...



See the Learn at Lunch intranet pages for the Teams link

# Do you have feedback on end-of-life care?

Many of us play a role in providing end of life care, whether we work on the wards, in the catering department, or volunteers, the welcome we offer, a smile, small acts of kindness can make a huge difference.

We want the views of all staff who encounter patients approaching end-of-life, your opinion matters. Please take

a minute to complete the survey so we can listen to you, celebrate the outstanding care you already provide, and learn how to improve this important part of our service. [Click here to take part.](#)



## National Audit of Care at the End of Life

## Understanding Health talk in the community

Brought to you by your Trust governors



# Heart Health

With **Dr Chris Critoph**

Consultant Cardiologist and Clinical Lead for Heart Failure UHD

## Tuesday 16 June, 2pm

**St Saviours Church, Colemore Road, Bournemouth BH7 6RZ**

**Doors open 1.15pm for refreshments and exhibition stands**

**Bus route X1, X2, 1a, 2. Disabled parking in the church grounds (please book) and free parking in Colemore Road and Meon Road.**

To book or for further information  
please email: [uhd.ftmembers@nhs.net](mailto:uhd.ftmembers@nhs.net) or call **0300 019 8723**

## Hospital band *On the NASH* raises over £500 for children's music therapy



What a performance! Our hospital band delivered a fantastic show on Saturday 21 March that lifted spirits and raised **£523**.

These funds will go directly towards providing music therapy for children aged 2-5 who have a range of conditions affecting their development and are

supported by our Children's Development Centre at Poole Hospital.

From the first chord to the final applause, the atmosphere at The Bell Pub in Pokesdown was full of fun and community spirit. Huge thanks to our brilliant *On the NASH* band members and everyone who cheered, danced and donated on the evening.

## PRC Streamline helps patient transport buggies shift up a gear

We're thrilled to share that our patient transportation buggies at RBH have a brand-new sponsor. Local taxi company PRC Streamline has kindly stepped in to support the free, volunteer-led service, helping us keep patients moving comfortably and confidently around the hospital.

Thanks to PRC Streamline, we can continue providing door to door support for those who need a little extra help getting from A to B around the hospital.



# TWILIGHT WALK

3KM  
5KM  
10KM

[www.UHDcharity.org/Twilight](http://www.UHDcharity.org/Twilight)



SHINE BRIGHT FOR BREAST CANCER PATIENTS

Friday 15 May 2026 + 7pm + Bournemouth Pier Approach



Sponsored by



University Hospitals Dorset NHS Charity  
Registered Charity No 107396



## Turning big ideas into real-world impact for our hospitals

As your hospital charity, we are here to help bring your brilliant ideas to life whether that is additional state-of-the-art equipment, enhanced training, wellbeing resources, transforming patient care and more. And a charity funding application (CFA) is how we do it together.

The simple application process lets you apply for funding for a project or item that would improve patient care, enhance staff wellbeing or make our hospital environment more supportive. Our role as the charity is to fund the initiatives that add the above and beyond touches that NHS funding alone can't provide.

This infographic highlights exactly how much charity funding was allocated in February 2026 and where the funding went. Plus, we're sharing a real story that brings to life the impact that charity funding can have when a great idea meets charity support.

**Ready to bring your idea to life? No matter how big or small the project, we're here to help.**

Submit your CFA through our Intranet page: <https://intranet.uhd.nhs.uk/index.php/charity/applying-for-charity-funding>

Number of CFA's approved in February 2026

10

PATIENTS

10

STAFF

8

EQUIPMENT

7

TRAINING

Financial value of approved CFA's

£1,038,737

## Youth workers to help young people admitted to Emergency Departments

Thanks to charity funding and partnership with youth charity No Limits, University Hospitals Dorset NHS Charity launched a pilot youth worker service in August 2025 to provide life-changing support to young people in crisis.

With rising youth attendances at our Emergency Departments in the Royal Bournemouth and Poole Hospitals, dedicated youth workers provided calming, compassionate help to children and young people experiencing mental health distress, substance misuse or violence-related harm.

In four months, two youth workers supported 110 children and young people across 321 interventions. Mental health pain scores were lowered from an average 6.9 (out of 10) to 5.6, and 100% of those who provided feedback said they would recommend the service to others.



# Caring for you in an Emergency

*From 999 call to the Emergency Department - what happens on your care journey?*

Find out from....



**Dr Aishah Iftikhar,**  
Emergency Care Consultant at UHD



**Dr Ursula Rolfe,**  
Associate Professor in Paramedic Sciences, BU



**David Sale,**  
Clinical Team Manager, SWASFT

## Monday 20 April, 6pm

Wolfson Lecture Theatre, BU  
Bournemouth Gateway Building  
BH8 8GP

Scan here to reserve your **free** ticket:

