

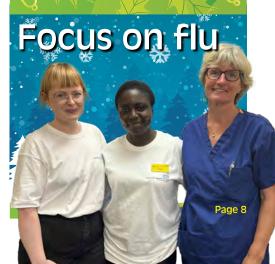
# The Brief

December 2025











#### **December - spread the word**

**Department:** 

Please use this sheet to communicate the key messages from *The Brief*. Return your form to Siobhan Harrington, CEO, or email it to <a href="mailto:uhd.communications@nhs.net">uhd.communications@nhs.net</a>

Update	Shared?
<b>Industrial action:</b> We're planning for industrial action from <b>17-22 December</b> . Thank you to everyone who is working hard to ensure we provide safe care to our patients.	
<b>EHR:</b> We have selected Epic as the preferred supplier for our new electronic health record. Find out more on our Healthset intranet pages.	
<b>Trust Strategy:</b> We all want to make UHD a great place to work. Take a look at our Strategy which sets out our vision and practical steps for the next five years – page <b>4.</b>	
<b>Christmas:</b> We have a range of Christmas events and celebrations happening across our hospitals. Learn more about our festive guidance, food offers, travel arrangements, pay dates and much more on page <b>5</b> .	
<b>Keeping safe and masks:</b> Flu, norovirus and RSV are on the rise. See page <b>7</b> for hand hygiene tips and page <b>8</b> for how to get your flu vaccine. We have also reintroduced masks for admitting areas around our hospitals.	
Cash office: From January, there will be no patient or staff-facing service window at Poole or RBH to drop off or receive cash. Find out more on page 9.	
<b>Transformation:</b> Learn more about our phase 3 service moves, parking, our shuttle bus and more in our Ask Me Transformation Special round up on page <b>10</b> .	
Wellbeing guides: Use our handy guides to find all the support you need, see page 13.	
<b>Safety:</b> Have you joined our Safety Crew yet? Find out more about their work on page <b>16</b> . We also have tips to keep you safe at work from our Security Team on page <b>18</b> .	
Organising for success: We want to make your meetings more effective - page 21.	
<b>UHD Charity:</b> Can you fundraise for our UHD Charity in 2026? Find out how on page <b>26</b> . You can also apply for a beach hut week before 19 December.	
<b>And much more</b> including our Recruitment Round Up, Good News Feed, Network News, Noticeboard, and meet our Chief People Officer in her first blog.	
Staff questions or comments (continue overleaf where necessary):	<u>I</u>

Signed:

Date:

## Your University Hospitals Dorset

An update from Chief Executive, Siobhan Harrington



Welcome to your festive edition of *The Brief*. It's fair to say 2025 has been quite the rollercoaster of change, so before we launch into Christmas and 2026, let's reflect on the year we've had.

This year we've closed chapters and started new ones with our first set of teams moving into the BEACH at RBH. We said goodbye to St Mary's as we knew it and now celebrate its new chapter as a hub for fantastic outpatient care. The launch of our staff shuttle bus has connected our two main sites in a way we haven't been able to before, and we're making progress on our new facilities across our sites that will improve both our patient and staff experience.

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More than 54% of you completed this year's Staff Survey, which gives us real insight into what feels right and what could be better. Your feedback leads to real change - it's why this year we launched

our Behaviour Charter and is a key driver behind much of the work of our brilliant staff networks, who are central to how we truly become an organisation that listens and understands.

We have just selected a brilliant new supplier for our electronic health record, which will transform how we are able to join up patient care across our health system. And we will continue our relentless focus on safety, motivated and inspired by our first UHD Safety Conference in September.

In the summer, we gathered for our third UHD Awards, celebrating the brilliant work of our UHD family, and followed this up with our second Thrive Live wellbeing fair where 100s of you took time to reset and inspired your teams to look after each other.

I was fortunate to join our ProAbility Network in their 'Positively Purple' celebration last week. Their guest speaker, Jamie McAnsh, spoke about being 'the patient in bed 6'. After becoming paralysed overnight and struggling both physically and mentally with the reality of his new life ahead, he described someone asking him 'how are you?' as the moment he was seen again.

Jamie reminded us all that our patients and colleagues are people, not puzzles. That making reasonable adjustments for our colleagues isn't just a paperwork task, but a lifeline. That inclusion is a choice, a daily act. And that through everything, the importance of networks and coming together is key.

That for me is how we will navigate through winter and



# So how do we navigate through winter, and indeed 2026?

At the start of all my briefings I simply ask 'how are you?'. I then encourage you to go to your teams and ask that same question. But why?

into next year, when we'll hop on the rollercoaster for more change as we split into our planned and emergency care sites. We can do this together if we focus on patients and people, not puzzles.

In these last weeks alone, your teamwork and tenacity

has shone through during repeated working at OPEL4. It hasn't been a simple numbers game - it's been making sure our patients are cared for in the best place for their needs. We know the pressure will remain, and that flu is a cause for concern across the country - it's why we've reintroduced face masks in our admitting areas. But we also know what a difference we can all make for those who need us most.

So as we 'do December', please be kind to each other, share our wellbeing guides among your teams and take a look at all the events and offers available to you on our festive pages.

A very happy Christmas and Hanukkah to you - when we talk about hardship and hope, these stories are some of the greatest examples to all, and I hope are a comfort to all who celebrate.





My very best wishes to you all, and as always,

an enormous thank you for all you do.

## Síobhan







# 2025 NHS Staff Survey - what now?

Some 5539 of you completed your NHS Staff Survey. Thank you for taking the time to share your experience, we appreciate how busy you are. Your feedback will spark change across our Trust and make UHD a great place to work for everyone.

#### So, what happens next?

Over the next few weeks, the prize draw will take place for the iPhone 16 Pro. Teams who had a 100% response rate will receive their vouchers. The most improved team will receive their £250.

If you haven't used your £3 voucher for our Trust-run food outlets yet, you have until 31 March 2026.

The NHS Staff Survey results will be released nationally in Spring. The Organisational Development team are planning sessions for managers to help you prepare for your results from February. More information about these sessions will be coming soon.



#SpeakUpSparkChange

## We are UHD

We're here to provide excellent healthcare for our patients and wider community, and be a great place to work, now and for future generations...

Take a look at our Trust Strategy

which sets out our vision and practical steps for the next five years.





# Ajolly Christmas



Here's your round up of all things festive at UHD...

## **Claim your** festive gift



This year's festive thank you and Winter Wellness offer is a hot turkey roll, cold drink, seasonal crisps, mince pie, fruit, and seasonal chocolate. Vegan and gluten free options are also available. Vouchers have been emailed to staff with instructions, and meal bags will be available for collection from 8-21 December, 12-2pm, from the Dolphin Restaurant in Poole and the new hot snack counter within the Oasis at RBH. Christchurch colleagues will be able to collect their food bags from the Fairmile restaurant between 15-19 December, from 12-2pm. The offer is only available at each meal service while stocks last.

Doesn't take your fancy? Use your voucher to spend £5 in any of UHD catering outlets on items of your choice. Please note the £5 voucher must be used in a single transaction and can be redeemed between 8-31 December, at any time.

For staff working at external sites, a lunch bag will be delivered on set dates. Please order your roll and lunch bag by 5pm on Friday 12 December by clicking this link.

To scan the voucher at the till on your phone, please increase the screen brightness to maximum. You can also print vour voucher to scan at the till.

With thanks to our UHD Charity.







## **Festive guidance:** keeping us safe

We all have a part to play in keeping our hospitals as clean and safe as possible throughout the Christmas period. For those areas that carry out pure elective/outpatient work, Christmas trees indoors can be used. However do not block corridors or storage areas. We advise that decorations are up for a short period only to minimise the disruption to cleaning and decontamination processes.

Click here for the full guidance around decorations, shared food, and uniforms. Click here to view our flu vaccine dates.





## **Christmas** travel plans

If you travel to work by bus, check Morebus' Christmas timetable. If there will be a problem getting to work for your shift, please speak to your line manager to help with your personalised travel plan. If there are no buses and no transport alternatives for you, and you do not live within walking distance of the hospital, please seek the support of your line manager.

The UHD Staff Shuttle Bus will also be in operation. Click here for their Christmas timetable and their regular times can be found here.

Managers - please check with colleagues

working at Christmas to help them plan.



## **Your Winter** Wellbeing guides



Guides for staff and managers are now available here. They feature everything you need to know about accessing wellbeing support for yourself or your team this winter, including free and confidential mental, physical, and financial wellbeing support, how to connect with colleagues this Christmas,

concerns and much more. The guides are also available on our UHD Staff App to use on the go!

how to raise



### **Celebrating** across our hospitals



Help us spread Christmas cheer by sharing your festive team photos with us so we can share across our social media channels! Send your photos to uhd.communications@nhs.net alongside your names and department.

#### **Christmas trees**

Get into the festive spirit and visit one of our fabulous Christmas trees across our sites. You can find them in the Dome at Poole, the main entrance of the BEACH Building,

the Atrium in RBH, the West

Entrance of RBH by the Eye Unit, and in the Day Hospital entrance at Christchurch.







## **Christmas** pay dates

This year's pay date is 24 December.



### Christmas 2025 pay day changes for bank workers

With the way Christmas bank holidays fall this year, pay dates have been changed for bank workers.

- Week ending 14 December expected payment Wednesday 24 December.
- Week ending 21 December expected payment Wednesday 31 December.
- Important to avoid delay in payment, please ensure that the department you worked in has finalised your shifts by 9am on Tuesday 16 and 23 December.

#### **Festive events** across **UHD**

We have a wide variety of festive events for you to take part in. With visits from our wonderful local choirs.



schools and brass bands, we are here to help you get into the festive spirt.

Join our Chaplaincy Team for an evening of festive traditions and classic Christmas carols at St Peter's Church, Bournemouth on 16 December from 7pm. Book your free tickets here (up to x4 per staff member; friends and family welcome). You can also attend the lighting

of our Menorah with the Chabad of Bournemouth on 18 December in the

BEACH Building from 4pm.



# Working together to prevent infection

With seasonal infections like flu, norovirus, and RSV on the rise, maintaining strict IPC standards is vital to protect our vulnerable patients and ensure the safe operation of our hospitals.

This also helps us to maintain capacity/minimise ward closures and support a healthier workforce during winter pressures.

## Top IPC tips:

#### **Hand hygiene**

This remains the single most effective measure for preventing the spread of infection. Do not compromise on the 'Five Moments for Hand Hygiene'.

- Use alcohol-based hand rub before and after every patient contact.
- Wash hands with soap and water immediately after dealing with body fluids, using the toilet, or when hands are visibly soiled.

## Personal Protective Equipment (PPE)

Ensure you are using the correct PPE (gloves, aprons, masks, eye protection) in accordance with the standard IPC and transmission-based precautions when caring for patients with suspected or confirmed transmissible infections.

#### Bare below the elbow

UHD adheres to NHS England guidance on IPC, including 'Bare Below the Elbow'. All staff should be aware of this principle and undertake training on BEAT to ensure they have full understanding of the importance of the principle.

The principle of 'bare below the elbow' applies to:

- All staff undertaking any form of direct clinical care including outpatient consultation rooms and patients own home.
- All staff who are based in or work primarily within a clinical environment e.g. ward clerks, ward secretaries, or outpatient departments reception staff.

Are you ready for work?

Before entering wards and clinical areas, make sure you:

 Wash your hands/Use alcohol gel

NHS

University Hospitals Dorset

- Are bare below the elbow
- Wear a mask where appropriate.



Remember, we ALL have role in Infection, Prevention and Control

Remember, we ALL have role in Infection, Prevention and Control



- All staff who visit the clinical environment e.g. volunteers, pharmacy staff, AHPS, consultants, medical staff and operational managers.
- External colleagues visiting clinical areas including Social Services colleagues.

For further information, refer to Chapter 1: Standard Infection Prevention and Control precautions (SICPs) available <a href="here">here</a>.

For further guidance, see our <u>IPC Policy</u> and <u>Appearance Policy</u> or contact the Infection Control Team for more information.

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Before clinical



Remember, every member of staff, regardless of role, from clinical to support services, plays an active and vital part in our IPC Policy, and we can all do our bit to stop the spread.

# Reintroduction of mask wearing for admission areas

In response to increasing cases of flu and RSV, **all staff** are required to wear fluid repellent surgical masks in the following areas across sites to reduce the risk of infection and ensure we protect ourselves and our patients as much as possible:

• ED • UTC • AMU • OPAU • SDEC • RACE

Please continue to uphold high IPC standards by washing hands thoroughly, using alcohol hand gel when required, being bare below the elbow in clinical areas, and wearing the appropriate PPE for isolation cases. All visitors and patients (where clinically acceptable) should also be encouraged to wear masks in these areas until further notice. Find more guidance here.



# Flu season is here, get vaccinated now

"Our NHS is facing an unprecedented flu wave this winter with 'no peak in sight yet' according to England's top emergency care doctor. Cases were an incredible 10 times higher than in the same week in 2023 (160), and more than 50% higher than last year (1,098)."

NHS England

We can no longer avoid the fact that flu season is now here and already having an impact on our hospitals and local community. The free, safe vaccinations offered for flu provide the best protection against severe illness and hospitalisation. No one wants to be unwell over the festive period, so now is your chance to get protected so you can continue doing the things you enjoy. If you have questions or worried, we are here to help you.

#### **Upcoming drop in clinics**

**RBH: Occupational Health, Stour Building** 

10 December, 8.30am-12.30pm

16 December, 9:15am-12.30pm

14 January, 1.30pm-4pm

Poole: Occupational Health, Gala Lodge

17 December, 8.30am-12.30pm

7 January, 1pm-4pm

#### Don't want to wait for a drop-in clinic?

Click here to book one of our available 1:1 appointments. Our vaccinators can also come to you if you have a team of 10+ colleagues. Email **uhd.teamflurequests@nhs.net** to find out more. Our UHDefenders will also be around our hospitals delivering vaccines, please do keep an eye out for them.







# Our cash offices are changing

We are changing the way our cash offices work across UHD.

From January, there will be no patient or staff-facing service window at Poole or RBH to drop off or receive cash.

This is due to a drop in demand for our cash office services, as well as relocation of some offices across UHD to support the wider service changes. Most staff and volunteer payments/reimbursements will now be managed via the EASY Expenses system or via online cash transactions (BACS).

Patients who are eligible to claim travel expenses can continue to do so using an NHS HC5(T) form either online or on paper. Patients with any issues will be encouraged to raise this with the teams in charge of their care. In this scenario, teams can call Angie Green in our Bereavement and Patient Affairs Team on ext. **4228** for advice if needed.

These changes will reduce the amount of cash we handle in our hospitals and enable colleagues from our Bereavement and Patient Affairs Team to focus on patient and family care.

For more information about each of the areas impacted, as well as a list of FAQs, please see our <u>cash office intranet</u> <u>pages</u>. If you have any further questions, please contact **uhd.finance@nhs.net**.

University Hospitals Dorset



# Are you a patient who claims for travel expenses?

From January 2026, there will be no patient facing cash offices at Poole or the Royal Bournemouth hospitals for you to receive cash.

If you are eligible to claim for travel expenses, please complete an NHS HC5(T) form which you can find online, via the QR code below or in the department you are visiting. The money will then be paid straight into your account.

If you have any issues, please let the team involved in your care know.

You can check if you are eligible to receive travel expenses at www.nhsbsa.nhs.uk/check-if-youre-eligible-help



Claim your travel expenses here

We are comment one town

ways improving Inclusive

# **New murals unveiled at RBH**

Another step on our art trail is now in place at RBH. The murals, which were created in partnership between Arts University Bournemouth and UHD, are on the substation by the entrance to the BEACH Building. They form part of our Art Space initiative which aims to create a welcoming environment for all. A team of AUB students designed two nine-metre-long murals which have transformed the space with a colourful, vibrant and uplifting visual experience.

<u>Click here</u> to find out more about the AUB project.

Arts Space is funded by our UHD Charity. Click here to find out more about our

UHD art strategy, including community art projects like this one and our on-site exhibition spaces.







# Transformation 'Ask Me' special

With

Steve Killen, Transformation Director



Alan Betts, Director of Integration



Dr Isabel Smith, Medical Director of Strategy and Transformation



# What can we expect from the Phase 3 moves in summer 2026?

Summer 2026 is when RBH becomes our emergency site and Poole becomes our planned care site. This is our most complex move involving wards, theatres, equipment, staff and patients. The Coast Building is now expected to be ready by mid-June, and the move is set to take place over a two-week period from 20 July. This is to allow enough time to commission the new building and avoid unsafe situations such as too few beds.

# When Poole ED transfers over, how will RBH manage?

We fully recognise the risk, and work is ongoing with the ED Team. Current pressures are partly operational, but system-wide changes are needed. However, around 60,000 patients will still go to the Poole UTC, and some ambulances will divert to Dorset County Hospital, so RBH can adjust.

# How will we tackle parking concerns at RBH?

Wessex Fields is now open which has improved staff parking. For patients and visitors, plans are underway to create a second car park at P7, opposite the multi-storey. The existing car park flow will also be reviewed to prevent bottlenecks.



# Can the council limit how many parking spaces we can have?

Yes, there are strict limits, and building large multi-storeys that might sit partly empty is hard to justify. Our aim is to invest in patient care while ensuring access to the site. With Automated Number Plate Recognition (ANPR) now in place for patient parking, the Travel Team is working with Saba, our parking partner to establish our actual parking needs.

# Will EV charging points be included at Poole?

Yes. Funding has been secured, and Poole will have four chargers, possibly six, with RBH getting 10 and Christchurch two. Initially, they will support fleet vehicles. Installation is planned for January-February 2026, with all chargers operational by 1 April.

# What is the future of the cross-site shuttle bus?

We are committed to a four-year cross-site shuttle service. The first year has been a pilot to gather data on usage, routes, and frequency. It has been successful despite challenges. The service will remain free for staff for the next year. To sustain this, we may start looking to open some journeys to patients or the community while keeping peak times for staff only.



#### **Transformation update**



#### What happens after Phase 3?

Phase 4 will begin when 10 new theatres in Poole come online, bringing the total to 18 theatres. Work will continue to optimise services and align with national priorities such as digital innovation and community-based care. For more info, see our <u>updated roadmap</u> on the intranet.

# Do we have land for future development, and what's happening with Tringham House at RBH?

We are buying the remaining part of Wessex Fields to secure future expansion at RBH, such as new key worker housing, geothermal projects, and research.

We now own Tringham House and we will move non-clinical work there by early 2026 to free up clinical space at RBH.

Funding for these purchases comes from capital provision and does not affect patient care budgets.

# What's happening at St Mary's in Poole now?

Our outpatient services moved to Beales during Covid-19 and have now moved to St Mary's. We may in the future use this site for key worker housing for example. But for now, St Mary's will serve as an Outpatient Assessment Centre for the next few years.

# Do departments moving across sites each have a link person for support?

Yes, the first point of contact for information is their line managers or directorate leads. In addition, each team has a dedicated transformation link. For any queries, email uhd.strategyandtransformation@nhs.net.

### Touring the UK's largest Endoscopy Hub

We had a sneak peek at our brandnew Endoscopy building site at Poole Hospital, guided by our contractor, Premier Modular.

This impressive facility is set to open in summer 2026 and will become the largest endoscopy hub in the UK. Gastrointestinal endoscopy involves using flexible cameras to examine the digestive tract without major surgery. It plays a critical role in the early detection of digestive cancers and is pivotal in helping to manage a wide array of digestive complaints.

With Poole Hospital becoming our planned care site, this new hub will play a key role in increasing our treatment capacity, reducing patient waiting times, and enhancing the experience for both patients and colleagues. It will feature six spacious procedure rooms, co-located decontamination facilities, and a dedicated space for staff training and meetings.





# Melanie's blog

with Chief People Officer, Melanie Whitfield

Thank you for this wonderful opportunity to introduce myself to more of Team UHD, especially in this festive edition. Christmas is one of my favourite times of year and also sees me complete my initial induction period. I've found myself looking back over my notes and considering, what have I learnt, did I achieve my first goals and what next?

The experience of moving from one hospital to another has taken more adjustment than I expected. So much is the 'same but different'. My natural pace, focus and energy are taken up with orientation, working things out and making new friends and colleagues. I was thinking about how many new starters might feel the same and the value of reflection, transition, letting go of the old and building new goals. All of which brings me to my passion, the thing that drives me, which is you.

I do have a brilliant job, and a fabulous team. Our purpose is to help provide the very best people service we can and contribute to sense of

contribute to sense of UHD being 'a great place to work'. Most of the time I hope it is. I have met the most brilliant and kind colleagues doing their very best for the patients we look after. Our community is united in the value and meaning of our work.

However, I know and appreciate some days it doesn't feel great. While the investment in our hospitals is huge and the services will be amazing, this brings a lot of practical changes. The pace and volume of patients needing our services seems to be increasing, and this takes constant energy and focus. Sometimes people forget the kindness and professionalism we would all expect and need.

Which brings me to the focus of my work. The NHS People Promise was developed from extensive research and feedback from staff about what would make the greatest difference in improving our experience in the workplace. The annual staff survey and quarterly pulse surveys are aligned to the seven elements of the People Promise to help give us that direct feedback on how we are doing. Those seven elements are as follows:

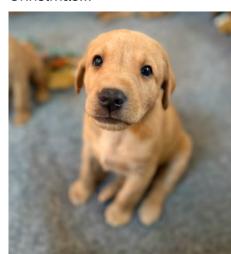
- We are compassionate and inclusive
- We are recognised and rewarded

See ME First MHS

- We each have a voice that counts
  - We are safe and healthy
  - We are always learning
  - We work flexibly
  - We are a team

It's hard to argue with these sentiments, and I will often ask are we living these which are so close to our Trust values every day. I recently came across the 'Five Languages of Appreciation' which are: words of affirmation, quality time, acts of service, gifts, and physical touch. I love giving gifts, the process of thinking what someone might like, wrapping it, and seeing their faces when receiving it. I did confess to my executive colleagues that I can be a bit of a 'spend thrift', but not on me!

One last bit - I've joined the Village Gym so if you see me there do say hello. In my next blog. I will tell you more about this little chap who will be joining our household this Christmas...



With seasons greeting to everyone,

Melahie





# VEGANUARY

UHD is taking part in the Veganuary Workplace Challenge. Join us by signing up here and pledging to try a vegan diet for the month of January.

Visit our Veganuary promotional tables on 5 January from 11.30am-1.30pm in the atrium at RBH and 6 January in the Dome at Poole Hospital. We'll have free samples of delicious plant-based products and a prize draw for even more freebies. Prizes made possible through funding from Plant Based Health Professionals UK.



Can't make it in person? Join the online Veganuary Nutrition Seminar with UHD Dietitian Didem Varol on 7 January from 12noon with this link.

Wellbeing check: Am I protecting myself and my team?

Protecting yourself, your colleagues, our patients and your families from viruses is vital. Our patients are often more vulnerable to infection and cannot fight the infections that healthy people can. Being healthy does not stop you from catching or spreading viruses. Even if you do not feel unwell, you can still infect other people.

Page 2 of your health and wellbeing guides have more information on the steps you can take to protect yourself and others this winter:

- Get vaccinated
- Wash your hands
- Wear personal protective equipment.

#### Do I know what UHD support is available?

The Thrive Health and Wellbeing staff care package includes:

#### Mental health

- Psychological Support and Counselling Service
- Free 24/7 help from VivUp (call 0800 023 9324
- Occupational Health

#### Physical health

- Occupational Health
- Staff physiotherapy
- Free NHS Health Checks

#### Financial health

- Financial wellbeing support
- Community food support
- Debt advice from VivUp



Your wellbeing guides, along with our Thrive Health and Wellbeing intranet, web, and app pages, are here to help you find the support you need. We have created a guide for all staff and one for leaders who manage teams. Use our MS Teams background and email signature to help us make sure all colleagues know how

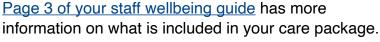
to get support.





Dates for 2026 free NHS Health Checks now available. Click here for more information.





































# Wrapping up a year of leadership and management development

2025 has been a very busy year and we have enjoyed working with so many of you to support your leadership development. Here are some highlights from our year:

 We relaunched our <u>Leadership Fundamentals</u> programme and have had over 100 staff attend across five cohorts this year

 We have embedded the <u>TED toolkit</u>, supporting team leaders to develop and grow their teams

 We have connected many leaders with <u>coaches</u>, offering additional, tailored support in their professional and personal growth

 We have revamped our <u>Leadership Pathway</u> to make it more accessible for our leaders to understand their opportunities to learn and develop

 We launched our UHD Leadership Behaviour Framework, including the self-assessment and 360 tool which we piloted with our Leadership in Action cohort

 We have worked with over 400 leaders on our <u>management skills workshops</u> and induction

...and many more!

Thrive leadership + management





As we look ahead to 2026, we look forward to helping many more staff on their leadership and management journeys.

#### **Vital statistics November 2025**

- We saw 43,490 patients in our outpatient departments
- · ...and an additional 8,076 virtually
- · Carried out 1,498 day case procedures
- · Supported the birth of more than 313 babies
- Attended to 14,479 patients in our emergency departments
- Cared for 199 patients at the end of their lives
- Started 219 patients on their radiotherapy journey



# Recruitment ROUND UP

# **Meet the team**

Meet Adam, Consultant in Renal and General Medicine at UHD

I've recently joined Team UHD, working to strengthen renal services across the Dorset region. With extensive experience at the Wessex Kidney Centre, I developed a particular interest in complex renal medicine, acute kidney injury, service improvement as a lead academic.

My academic foundation was shaped by doctoral research in kidney transplant cellular epithelial biology at Southampton, followed by continued work in translational research and innovative care models. I also worked in digital health.

GOur dedicated, local renal service at UHD should reflect the needs of the local population, align with

national best practice, and provide a modern, resilient model of care. We need to strengthen links with DCHFT and primary care to support assessments, intervention and follow-ups.

It's an exciting time, let's work to deliver the best possible care for our patients.



#### Visa renewal guidance for skilled worker visas

If your visa is due to expire in the next four months, we'll be in touch soon to talk about your plans. You might choose to:

- Extend your visa: We'll help you with this by issuing a new Certificate of Sponsorship (COS).
- Apply for Indefinite Leave to Remain (ILR): If you're

eligible, this could be a great option for you. After five years you can apply.

 If you decide to extend your visa, click here to find out more information about the process.

If you're applying for Indefinite Leave to Remain, please contact HR admin at uhd.hr.admin@nhs.net
to request a certificate of
employment. Once obtained,
you need to go onto the
UKVI website to submit your
Indefinite Leave to Remain
application. When you've
submitted your application,
email visa renewals with
your application number to
uhd.visarenewals@nhs.net

Administrators: Explore the opportunities to progress your career\_

Working as an administrator at UHD opens many 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. It's open to all administrators who are looking to expand their knowledge and skills.

<u>Click here to find out how the process</u> <u>works</u>.

The Transfer Window will be open until 31 December 2025

Find out more You can email us or give us a call if you need some more information:

Email: transfer.windowUHD@nhs.net. Phone: ext. 4426 (Recruitment Team)

# The 12 Days of Safety

As we wrap up the year, let's celebrate some of the fantastic work happening across our organisation to keep patients and staff safe. Remember: we all have a part to play in safety - we're all part of the Safety Crew!



Save lives. improve patient safety



#### **PSIRF Priorities**

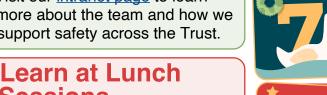
Want to know what our Trust priorities are? See our **PSIRF** priorities plan on the intranet.





#### **Meet the Team**

We have 12 dedicated members in the Patient Safety and Risk Team. Curious about what we do? Visit our intranet page to learn more about the team and how we support safety across the Trust.





## Sessions

This year, we hosted 11 Learn at Lunch sessions with brilliant speakers covering topics like fire safety, medical devices, falls

prevention, medication safety, and PSIRF. Missed a session? Don't worry - you can listen again on our Learn at Lunch page.

#### A focus on medicines safety

with the UHD Safety Crew



**Join pharmacists Lenka Dowdell and** Steve Bleakley on

3 February, 12.15pn





#### **Clinical Governance Group Top Tips**

Every month, the CGG circulates 'Top Tips' packed with learning from LERNs, audit improvements, safety messages, and OWLS (Organisational Wide Learning

Summaries). Check them out on the Clinical Governance Group page



#### Learning Response **Tools**

Explore our 8 Learning Response **Tools** available to support investigations and improvements. Find them on the intranet.



#### **DSE Workstation Tips**

Working at a desk? Follow our 7 tips for setting up your DSE workstation correctly here.



#### **IOSH Sessions for** 2026

We're offering 6 IOSH training sessions next year. Book your place via the intranet.



#### **Safety Partners**

A huge thank you to our 5 Safety Partners for their incredible contributions. They volunteer their time to champion safety and work closely with the team to make a difference.



#### **LERN Reporting Forms**

Across the 4 different LERN reporting forms, vou have

submitted over 18,350 LERNs this year - thank you! We know the forms can feel long, but the

questions in the patient safety event form are nationally mandated. Your reports lead to real improvements, and every LERN is reviewed. Keep them coming!

## Health and Safety Advisors

We have 3 fabulous Health and Safety Advisors. Check out our Health and Safety pages for examples of their

great work and the 'You Said, We Did' improvements made this year. Don't miss the **See Something, Do Something campaign** with videos and posters.





#### **CQC Inspections**

We had **2 core inspections** this year (Surgery and Maternity). A huge thank you to everyone involved, especially the **Quality Governance Team**, who reviewed over **800 documents** for submission. More inspections are expected in 2026 - visit our intranet for guidance on how to be ready.



## Safety Crew

We are 1 Safety Crew.
From all of us in the Quality and Safety Team - thank you for your commitment to safety.

Wishing you all a happy and safe Christmas.



Save lives, <sup>7</sup> improve patient safety



# Keeping our hospitals safe, together

Your safety and security, along with the safety of our patients and visitors, remains a core priority for the Security Team. While our dedicated in-house Security Team works hard keeping our sites safe and secure, security is a shared responsibility and proactive awareness is one of the most effective tools we have.

Every day, our hospitals welcome thousands of people. This creates a vibrant and caring environment, but it also means we must stay alert to risks such as unauthorised access, theft, violence, and suspicious behaviour. By taking simple steps, we can all contribute to a safer workplace.

#### What you can do today:

Challenge politely: If you see someone in a staffonly area without ID, ask if they are in the correct place or contact security for support.

**Keep access points secure:** Don't hold doors open for others unless you know they are authorised to enter.

**Protect valuables and equipment:** Always lock away devices, bags and medications when not in use

**Report concerns early:** Whether it's a missing item, a security breach, or suspicious activity,





reporting promptly helps us respond quickly and prevent escalation.

**Know your policies:** Review UHD's security and violence-reduction policies and ensure you're familiar with local procedures.

## Our Security Team is here to support you.

Working alongside our portering colleagues, our Security Team received over 3,000 2222 security calls across our sites - an average of 136 security 2222 calls a month!

We are available to advise, respond, and assist. Your vigilance, combined with our Security Team's expertise, creates a safer environment for everyone who comes through our doors. Thank you for playing your part in keeping UHD safe.

For more information click here.

# Looking after yourself this festive period

During the holiday season, a time traditionally seen as being joyous, at UHD we realise that this is not the case for everyone. Many will live away from family and loved ones or are working over the festive period. Some of us struggle with the shorter days and darker evenings. During this time, it remains important that we are kind and considerate of one another. Kindness enables us to be a great place to work and give the best care to our patients.

<u>Click here to read more</u> about the power of kindness.

If you have any concerns, the FTSU Team can be contacted on **uhd.freedomtospeakup@nhs.net** or **0300 019 4220**.

You can also raise an anonymous concern by using the UHD App.

he power

Supporting you to raise concerns

Freedom to speak up

If you are not sure and want more information, you can visit our intranet pages here: <u>Freedom to Speak Up (FTSU)</u> or watch the following video: <u>Freedom to Speak Up</u>



#### **Good news feed**

# **Sharing knowledge on Lung Cancer Awareness**

Throughout November, our lung cancer nurses were out and about across our Trust with their brilliant information stands and resources. Thank you team for your hard work in spreading awareness to the public, our patients and staff.







# Never a dull moment at our hospitals

A big thank you to our estates colleagues, especially David Carter for his quick response to a pesky, seagull related incident.

While attending our wards, a patient left their bag with their important, personal items on a windowsill in at RBH.



An inquisitive seagull poked his head through the window and quickly pinched the bag before anyone could notice. As he struggled to fly away, he dropped the bag onto a roof before making a hasty exit. Thankfully David was able to attend with his ladder, retrieve the bag and return to its rightful owner.

#### Goodbye wonderful Wendy!

After an impressive 34 years working across the NHS, nurse consultant Wendy Hay is swapping her busy hospital life for a very well earned retirement and exciting adventures overseas. #TeamUHD and all your Fayrewood Ward colleagues are going to miss you so much.



## **RACE** ward turns 15

Congratulations to our Poole Hospital RACE (Rapid Access Consultation and Evaluation Unit) Team who are celebrating an incredible 15 years of service. Established in 2010, the ward provides short stay hospital care for patients. RACE has had great achievements over their 15 years of service, such as pioneering a medical assessment unit for older patients and were recognised nationally for their continued care in the community. They also launched the first seven day working service with multidisciplinary teams, developed their services to care for patients remotely via our RBH cardiac unit and now provide intravenous antibiotics in patients' homes.



# **Team reflection**

As we approach the end of 2025, it is a great time to pause and reflect as a team - not just on what you have achieved, but on how you have worked together to make it happen. Strong and effective teams don't just deliver results, they create environments where collaboration, trust and support are able to thrive.

Taking time to reflect is a good way to prepare for the new year and think about what improvements you want to prioritise next.

Reflections turn everyday work into meaningful progress, so why not dedicate 15 minutes of your next team meeting to reflect as a team and ask yourselves these questions:

#### Celebrating success:

Ask each team member to share one moment this year when they felt proud of how the team worked together.

#### Spot the strengths:

Discuss what made those moments possible, was it clear communication, mutual support, or something else?

#### Look ahead:

Agree on one team strength you want to build on in the coming year.

If you want even more ideas of how you could reflect as a team, here are some



helpful hints. There are also more resources to support your team here.

#### An idea from us -

why not try TED with your team in 2026? If

you are a team leader and want to build your knowledge and get access to the Team Engagement and Development toolkit to help support your team to grow, then take a look at TED. It may be the kick start to 2026

that your team needs!





# The foundation of the journey

Following on from last month's feature about the constants of ward life, this month we revisit the role of the ward clerk through the experience of someone whose actions many of you will already recognise, even if you didn't know her by name.

Last month, Alice Chase shared the story of a ward clerk who went above and beyond for a patient in his final days. It was a moment that touched the entire team and reminded us all that compassion isn't tied to a job title. That ward clerk was Carrie Hartridge.

In this feature, we explore Carrie's journey, from her first days behind the desk on B3 to her current role as Operational Support Manager, and how her time as a ward clerk shaped not just her career, but also the way she leads and supports others today. Click here to read the full article.



**Try Dry January 2026** 

The New Year offers us an opportunity to reflect and set our goals for the year ahead. For many people, this includes improving our relationship with alcohol. Alcohol can impact our health, wellbeing and quality of life - from headaches, sleepless nights and feeling 'off' the next day, to high blood pressure, anxiety, and cancer. The Dry January challenge equips us with the skills and confidence to take back control of our drinking over the long-term.

This year, taking part couldn't be easier. Our Addiction Care and Treatment Service (ACTS) has created a new anonymous online pledge for staff who want to take on the challenge.



More information about how to sign the pledge will be shared in our Staff Bulletin.

The free Try Dry app from Alcohol Change UK can help you

track your alcohol-free streak.

Visit **dryjanuary.org.uk** to download it today. You can also sign up to daily motivational emails from them and join the online community.

External alcohol support services will also be visiting us to offer additional support for staff:

**5, 14,** and **23 January** Poole Hospital, Dome

**7, 13,** and **19 January** RBH, Atrium

#### Do you need support?

The ACTS Team have a discreet support service for staff experiencing difficulties with alcohol or other drugs which you can access through Occupational Health. There is also a list of external support services on our Thrive Health and Wellbeing pages.

Please note: If you are dependent on alcohol, stopping drinking suddenly can be very dangerous. We strongly advise that you speak to your GP who will be able to get help for you to reduce your drinking safely.

#### Organising for success **Patient** First Effective meetings improve staff experience. You All these documents We are have told us that your meetings could be more can be found on our one team listening to understand efficient and standardised, processes for meeting templates reporting and escalating concerns need to be intranet page. Mission statement clearer and duplication reduced. To reduce This will be Provide excellent healthcare for our patients and wider community, and be a great place to work, now and for future generations. meeting overwhelm and make sure that updated over meetings are as streamlined and efficient the next few Strategic themes as possible, we have launched some months. new standard templates including: Population and System Terms of reference See our Be a great Improve patient Save lives. improve patient experience, listen and act pound wisely Highlight reports **Enabling programmes** Triple A templates Medium Term Financial Plan Sustainability Strategy

# Outpatient Improvement Programme - why is it needed?

Our current approach to handling specialist advice and guidance requests varies across teams, and this can sometimes lead to delays...

Without a standardised approach and dedicated time set aside for these tasks, it's difficult to provide timely responses. This impacts the experience for our patients and primary care colleagues and can increase clinical risk.

Improving these processes will help us deliver safer, more responsive care and strengthen collaboration across the system.

#### The vision

We're transforming specialist advice to deliver faster, safer decisions for patients and GPs. We will clear backlogs, standardise processes and introduce digital tools to help us achieve a three-day turnaround standard. We will then work towards the national two-day turnaround standard.

## How will this benefit patients and staff?

This will improve patient safety and experience, allowing for quicker decision making and referral processes.

See our patients sooner

For our staff, we want to remove duplication and unnecessary tasks, leaving more time for patient care. Increased visibility

and smarter tracking throughout the process will help us learn and improve every step of the way.

#### What's next?

We will provide specialist advice backlog clearance across all specialties by end of December 2025. We are launching SOP's (Standard Operating Procedures) for specialist advice and guidance across the organisation from January 2026. We are introducing a simple digital tool to manage specialist advice and referrals which integrates with our current and future digital systems in March 2026. We will also provide staff training for all, with ongoing support and clear governance.

See what is coming and how you can get prepared for the changes <u>here</u> or read more <u>here</u>.

# Real results from the dermatology pilot (three-month review data)

Total cases processed:

2,526

336.8 hours of clinical time saved

44 days of clinical time saved

168.4 hours of administrative time saved

22 days of administrative time saved

Con-grad-ulations



Congratulations to Gabriel Adelaja, IT infrastructure technician and co-lead of our Diverse Ethnicity Network, for recently gaining his Masters in Cybersecurity with Human Factors from Bournemouth University.

Gabriel's manager, Rob Flux, said: "It has been nothing short of a privilege

working with Gabriel; his dedication, commitment and very enviable Be a great work ethic is place to work something I would like to champion", Gabriel added: "when you put your mind to it, anything and everything is possible".

Well done, Gabriel. We at Team UHD are so proud of your achievements!

# Can you help our People and Culture Champions?

You have told our People and Culture Champions that the two things you would like them to focus on are **information sharing and improving staff rest areas**.

Now, the team needs your feedback to help them understand what UHD could be doing better in these areas. Please take a few minutes to fill out the People and Culture Champions' surveys on information sharing and improving staff rest areas.

Click here to find out more about what our People and Culture Champions do.



# **Enjoy the benefits of accommodation**

at UHD

Nearly 450 residential accommodations are owned and managed by UHD, located in and around the RBH and Poole hospital sites. A wide variety of options are available with selfcontained units with communal spaces, up to 3-bedroom houses. Competitive rents are available for all properties, typically 20% below market averages. Additional bonuses that tenants enjoy, include:

- council tax and utility bills covered in most properties
- some parking is available
- free WiFi

- no maintenance fees or ground rent
- no estate agent, deposit payment or credit checks

Available for any UHD member of staff to rent, the exceptional benefits of renting a UHD

property can also be enjoyed by staff from numerous partner organisations. Tenants can stay for a single night or as long as needed. CEO, Siobhan Harrington, talks about her stay in UHD accommodation. Find out more on our intranet pages.



## **Network news**

## Catch up on ProAbility being Positively Purple!

On Wednesday 3 December our <u>Pro Ability Network</u> held a special meeting dedicated to International Day of Persons with Disabilities; 'Positively Purple'.

They were joined by motivational speaker and Head of Inclusion at Champions UK, Jamie McAnsh, who shared his inspirational story from paralysis and hospitalisation with a rare condition, to rebuilding his life through resilience and sport. Proof that it's what you can do that counts.





#### Catch up on the session here.



We are currently updating the circulation list for our Diversity Ethnicity Network (DEN) to ensure that all interested staff receive the latest updates, invitations, and resources for 2026 and beyond. If you would like to be included on the new mailing list, please send your nhs.net email address to **uhd.dennetwork@nhs.net**.

Your participation supports our ongoing commitment to fostering an inclusive, respectful, and representative workplace for everyone at Team UHD.



Search 'DEN' on the intranet to find out more

# **Ensure ethnicity data is accurately recorded in eCaMIS**

Recording a patient's ethnic group is a vital part of delivering safe, inclusive, and personalised care.

#### Why it matters:

- Culturally appropriate care: Understanding a patient's background helps us provide care that respects their beliefs, values, and needs.
- Better health outcomes: Certain conditions are more prevalent in specific ethnic groups. Accurate data allows us to tailor treatment and support.
- Health equity: Ethnicity data helps us identify and address disparities in access, experience, and outcomes across our communities.

# View pathology and radiology results from other hospitals

You can now view ICE patient results from the South 6 group (Dorset County Hospital, Isle of Wight NHS Trust, Hampshire Hospitals NHS Foundation Trust, University Southampton NHS Trust and Portsmouth NHS Trust) via ICE OpenNet. Click here for guidance:



<u>View Results from other Hospitals</u> <u>via EPR\_QRG.pdf</u>



View Results from other Hospitals in CE QRG.pdf

#### What you need to do:

Please ensure that ethnicity is routinely checked and accurately recorded for every patient. This should be part of your standard data quality checks.

#### Support available:

<u>PMI Data Quality Guidelines</u> - for help selecting the correct ethnicity code.

<u>Conversational Guidance</u> - for tips on how to approach the conversation with patients.

# Mental Capacity Act eForms now live

The Mental Capacity Act Assessment and Best Interests Assessment Decision Making Tool eForms are now live. They are accessible via Managed Bookmarks > Clinical Systems > Electronic Forms (eForms).

You will no longer be able to use EPR Mental Capacity Act form which is now read only.

For further information read the Mental Capacity Act Policy

or email **uhd.support.lda@nhs.net**. Please check BEAT to ensure you have completed Mental Capacity Act training relevant to your role.

# ICE Paperless Pilot

As part of UHD's Trustwide move to paperless requesting, reporting, and results management, we are launching a pilot in selected areas. Moving to a digitalonly approach supports safer and more efficient workflows, reduces delays and missed follow-ups, and removes the risks associated with paper handling or misplaced reports.

This pilot is an important step towards a full Trust-wide rollout planned for early next year.

Please note paper requests will still be needed for blood transfusion and histopathology until further notice. Click here to see if your department is on the trial.



# New year, new adventures

Thinking of your New Year's resolutions already? Let's make it happen! 2026 is packed with loads of events and challenges that let you push yourself, have fun and make a difference together

with our UHD Charity.

You could face your fear of heights by signing up for our tandem skydive in March. Your family, friends and colleagues could sponsor you as you go above and beyond for your chosen UHD team.

Looking for a challenge with breathtaking views? Why not trek Snowdon a twilight. Imagine the starlight

views, the sight of the sunrise over Mount Snowdon and the patients you'll be helping with

you'll be helping with your fundraising.



Tick something amazing off in 2026 - check out the UHD Charity website for more info here.

Learning that took you above

MARCH 2026

and beyond

It's been a year of learning for our staff. Thanks to UHD Charity funding, three brilliant staff

members attended
the British Association
of Study of Liver

Conference in Belfast. They even shared their work.

That's not all - the charity funded one of our amazing nurses, Tega to

attend the Nigeria Nurses Charitable Association, UK Scientific Conference in Manchester.

Colleagues nominated her as a rising star in nursing, and she won!

These opportunities empower our staff, transform patient care

and make us proud to be UHD every single day. Learn how charity funding can take your training even further by visiting our <u>charity</u> <u>Intranet page</u>.



As a thank you for all your hard work, our UHD Charity funds three huts along our stunning beaches for permanent staff to enjoy for a full week between March 2026 and January 2027.

The deadline for the Beach Hut Ballot is 19 December 2025. You can follow this link to the ballot or look up beach but on the intranet for more information.



## **UHD Charity update**

## University Hospitals Dorset NHS Charity

# A slice of support for our Dementia and Delirium teams

At the beginning of December, our 2026 London Marathon runner David held a cake sale to support his incredible challenge to raise £2,500 for patients facing dementia and delirium in our hospitals. His wife also works for the team. Every cake slice, rocky road and pistachio twist brought him closer to his goal.

Support Dave and donate today to be part of his journey.



## A sprinkle of Christmas magic

Our hospital volunteers sprinkled some Christmas magic across our hospitals with a festive pop-up shop at the beginning of December. Every pound raised helps us make the season merry and bright for patients and Team UHD. If you know somebody who'd love to join Team UHD Volunteers? Share the news because there are exciting opportunities open now on the <u>UHD website</u>.

# Supporting our Maternity and

**Neonatal teams** 

Our limited edition 2026 calendar, created by staff from the Neonatal and Maternity Units, is now available to buy here.

All staff were invited to submit their photos each season throughout the year. The criteria was for photos taken locally which represent Dorset and respond to the theme 'A Touch of Nature'.

The images were selected by staff, patients and local photographers. The winners have been printed and displayed as large-scale photographs in our units.

Projects like this help improve the wellbeing of our NHS staff and reflect the ways in which they decompress from their busy shifts in the beautiful Dorset landscape. By buying this calendar, you are contributing to future art projects in the hospital, raising money for our UHD Charity. If you would like to support further, click here.

"I use photography as a way of really seeing and appreciating the Dorset coast. I am so grateful to have a job at UHD and be able to live in such a beautiful place."

Anna Collins, Community Midwife, competition winner





If you are interested in finding out more about how you can support the charity: Follow @UHDCharity on Facebook Instagram and Twitter Visit UHDcharity.org, or contact the office on 0300 019 4060/8449



**Moving Forward Together:** A Celebration of Research, Clinical Audit & Quality Improvement in Dorset

#### About the Conference

Connect with researchers, clinicians, and students, and share your work with more than 160 staff members and patient representatives from across Dorset. Explore new ideas and opportunities for study and career development.

#### Thursday 16 April 2026

Fusion Building, Talbot Campus, Bournemouth University





#### Call for Abstracts

Submit your research, clinical audit or quality improvement project by 2 February 2026 for consideration.

#### Delivered in partnership by:

- Dorset County Hospital NHS FT
- Dorset HealthCare NHS FT
- University Hospitals Dorset NHS FT
- Bournemouth University

Request an application form by emailing uhd.bupartnership@nhs.net

# Spotlight on simulation Learn at Lunch: 17 December at 12.15pm



Join Rose Edwards to find out more about **'Transformative Simulation: Beyond Education and Into Organisational Change**'



JHD noticeboard