

The Brief

March 2026



Celebrating you this International Women's Day



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The Brief



Wednesday 4 March 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

Update	Shared?
<p>Transformation: Our main contractor for the Coast Building at RBH has formally advised us this week of a possible delay in completion. We will share further details once we know more, but in the meantime, our preparations should continue as planned. For other transformation news including oncology inpatient services moving to RBH, head to page 10.</p> <p>6 Week Sprint: Our 4-hour safety standard: We all have a part to play in improving our operational performance. Find out more on page 17.</p> <p>UHD Staff Awards: We've had more than 300 nominations already! For top tips on writing yours, head to page 5.</p> <p>NHS People Pulse: January's results are in. Head to page 13 for celebrations and areas of improvement.</p> <p>Thrive health and wellbeing: Have you had your free health MOT yet? Head to page 14 to find out where you can get yours, as well as an update on our Health and Wellbeing champions and financial health focus.</p> <p>Freedom to Speak Up: Hear from Carolina Dandrade, Stroke Unit clinical leader and FTSU ambassador, on the importance of speaking up at UHD. See page 20</p> <p>Navigating change: Would you like to lead your team through longer-term development and improvement? Our TED (Team Engagement and Development) tools can help. See page 15</p> <p>Patient First: Patient First is about equipping you and your team to make a positive change. Find out how improvement huddles have made a big impact for Ward E3 on page 12.</p> <p>UHD Charity News: For the latest updates on campaigns and upcoming events, head to page 22.</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date:

Your University Hospitals Dorset

An update from our Chief Executive, Siobhan Harrington



‘Conversations create connections’...

...and when you start with a conversation, change begins.

Welcome to your March edition of *The Brief*. March is a time of change - spring has sprung, and with it we have a renewed opportunity to look to the future after our very long and challenging winter.

If March can energise us, then I really hope it sparks conversations. We have a lot to do here in UHD this year, but we can only ever do this together. Next week we will publish the results from our Staff Survey. There are some real positives in the results, with an important nod to our work around wellbeing. This is especially poignant given the year we have had. There are also areas you told us we absolutely need to focus on, especially around behaviours, raising and reporting concerns - and feeling they will be acted on - and having meaningful appraisals.

With all of this work, we need to look at how we create a shared vision together. ‘**Together we will...**’ - it’s a commitment to each other and aligns closely with our Patient First methodology, with everyone having a voice that counts. Great conversations are an act of leadership and build trust. So while we delve more into our Staff Survey results, please start thinking about the conversations you are having with each other. Our UHD objectives will be approved at Board next week, so please start to book in your appraisals - they might just be the thing that sparks change.

On the subject of change, we’re now a whole year on from our first moves into the BEACH! It’s been a real year of learning for all of us, and the conversations we have had during this time have been invaluable to making these new spaces work for all of us. Just last week, we welcomed the ‘Getting It Right First Time’ team to review our urgent and emergency care environments, acute medicine and our care of the elderly pathways for patients. It was an invaluable visit and an

opportunity to take an important step back.

A year on and many more moves have happened since, including our Surgical Same Day Emergency Care (SDEC) and the Surgical Admissions Unit (SAU) who have now relocated into their new facilities at RBH. And last week our Oncology Team moved their inpatient services and assessment unit from Poole to RBH. Thank you for putting patients at the heart of your moves, something we must all focus on in our year of change.

Work at Poole continues on the new Endoscopy Unit and will shortly start on the additional MRI and CT scanners at Shaftesbury House too. You can read more about transformation on page 7.

As we turn to our day to day, our hospitals remain extremely busy. Only by working together, both as Team UHD and with our partners, can we address our issues at the front door, and collectively ensure our patients who no longer need a hospital bed are in the right place for their needs. Our teams are currently working through their ‘6 Week Sprint’, focusing on the 4-hour safety standard and aiming to achieve 78%. Everyone has a part to play, and this means working closely with our porters, ward clerks, discharge lounge, and patient transport.



We're also nearing the end of our financial year. Your efforts have helped us achieve a number of savings, going some way to tackling our financial pressures. Looking forward, the pressures will continue and we have a challenging £68m saving programme to deliver next year, with £22m of unidentified savings. It's not easy, and we really need those important conversations to be taking place so we can work through this together.

I hope among this, we can all focus on some positives too and be energised by March and the months ahead.

Our HealthSet Electronic Health Record (EHR) Programme Full Business Case has gained full approval and we are now finalising the EPIC contract and mobilising our teams. This really will be transformative.

And we've had more than 300 nominations already for this year's UHD Awards! We need



your help to showcase the amazing work the many teams and roles across UHD do, so nominate before 3 April. And if you're interested in being a judge, please email uhd.awards@nhs.net for more information.

Tomorrow, 5 March, we will be celebrating women's achievements at our special Women's Network event to mark International Women's Day (IWD). Throughout the day we'll be holding a series of conversations to hear inspirational stories from UHD colleagues, as well as finding out more about a project to help those experiencing period poverty.

March is also a time when we celebrate Overseas NHS



Workers Day, Healthcare Science Week, World TB Day and the Transgender Day of Visibility, as well as colleagues celebrating St David's and St Patrick's days, Holi Festival, and those observing both Ramadan and Lent.

We're very fortunate to have such a rich culture here at UHD, and we really do work in the most rewarding, and at the same time challenging workplace.

So let's talk about it, and kickstart our new 2026/27 year with those vital conversations.

Thank you for all you do,

Siobhan

Vital statistics February

- We saw **43,207** patients in our outpatient departments
- ...and an additional **8,004** virtually
- Carried out **1,624** day case procedures
- Supported the birth of more than **284** babies
- Attended to **13,434** patients in our emergency departments
- Cared for **197** patients at the end of their lives
- Started **219** patients on their radiotherapy journey

Thank you **#TeamUHD**

Top tips for writing a nomination



Write at least 200 words, but no more than 400.

Our judges don't know every member of staff so they need as much information as possible.



Do you know what to say, but not how to write it?

Record yourself using the notes app on your phone to turn it into words. You could also ask a colleague to help.

Tell a story or give examples.

Explain why their work matters and how it has made a difference.

Describe who they are as a person and how they stand out from others.



Take your time. Save what you have written and come back to it later. You can paste your words into the form when you are ready.



Ask your colleagues.

They may have a story or an example they would like to add to the nomination.



Don't use AI. It follows a set writing style and repeats words, so your nomination won't stand out. Judges need to hear your voice to help them decide. They will not judge your writing ability.

If you have any questions, ask the Communications Team by emailing uhd.uhdawards@nhs.net.

Can you help us make sure this year's awards includes all of Team UHD?

Share our posters, add it to your email signature and tell your colleagues! Remember, anyone can nominate and anyone can be nominated!



Nominate your colleagues today!

Visit www.uhd.nhs.uk/staffawards or scan the QR code to nominate.



Could you be part of our judging panel?

We are looking for 13 staff that represent a wide range of job roles and experience to be part of our judging panel. Our panel is split into two groups. We share the categories evenly between the two groups. Each judge is given a pack which contains all the nominations for their categories. They have two weeks to read and judge them against the judging criteria. Our panel will then meet in April to add up the total scores for each nomination. The four with the most points in each category are shortlisted and the top scorer wins. **Email uhd.staffawards@nhs.net to register your interest.**



Funded by University Hospitals Dorset NHS Charity



Who will you celebrate?

All staff can nominate, all staff can be nominated.

Visit uhd.nhs.uk/staffawards to nominate before 12noon on 3 April.



We are recognised and rewarded

International Women's Day 2026

Join our Women's Network on **Thursday 5 March** to celebrate International Women's Day (IWD). This year's theme, 'Give to Gain', will focus on collective giving for empowerment and is a chance to celebrate women's achievements, as well as call for accelerated gender equality.

Visit the **RBH Lecture Theatre, 10.30am-4.30pm**, to hear inspirational stories from UHD colleagues as well as talks and information dedicated to women's health. If you can't attend in person, [you can also join online via Teams here](#), and if you'd like to show your appreciation for an inspirational Team UHD female colleague, [complete the form here](#).

We'll be joined by our Chief Executive, Siobhan Harrington, as well as Women's Network exec sponsor and Chief Digital Officer, Beverley Bryant. Some of the presentations planned for the day include:

- 12-12.30pm - **A career in Cardiology**, by Dr Rosie Swallow, Consultant Interventional Cardiologist
- 2.30-3pm - **Women in surgery**, by Joanna Higgins, Surgeon
- 3-3.30pm - **My journey into stand-up comedy**, by Ann Brown, Matron in Older Persons Services and Acute Care

Click [here](#) for the full agenda.



We are **compassionate** and **inclusive**



Women's Network



Transformation Ask Me Summary

With:

Dr Isabel Smith,
Medical Director
for Transformation



Alan Betts,
Director of
Integration



What's happening this year?

2026 is a big year with our major phase three moves planned for later in the year. We're currently in phase two of our moves. Phase one covered last year's BEACH relocations.

A little later, but still before the major moves, we'll see Dermatology and Rheumatology shift between Poole and Christchurch to create a new hub and spoke model. Then, later this year, we begin phase three, which includes the significant emergency/planned care split we've been working towards.

How is the Trust supporting colleagues as they prepare for these big changes?

Many services have HR consultations open now or will have them soon. These give colleagues a chance to talk with their line managers and teams about concerns, options, and any impact on their working arrangements. Work is also being done to help colleagues understand what facilities are available on each site that help make work easier. Support is also coming from Occupational Health, the Thrive Team and OD Team.

The Trust is also strengthening its network of wellbeing champions. Because almost every department is experiencing change, the goal is to ensure each area has good coverage, so colleagues always have someone to turn to for support.

What's happening at our Poole site?

The Endoscopy project at Poole remains on track. The new unit will help streamline outpatient endoscopy services, which means the potential to treat more patients and deliver more activity overall.



Some surgical building work will continue after the phase 3 big moves, so there will be a period of disruption while admission and discharge areas and additional theatres are completed. We will also have new CT and MRI facilities installed in Shaftesbury House as part of the diagnostic hub programme.

Trespa Rectangular Cladding: Metallic Amber and Chalkstone [Within Scope]



7170 - Shaftesbury House - Facade Options - P01 - 14/01/26



Given the recent operational pressures, are we confident that having one main ED at RBH and UTCs on both sites will still allow us to safely care for all patients?

This is one of the Trust's biggest challenges. The plans were based on 2016-2017 data, but demand is now much higher, and the whole Dorset system will need to work differently to support the new ED model. A recent workshop with the ICB confirmed that stronger alternatives to admission, faster discharge of patients with no criteria to reside, and improved internal ED and hospital flow processes will all be essential.

Some teams are worried there may not be enough office space. Is that right?

Office space is a real challenge. Clinical areas have been prioritised first, and office planning has followed. The Trust has reviewed office needs with care groups to understand how teams work and how close they need to be to clinical areas. Tringham House, which we recently purchased, will also provide extra capacity, with some floors rented out and others used for our teams. Space will be allocated based on need, recognising that some teams require permanent desks while some can continue hybrid working.

What is the aim of the new wayfinding approach at RBH?

The new system is designed to make navigation simpler and more consistent. The new approach gives each area a clear letter for its zone and a number for its exact location. Once someone knows their zone, they follow the numbers to reach the right place.

Large new location boards have been put in place and emergency action cards have been made available to help support staff with this change. Plans for a digital wayfinding solution are also underway.

Are there external factors that could affect the planned summer timeline for the phase three move?

The Trust is well prepared to deliver a safe and well managed move, even if external dependencies alter the final timing.

If the timeline shifts, the preparation does not change, as the same detailed planning and processes will apply whenever the move happens.

What is the future of the shuttle bus, especially as more departments move between sites?

The shuttle bus is very well used and will continue to be in operation. It began as a one year pilot ending on 31 March, but because uptake has been strong, the contract is being extended.



Our tender process for what we have next has been paused briefly to ensure the next arrangement reflects what staff need. The shuttle will therefore keep running, with plans underway for a longer-term service based on up-to-date evidence.

Look out for upcoming transformation Ask Me specials [here](#).

SPOTLIGHT ON: Simulation

As Child Health services prepare to move from Poole to RBH, the Simulation Team recently supported a Theatre Department education day for colleagues, with the aim to learn together as a complete MDT.

The day comprised of various teaching sessions, practical workshops, and four in-situ simulations running simultaneously across theatres at RBH as well as the new Children’s Unit in the BEACH.

Dr Fiona Hignett, Consultant Paediatrician and Transformation Lead for Child Health, said:

“Running the education day within these clinical environments sparked not just skills practice, but wider system conversations too, and was a real team effort from educators, clinical colleagues and specialist teams throughout.”

Emma, Lead Practice Educator in Theatres, said:

“Today has been an amazing opportunity for our colleagues in theatres to share their knowledge and working practices, and we’re very much looking forward to looking after children and young people at Bournemouth following when the time comes.”



Our oncology inpatient services have moved to RBH

We have successfully relocated our Oncology inpatient services and the Oncology Assessment Unit (Cancer SDEC) from Poole Hospital to the newly refurbished Oncology Ward at RBH. All Oncology and Haematology inpatient admissions now take place at RBH.

Radiotherapy services continue to be provided at Poole Hospital, and outpatient clinics and chemotherapy appointments remain available at both Poole and RBH sites. Cancer surgery also continue to take place at Poole Hospital.

A huge thank you to everyone who worked so hard to make this move possible.



Gemma Bryant, Acute Oncology Lead ACP, said:

- “ The move went really well, and we’re really excited to be in our new environment. All the teams have worked incredibly hard to ensure a smooth transition and to look after patients throughout the move.
- “ The new assessment area and inpatient ward offer patients a much improved environment, including eight single rooms in the assessment unit so patients can be assessed privately.
- “ It’s been a long time coming and we’re so pleased to finally be here.”



IG Top Tip: Have you started your spring cleaning 2026?

With lots of moves happening across the Trust, now is a good time to think about data deletion and retention.

Keeping information for longer than necessary increases the risk of data protection breaches. Making sure data is reviewed, retained appropriately, and securely disposed of helps keep information safe and compliant.

For guidance on how long information should be retained, please refer to the NHS England guide [Records Management Code of Practice - NHS Transformation Directorate](#).

Details on how to securely dispose of confidential waste across our Trust can be found [here](#).





Beverley's blog

with Beverley Bryant, Chief Digital Officer

I love International Women's Day. It is that point in the year where I take time to reflect on what it means to be a woman in the context of my role, my age and society in general.

UHD colleagues may know me for my work on the new Electronic Health Record programme, as one of the on-call execs, or in my mission to drive up our use of the ICE test ordering system instead of using paper. In this context, being a woman isn't necessarily relevant. At work, we all strive to fulfil our roles in collaboration with others irrespective of gender, and it is pleasing to know that we enjoy a strong gender balance in the NHS at large. But when I think more deeply, being a female digital leader at UHD does offer a relevance that I feel is worthy of further discussion.

I was at senior school and university in the 1980's before starting my IT career in the early 90's. There was only one other woman in the graduate intake and no female senior leaders. I didn't consider this abnormal or problematic at the time but, with hindsight, the paucity of leading female role models did make the upper ranks of management seem like a remote possibility to me and difficult to aspire to.

In the 34 years since that time however, I'm incredibly fortunate to have been sponsored and supported by male managers, and through hard work, tenacity and a husband who has done more than his fair share of the childcare, I have carved out a successful career as a senior digital leader.

It's now my turn to create opportunities and support younger women, and men, to develop their careers in health IT. Our transition to Epic in April 2028 will be an exciting moment for UHD,

where clunky applications and paper will be replaced by an integrated record that transcends the boundaries of our organisations across Dorset.

There will be opportunities for the next generation of clinical and IT teams to embrace fresh ways of working, learn new skills and dispose of cumbersome and frustrating administrative practices. And women can be confident that the upper echelons of senior leadership are no longer reserved just for men, but for everyone.

Providing clear career paths for our staff through the transformation of our hospitals is a key plank of our recently published Dorset Digital Strategy. I will be here, ready to guide our new generation of digital colleagues as well as advocate for diverse leadership across Dorset.

Happy International Women's Day everyone.

Beverley

≡ International Women's Day ≡



Patient First

Provide excellent healthcare. Be a great place to work.



[Click here to learn more](#)

Over recent weeks, colleagues at Poole's adult orthopaedic trauma ward, E3, have been carrying out weekly Patient First improvement huddles. Thanks to this focused approach, they have already seen meaningful improvements in patient experience and safety.

One key issue raised was the frequent loss of personal items such as hearing aids, glasses, and dentures on the ward. To address this, the team has introduced a new daily property check sheet, which is placed above patient beds to ensure these essential items are accounted for each day.

Since implementing the check sheet, no patient property listed on the form has been lost - a positive step that supports both patient dignity and quality of care.

PATIENT NAME:	
DATE:	
GLASSES:	YES <input type="checkbox"/> NO <input type="checkbox"/> N/A <input type="checkbox"/>
DENTURES:	TOP <input type="checkbox"/> BOTTOM <input type="checkbox"/>
HEARING AIDS:	LEFT <input type="checkbox"/> RIGHT <input type="checkbox"/> N/A <input type="checkbox"/>
Check to be completed daily	

Armed Forces Healthcare; Training and education

Under the Armed Forces Covenant, NHS bodies must give 'due regard' to the community's needs in planning and delivering services.

To support this, NHS England and the Veterans Covenant Healthcare Alliance (VCHA) have launched The National Armed Forces Healthcare Training and Education Programme, with a dedicated Veterans Covenant Healthcare Alliance (VCHA) trainer for each region.

Our regional trainers play a vital role by working both within and beyond the NHS to improve care for the Armed Forces community (serving personnel, reservists, veterans and their families).

This programme will support the NHS wide system to demonstrate that the NHS and their partners receive the appropriate training and education required to ensure they can develop a skilled, educated, and inclusive NHS primary, community and secondary care workforce, to meet the evolving needs of the Armed Forces community within the NHS in England.

The VCHA regional trainers and educators will work with and across the NHS in England, so they are better able to respond and manage care for and with the Armed Forces community, assisting in the development of delivery of local Population Health.



UHD.armedforcessupport@nhs.net

The training is made up of five modules, three of which are available now. Click the links below to find out more and start the first training module.

- [NTEP Modules - National Armed Forces healthcare training and education programme](#)
- [NTEP Module 1 - National Armed Forces healthcare training and education programme](#)

If you have any questions or require any more information, please get in touch with our UHD Armed Forces Community Advocate, Rob Hornby, via email rob.hornby@nhs.net or call **07799 343877**.

NHS People Pulse Results

January 2026



625
responses

Core metrics

73.3% said in their teams they support each other.
46.6% said they feel well informed about important changes.
50.9% said UHD pro-actively supports their health and wellbeing.

Celebrations

63.8% said they are able to make suggestions to improve the work of their team / department. We have improved across health and wellbeing with a 1.9% increase of staff feeling better supported and 3.6% reduction in staff feeling negatively.



Areas to improve

Staff are less motivated compared to the last survey results. There was a 2.5% decrease in staff who feel enthusiastic about their role and a 2.2% increase in negative feedback.

Comments

Staff asked for leaders to give more feedback, involve them in decisions, listen and respond to them. Some staff feel unseen, underappreciated and undervalued, especially in admin / clerical and frontline roles. Other staff feel valued, supported, heard and included. Some staff reported the impact of change has led to stress, uncertainty and confusion about roles. Others praised strong team relationships, collaboration and openness.



Over the next quarter, we will focus on:

How can we support you to fill out the survey? The more voices we hear, the better we can understand what matters most to you and act.

How can we make sure your feedback is heard by directorate and team leaders? Improvements in your area must be led by the people that know it best.

How can we show you that your voice is valued? You need to know the impact of your voice. We will improve how we share actions and celebrate success.

How can we share best practice and improve our culture? Identifying where things are done well will help build a Trust culture of civility, respect and inclusion.



For more information about the People Pulse at UHD, please email uhd.organisational.development@nhs.net.

Have you had your free health MOT yet?

767 staff have used our health kiosks 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, body fat content, heart rate, weight, body mass index and wellbeing age. You will get an anonymous and confidential print out of your results.



Health and Wellbeing Champion update

AMU at RBH has transformed what was once a dull, windowless room into a calm and welcoming safe space for staff. Thanks to the dedication of [Health and Wellbeing Champion Rachael Relf](#), with financial support from UHD Charity, the room is now a place where colleagues can rest and recharge. The mural features a photograph taken by one of the AMU nurses, making the space even more personal and meaningful for the team.



Focus on financial health

Do you know what financial wellbeing support is available to you? Visit our intranet pages to find out how to access support from:

- our employee assistance programme, VivUp

- BCP Council's access to food partnership
- Turn2Us

There are also lots of resources and information about financial wellbeing, money and pensions advice and energy and money saving.



Don't forget you can find all the information above, and more in your [health and wellbeing guide](#).

We are **safe** and **healthy**

Navigating Change at UHD



2026 is the year of some big transformation across UHD and lots of our staff are going to be affected by the changes, whether this is directly or indirectly.

Change can mean progress, adaptation or evolution. It often comes with opportunities for growth or challenges that test our resilience. Change might signify a new beginning, a disruption of routines, or a chance to innovate. It can stir up a range of emotions which can have an impact on ourselves and those we work with. It is important that we are aware of our own reactions to change and know how we can support ourselves and our colleagues.

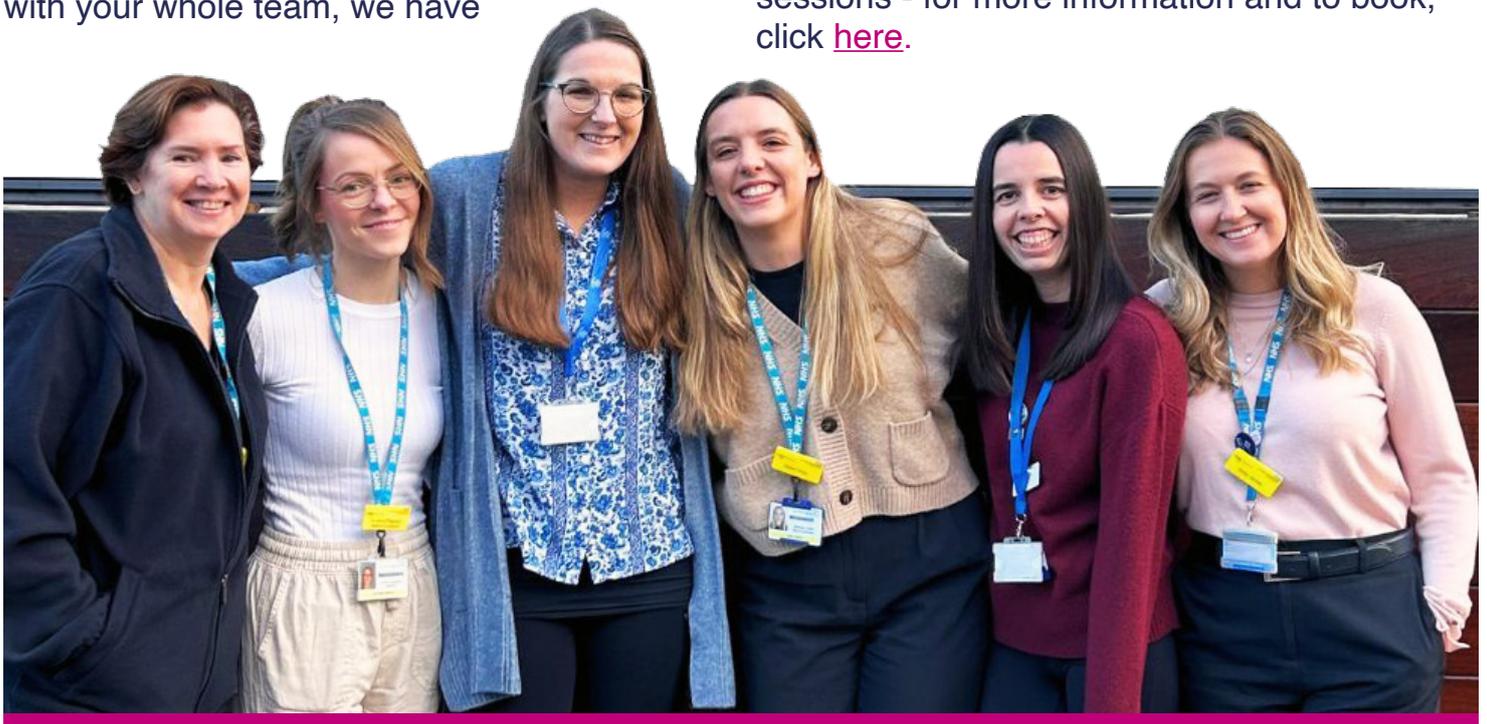
Our **Navigating Change e-learning** is aimed at anyone who wants to further their learning and self-awareness about working through change at UHD. Further information and the e-learning is available [here](#).

If you are a team leader who would like to build upon the Navigating Change e-learning with your whole team, we have

designed some slides that can help support you in running a reflective session. These have been designed to help you, as a team, have a conversation about current changes and challenges and collectively put some actions in place to support one another. Click [here](#) to download the slides.

Would you like to lead your team through longer-term development and improvement?

Whether your team is going to be affected by upcoming changes or not, you may wish to sign up to be trained in our TED (Team Engagement and Development) tool to help facilitate the ongoing growth and development of your team. TED is an evidence-based approach that supports structured conversations about the issues that are most important to you and your team, providing a toolkit and resources to help you to develop and improve these areas. If you are a team leader who would like to be trained in TED, we have spaces left on our March and April sessions - for more information and to book, click [here](#).



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

About the Conference

Connect with researchers, clinicians, and students from across Dorset. Join more than 160 staff members and patient representatives to hear about current research, exchange ideas, and build new connections. The conference offers opportunities to learn, network, and support your professional development.

**Thursday 16
April 2026**

Fusion Building, Talbot
Campus, Bournemouth
University

Register now

Registrations are open. Secure your place early to avoid disappointment.

Reserve your place here: <https://BU-NHS2026.eventbrite.co.uk>

Delivered in partnership by:

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

Sponsored by:



6 Week Sprint: Our 4-hour safety standard



Nationally, all trusts have been asked to complete a focused 6 Week Sprint with the aim to improve our performance against the organisational 4-hour Emergency Department safety standard. This measures how long patients spend in our Emergency Department.

Currently about 62% of our patients are seen and treated within 4 hours. **During our 6 Week Sprint, we are aiming to achieve 78%.** We will be implementing **your ideas** for improvements across

our Emergency Department to improve patient flow.

We need your help to ensure our patients can be assessed, diagnosed, and treated as efficiently as possible. Everyone has a part to play. By planning and preparing now, we will also strengthen our readiness for our transformation moves later this year.

Click [here](#) to find more information about how you can get involved.

New cold water swimming photography exhibition



‘Cold Water Swimmers’ featuring photography by David Bird has been installed in the ArtSpace gallery in the atrium at RBH. It will be up until May.

“I’m a photographer based in Dorset. My work revolves around positive and progressive events on England’s south coast. The south coast beaches have seen a shift in how they are used in recent years. Once mainly places for relaxation and gentle exercise, they have now become hubs for a new pastime: cold water swimming.

“Swimming groups, like Beyond the Blue in Poole, have built close-knit, vibrant communities. Members meet year-round, sometimes even getting out of bed before sunrise or driving for over an hour, just to take the plunge together. In the winter, swimmers may only stay in the water for a few minutes before time together warming up with a cup of tea. On birthdays, they even grab cakes as a group after their swims.”

As part of this project, David also created a short film, ‘Beyond the blue’,

which you can watch [here](#). Going

for a swim in cold, open water can be exhilarating, but it’s not without risk.

So if it’s your first time open water swimming or cold water dipping, it’s important to speak to a healthcare professional to discuss the risks of cold water immersion before you go. Find out more about staying safe [here](#).

Join David Bird for a talk and workshop for staff on Tuesday 14 April from 12noon-1.30pm in the atrium gallery space.

David will be giving a brief talk about this project, followed by a mini-masterclass sharing tips for effective portrait shooting, including how to achieve the best results with a mobile phone camera. If you would be interested in taking part, please contact Laura.Joy3@nhs.net to book.

ArtSpace initiatives like this are funded by our UHD Charity.



Life-changing care for diabetes patients



Improve patient experience, listen and act

People with Type 1 diabetes are seeing significant health improvements thanks to a new group-based training initiative from the Diabetes Team.

People with Type 1 diabetes are seeing significant health improvements thanks to a new group-based training initiative from the Diabetes Team.

The group sessions allow larger numbers of patients to be trained on the new hybrid closed loop insulin pump technology at any one time. This approach, the second of its kind in the country, not only speeds up access to the technology, but helps patients build a sense of community and shared support.

Type 1 diabetes is a complex condition that requires constant monitoring and careful management of blood glucose levels. Traditionally, this has placed a heavy physical and mental burden on patients, with many experiencing unstable glucose levels, disrupted sleep and an increased risk of long-term complications.

The new hybrid closed loop systems offer a significant step forward. The system consists of a small wearable pump connected to a cannula, which

automatically monitors blood glucose levels and adjusts insulin delivery in real time. Patients can view their glucose levels via a smartphone app and securely share this data with the Diabetes Team.

Ray Pritchett has lived with Type 1 diabetes for 27 years and says the new technology has brought him renewed confidence and peace of mind. Diagnosed at the age of 40, Ray experienced significant disruptions to his working and family life due to the condition.



Ray has also experienced long-term complications from repeated hypoglycaemic episodes, including nerve damage to his feet, ulcers and eye problems. Receiving the new pump has eased many of his fears.

“Getting insulin through the pump rather than injections makes me feel more at ease. I’m no longer scared of changing my insulin levels. I used to get a lot of hypos, but this system will help regulate it.”

“It’s been a real struggle. I had to change my job and lost my HGV licence. My son was three when I was diagnosed, and instead of enjoying that time, managing my diabetes ruled our lives.”

Dr Helen Partridge, UHD Diabetes Consultant, said: “While patients still play a role in managing their condition, including changing insulin and cannulas every three days, this system dramatically reduces the day-to-day workload of diabetes management. Overall glucose levels become more stable, leading to improved wellbeing and quality of life.”



The **Gold** standard for care

Congratulations to the Macmillan Unit and Forest Holme Hospice teams for their recent CQAS award, presented by Chief Nursing Officer, Sarah Herbert.

The CQAS (Clinical Quality Accreditation Scheme) is a structured, externally validated process used to assess whether a clinical service meets defined, evidence-based standards of quality, safety, and effectiveness. It acts as an independent assurance that a service is delivering care in line with recognised best practice.

Accreditation schemes are widely used across NHS and independent healthcare services, and UHD has chosen to participate voluntarily to demonstrate a commitment to quality improvement.



Debbie Waters, Matron for Palliative Care Inpatient Units and Hospice at Home, said:

“As Matron for Palliative Care inpatient services across two hospice sites I am incredibly proud that both our hospice teams, Macmillan Unit and Forest Holme, have been awarded Gold, a recognition that reflects the compassion, dedication, and excellence shown by every single member of our team.

This achievement celebrates the exceptional care we provide to patients and families, the strength of our collaborative teamwork and shared values, and our commitment to delivering safe, high-quality, person-centred hospice care.

To our staff, volunteers, patients, families, and partners - **thank you**. This Gold award belongs to all of us.”



Introducing Freedom to Speak Up ambassador - Carolina Dandrade

Supporting you to raise concerns

Freedom to speak up

We are committed to helping create a culture of speaking up, where staff feel safe and confident to raise concerns.



The Freedom To Speak Up (FTSU) ambassadors work alongside the FTSU guardians promoting, listening, supporting and providing an impartial view to staff when speaking up. Let's hear from Carolina.

How you think speaking up improves UHD?

“It improves staff wellbeing and highlights that we are being listened to and valued.”

Carolina was nominated for the UHD Staff Awards 2025 in the **“Listening to Understand”** category. Here was the nomination for her from a colleague:

“I am nominating our Ward Sister because of her outstanding leadership qualities, compassion, and unwavering support. She is the epitome of kindness and professionalism, always maintaining an approachable demeanour. One of her most remarkable traits is her ability to listen to the concerns of the staff, no matter how big or small. Whether it's a work-related issue or a personal concern, I always feel comfortable approaching her without fear of judgment.

“Her leadership style goes beyond task management; it is rooted in genuine care for the wellbeing and professional development of those she leads. She is a great role model and consistently goes above and beyond her role to ensure the success and happiness of her team.”

What is important to you about being an ambassador?

“I am very passionate about supporting our teams in every way possible. I believe that it is crucial to take the time to listen to our teams and to make them feel comfortable to speak up.”

Why you are approachable?

“I am a good listener and I am respectful. I never turn anybody away. I am very passionate about leading and nurturing our teams. I am an optimistic and I believe that making time for our staff should be a priority.”

Why did you want to become a FTSU ambassador?

“I want to promote and facilitate speaking up as well as sharing concerns without feeling fearful.”



We each have
a voice that counts

To find out more about the FTSU Team, head [here](#).

Optimising care and flow: How Occupational Therapy has improved Older Person's Services

The closure of Lulworth Ward created an opportunity to review and redesign how we delivered Occupational Therapy intervention to patients requiring a more advanced Occupational Therapy skill set.

Therapy data indicated that this patient group was frequently superseded by same-day discharge and non-complex patients, in order to support timely discharges.

The introduction of a dedicated Occupational Therapy in-reach service to the Acute Older People's wards at Poole enabled ward-based therapists to maintain their focus on same-day discharges, while the in-reach team provides specialist Occupational Therapy interventions for more complex patients who are at risk of prolonged length of stay.

Inactivity during hospital admission is known to cause rapid, severe, and potentially irreversible deconditioning in older adults. Earlier Occupational Therapy intervention therefore plays a critical role in supporting this vulnerable group. The in-reach service focuses on patients with a frailty score of 7 or above who require new moving and handling equipment. Early identification of specialist therapeutic techniques and appropriate equipment reduces the over-prescription of double-handed care packages and promotes continuity of case management for patients and their families, who often have significant concerns regarding discharge planning.

Early data has shown a reduction in both overall hospital length of stay and the duration of Occupational Therapy intervention.



**Improve patient
experience,
listen and act**

These early outcomes highlight the value of timely Occupational Therapy input at the point of need, contributing to safer discharges and more effective use of hospital capacity. Ongoing monitoring of outcomes will inform future service planning and support decisions regarding the sustainability of this project.

For further information, contact ruth.martin15@nhs.net

- Length of Stay (LOS) has reduced by 60% for this patient group
- Length of Occupational Therapy intervention has reduced by 71%
- 100% of patients referred had a moving and handling assessment completed within 72 hours



Annual staff permit tariff increase

Please be aware that from 1 April, there will be an increase to staff parking permit costs in line with the annual inflationary mechanism. [Click here to view the new rates of pay.](#) We are here to support you and understand that rising parking costs can cause concern. We are committed to providing a range of alternative transport methods, [click here to create your Personalised Travel Plan.](#)



Hospital band striking a chord for music therapy

Tune in for a good time on **Saturday 21 March** as our hospital band, On the NASH, rocks The Bell Pub stage in Pokesdown. The event will raise funds for the music therapy service, supporting children from our Children's Development Centre at Poole Hospital.

Children benefiting from this therapy are aged 2-5 years old, who have a range of conditions affecting their development, and the therapy makes a real difference to them and their families. Entry is from 6pm, and the music kicks off at 8pm. Tickets are just £2, so save the date and have a great night out for a brilliant cause!



Dorset Breast Screening Unit duo walking miles for mammos' across BCP

On Friday 1 May, dynamic duo, Trudi and Dawn, will walk a colossal 180 miles from their home at the Dorset Breast Screening Unit (DBSU) in Poole. Their route will take in all the mobile breast screening units along the way, finishing their journey at Christchurch Hospital.

During the challenge, they will promote breast health awareness while raising funds for patients supported by the DBSU. **Donate today to power Trudi and Dawn's epic challenge for DBSU patients:**

www.justgiving.com/page/trudi-brackstone-3



Ocean artwork provides calm environment for AMU patients and staff

New artwork in RBH's Acute Medical Unit (AMU) is providing colour and calm for those needing privacy in the 'wobble room', a space where patients and staff can take time out of their day to decompress.

The sunny ocean photograph, taken by a former AMU colleague, creates a sense of openness and connection with local nature in a clinical setting.

Thank you to everyone who supported our AMU patients and colleagues, especially Rachel Relf for her perseverance in getting this artwork in place. **If you'd like to join us in bringing more artistic projects like this to life, supporting our patients and NHS teams, you can learn more on our Arts webpage:** www.UHDcharity.org/Arts



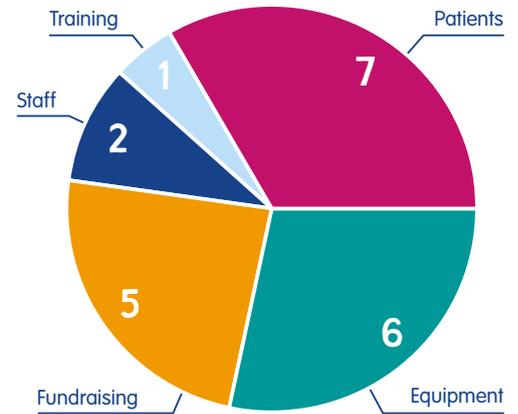
You dreamed it. We funded it. See how Charity Funding is enhancing our hospitals!

Your charity team has been hard at work cultivating change alongside our NHS colleagues. In January, we approved 21 charity funding applications with a financial value of £76,364 – all to provide state-of-the-art equipment, meaningful projects, enhance patient care and provide training to NHS colleagues, above and beyond what the NHS will fund.

Check out the stats to see how we're growing together in 2026!

Got a game-changing idea or want to enhance care for your patients? Get in touch with the Charity team to find out how funding can help or look at the [UHD NHS Charity Intranet page](#) for more information about the CFA process.

In January 2026, we approved 21 CFA's



with a financial value of

£76,364

CFA Case Study: A Kitten Scanner for the Children's Unit!

Thanks to support from the Mazars Charitable Trust, the Children's Unit is now home to a Kitten Scanner, a fabulous piece of tech that helps children feel comfortable before undergoing a scan!

Kids choose a friendly foam character to 'scan' and watch fun, animated visuals that show what happens during a real scan.

This simple, hands-on experience helps children feel braver, empowers them and helps them understand what to expect.



Caroline Fawcett demonstrating the scanner to a patient

"I provided an MRI preparation session for a 4-year-old girl. She loved lying toys in the scanner and watching the images on the screen, so much so, Charlie Crocodile was scanned repeatedly. By the end of the practice session, she was showing her dad how to carry out an MRI scan and was able to transfer this to her own MRI experience, without the need for a general anaesthetic. Watching a 4-year-old child take control of something that once felt frightening was incredibly rewarding."

- Tracey Fordham, Senior Healthcare Play Specialist

University Hospitals Dorset
NHS Charity
Registered Charity No. 1051796

MARCH FOR MEN



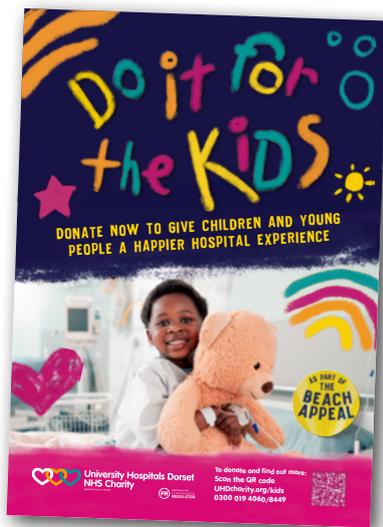
SUPPORT THOSE AFFECTED BY PROSTATE CANCER

SAT 28 MARCH 2026 - 9.30AM - BOURNEMOUTH PIER - UHDcharity.org/M4M



Big launch for fundraiser to create happier hospital experience for children and young people

In February, UHD Charity launched their latest fundraising campaign, **Do It for the Kids**, aiming to raise **£350,000** towards meaningful extras for the new **Children's Unit in the BEACH Building**.



Thank you to everyone who participated in the launch at RBH, including the families who shared their experiences with the public, our volunteers and staff. Thank you also for supporting our bake sale on launch day, and to all colleagues who participated in our 'Mad Hatter Day' at Poole Hospital.

We are on a mission to make the wards on the new unit truly special for the children, young people and families supported by our teams. That's why we're fundraising for items above and beyond NHS funding like colourful artwork, sensory items, comforting spaces, play areas and more. Let's keep the momentum going for the kids!

Find out how you can give children and young people a happier hospital experience on the UHD Charity website: www.UHDcharity.org/kids

Health Science University lecturer remembered with meaningful in-memory trek

This Prostate Cancer Awareness month, we're following a truly special journey of someone who has touched many lives in our community. Jacqui will set off on ambitious trek across the south coast in memory of her husband, George, a much-loved lecturer at Health Sciences University Bournemouth who passed away from prostate cancer in 2025.

From the point of diagnosis through treatment and beyond, our prostate cancer teams stood by the couple with compassion and care. Jacqui will walk in memory of George with their beloved Corgi, Scrumpy, and half of the funds raised from their journey will enhance care for prostate cancer patient at UHD.

You can show your support for more patients and families like George and Jacqui by donating to her fundraiser [here](#).



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

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



Let's talk about IT

New Systemic Anti Cancer Therapy Workshop eForm

A new e-form for the Systemic Anti Cancer Therapy (SACT) Workshops is now live across UHD. This will replace the current process and will ensure a more efficient and auditable process.

The e-Form will be found here in the [eForms Portal](#) under Managed Bookmarks > Clinical Systems.

The e-form has workflow capabilities, enabling nominated staff members to be notified when there is a new referral to be processed.

When completing the form, please ensure to complete all required information accurately. Once submitted you will receive a confirmation of submission email. The appropriate team will then process the referral, book the patient into the workshop and send a letter to the patient with the appropriate details.



A copy of the completed and approved form will also be stored on the patient's EPR record.

Data quality

Getting patient details right - why it matters

Accurate patient information keeps people safe. Errors and duplicate registrations can cause serious issues, like:

- multiple PMI records for the same patient
- different patients sharing one PMI record

- missing or incorrect details affecting treatment
- time wasted fixing duplicates and mistakes

One patient, one record - accuracy counts!

Before you create or update a patient's record, always:

- **search thoroughly** - follow [PMI search rules](#)

- **pause and double-check** if making lots of changes to a patients record - especially NHS number
- **check NCRS** - to view national patient demographics - for access, complete the training: [National Care Records Service \(NCRS\)](#)
- use our **updated User Manual** for guidance: [Patient Register and Update UM](#).

Easy tips to manage your NHS mailbox

It's important to look after your NHS mail so you don't run out of space. If your inbox gets too full, **you won't be able to send or receive emails.**

Do these simple steps every week:

- **Delete emails you don't need.** Remember to also empty your Deleted Items folder
- NHS mail is meant for sending and receiving messages. It is **not** a place to keep lots of old emails or big files. Save important files in **Teams, SharePoint** or your **OneDrive**.

- If you want to keep old emails, use your **email archive**.
- Big email attachments take up a lot of space in your inbox. **Share files** by using Teams, SharePoint or your OneDrive. These tools save space and are usually easier to use.
- [Check your mailbox size](#). This helps you see if you're getting close to your limit.

Our [Mailbox Management Guide](#) has more tips and easy how-to steps.

IT Training

The second edition of the [IT Training newsletter](#).

Have an idea for future content? We'd love to hear from you at uhd.it.trainers@nhs.net.