

The Brief

New endoscopy hub gets put through its paces

The new Dorset Endoscopy Diagnostic Hub at Poole Hospital is being tried and tested ahead of welcoming its first patients next week.

To test the facility, colleagues have been undergoing simulation training, where life like scenarios are constructed by our in-house Simulation Team, enabling them to get to know their way around the facility and make adjustments where needed.

Jacqueline Annor, Simulation Practitioner, said:

“The simulation was designed to see how the new endoscopy building will work in real life. By acting out real patient journeys and processes, we could spot any issues, refine processes and make sure the space works safely and smoothly for both patients and staff before it opens.”

The new endoscopy hub will be an outpatient facility treating non-acute conditions that

support a patient’s planned care. It will enable us to treat more patients, reduce waiting times and enhance the overall patient experience.

Watch Dr Sally Parry, Consultant Gastroenterologist and Clinical Endoscopy Lead (Poole), and Dr Imogen Williams, Consultant Gastroenterologist and Clinical Director for Speciality Medicine, as they talk about the new unit by clicking [here](#).



See our
patients sooner



Be a great
place to work



Improve patient
experience,
listen and act



Save lives,
improve safety



Use every NHS
pound wisely

Your University Hospitals Dorset

An update from our Chief Executive, Siobhan Harrington



Welcome to *The Brief*. This time of year always feels like the start of a new term and an opportunity to reset, recharge and reconnect. That's why we have a big focus on wellbeing this month, helping us to prepare for winter.

Our **Thrive Live programme** was expanded to three weeks this year based on your feedback, with over 600 people attending our Thrive Marketplaces at RBH and Poole and more than 1000 colleagues joining events online.



Be a great place to work

The annual **NHS Staff Survey** has also opened and I've received mine. Last year, 54% of our staff shared their views and experiences. We need to understand where we are getting



things right and where we need to do better. We've used your feedback to help make decisions on staffing - and have invested over £5m in over 100 WTE within our substantive staffing this year - as well as creating more spaces for you to rest and eat.

We've also launched this year's **flu campaign** so look out for details in the bulletin.



Nationally, urgent and emergency care remains a significant priority. Ensuring patients receive care in the right place, at the right time is the core of our Clinical Vision of Flow work. This is now called **Better Flow, Better Care**, and the programme uses our Patient First improvement approach to reduce delays and make it easier for patients to move through our services. Read more on page 6.



See our patients sooner

At **Together Tuesday** recently, we heard from Dr Aalia Hassan, one of our specialty doctors, about how our SDEC Team transformed their approach to frailty care, avoiding 140-180 hospital admissions each month. Together Tuesdays are improvement huddles that take place on Tuesdays at 8am in RBH, and that will start at Poole on Thursdays very soon. If you have an improvement project to share, please get in touch with our Patient First Team. See page 6. for more.

Looking at performance, the latest **NHS England's provider league table** puts us at 79 out of 134 trusts. This looks at a range of operational, quality and financial measures.

- Our **4 hour standard** in July was 72.2%, improving on May and June.
- Our **RTT performance** exceeded our plans and our total waiting list fell below trajectory for the first time in 26/27.



- Patients **waiting over 12 hours in ED departments** also reduced, ambulance handover times improved and SDEC has supported more patients without admission.
- Our **no criteria to reside** remains a challenge, averaging 229 in July.
- Our **cancer performance** continues to improve but has not yet met national targets. We have taken a number of measures to address this, including additional funding for cancer services, increased executive oversight and support, and recovery plans across our cancer pathways, which are reviewed and challenged weekly.

Our second **UHD Safety Conference** was a great success with a focus on connecting people and processes. A key thread that all our speakers talked about was the importance of creating an environment where people feel able to raise concerns, challenge appropriately and

learn from one another, which feels especially significant given the recent publication of the Thirwall Inquiry report.

This is an extremely important read and a reminder to us all that we should be starting our days with a focus on how we ensure our services are safe.

This relentless focus on safety and listening is especially important as we continue to change our services.

From autumn, some **Dermatology clinics** will move from Christchurch Hospital to Poole Hospital, while a number of **Rheumatology appointments** previously held at Poole Hospital, will take place across Dorset. This will increase the overall number of appointments available to



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patients - thank you to the teams for all they have been doing to engage patients about this change. This all ties in with the opening of our **Dorset Endoscopy Diagnostic Hub** at Poole Hospital which will welcome their first patients this autumn.

The importance of kindness...

We have a very busy few months ahead, which makes it more important than ever for all of us to be kind to each other, and recognise how our behaviours impact our colleagues, patients and visitors. Please do call it out if something is not sitting within our values, and let's truly build that culture which is built around safety and enables all of us to Thrive.

Time to act. Thank you for everything,

Siobhan

Vital statistics August

- We saw **42,064** patients in our outpatient departments
- ...and an additional 8,631 virtually
- Carried out **1,712** day case procedures
- Supported the birth of more than **335** babies
- Attended to **16,251** patients in our emergency departments
- Cared for **191** patients at the end of their lives
- Started **224** patients on their radiotherapy journey

Thank you **#TeamUHD**



Ask Me... your questions answered

with:

Dr Isabel Smith,
Medical Director for
transformation



Richard Renaut,
Chief Strategy and Transformation Officer

Alan Betts,
Director of
Integration



What are the latest transformation updates?



Our next major milestone is the opening of the new endoscopy unit at Poole Hospital in October. This will enable dermatology and rheumatology services to move to a hub and spoke model shortly after.

We're also continuing to prepare for Phase 3, which will see emergency and planned care provided on separate sites. We're currently focusing on improving patient flow across our hospitals and working with partners across Dorset to help patients receive care in the right place.

This could allow us to move forward with Phase 3 before the Coast building opens, with the Coast then providing additional capacity for patients. We're currently working towards a potential move in April 2027, subject to safety and further planning.

Can the Phase 3 move happen safely in April 2027 and why was this date chosen?

We will only move ahead with Phase 3 when we are confident it can be delivered safely. There is still plenty of work underway to prepare for the move, and progress will continue to be reviewed over the coming months before any final decision is made.

April was chosen as a potential date because it follows the winter period, giving services time to settle before the next winter and avoiding the peak summer holiday period.

How are we preparing for the Phase 3 move?



We recently carried out a mock move exercise, bringing together colleagues from across the organisation to put our plans into practice. It gave teams the opportunity to test processes, learn what worked well and identify where improvements could be made ahead of the move.





The exercise highlighted the enthusiasm of colleagues involved and gave us valuable feedback from ward teams, porters, pharmacists and clinicians. This learning will help refine plans ahead of the move.



What feedback was received about office moves, including the move to Tringham House?

The move to Tringham House at RBH forms part of a wider programme to create more space for clinical services on our hospital sites. It is also providing new facilities, including space for our command centre and Epic training programme. As we continue to modernise our services and ways of working, we'll keep listening to feedback, learning from colleagues' experiences and looking at where improvements can be made.

Some colleagues shared feedback about communication, office space and the impact of moving admin teams away from clinical areas. We recognise that changes like these can affect teams in different ways, and ongoing conversations with colleagues will continue as teams settle into their new spaces.

How are we supporting colleagues through these changes?

Colleagues directly affected by service or site moves are being supported through consultation processes, workforce planning and conversations with managers.

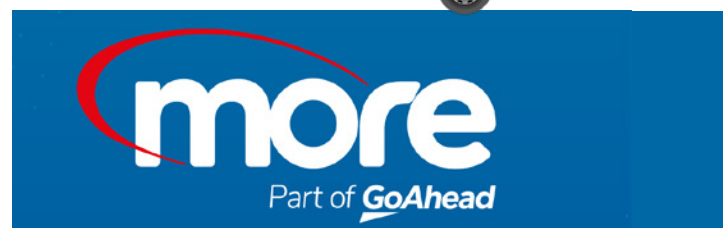
Alongside this, wellbeing and organisational development support is available through programmes such as [Thrive Live](#). We're also working to make sure staff understand the facilities and support available across our sites. Teams are encouraged to look out for one another and raise any questions or concerns along the way.

What are the latest travel and transport updates?

Since July, 175 additional staff parking spaces have opened at Wessex Fields in Bournemouth, alongside 50 extra spaces for patients and visitors. Parking at Tringham House will also become available once work on the solar canopy is complete.

Work is also progressing on a new ANPR parking permit system, which is currently in its final stages of testing. Further information will be shared soon.

Our new shuttle bus service started on 1 October with More Bus.



Celebrating improvement across UHD

As part of UHD's new Together Tuesday initiative, led by our Chief Executive, Siobhan Harrington, colleagues have been coming together every week to share and celebrate the excellent improvement work taking place across the Trust.



Together Tuesday gives colleagues an opportunity to showcase the amazing work taking place in their areas and the positive impact it is having on our patients, colleagues, and services.

If you would like to present an improvement idea, project, or success story, please contact the **Patient First Team** at [uhd.patientfirst.admin@nhs.net](mailto:patientfirst.admin@nhs.net) for more information. A **standard presentation template and guidance** will be provided to support you in preparing your showcase.



Better Flow, Better Care: Our programme has a new name

We're pleased to share the new name for our Clinical Vision of Flow programme, **Better Flow, Better Care**.

Chosen by colleagues through two staff polls, the new name reflects what we're working towards together, helping patients move through our services safely and smoothly, reducing unnecessary waits and ensuring they receive the right care, in the right place, at the right time.

Better Flow, Better Care will use our Patient First improvement methodology to help turn our Clinical Vision of Flow into practical changes across our hospitals. Find out more about Patient First [here](#).

What are we focusing on?

The programme is built around four key areas that will help improve flow, safety and capacity across our hospitals:

Right care, right place, right time - Helping patients get to the right team, service or pathway as early as possible.

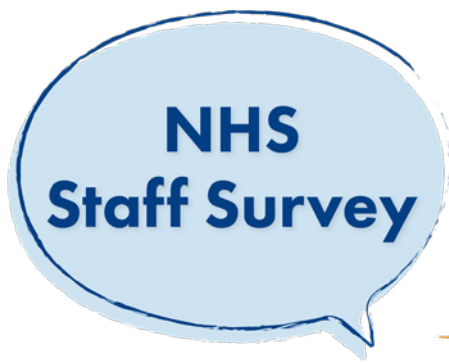
Early clinical decision making - Supporting timely clinical decisions, clear plans and agreed next steps so patients can receive the right care without unnecessary delays.

Reducing length of stay - Helping patients spend only the time they need in hospital through earlier decision making, proactive discharge planning and reliable pathways.

The system follows the patient - Bringing teams, services and pathways together around patient need, creating a more coordinated experience from admission through to discharge.

To learn more about Better Flow, Better Care, including the Clinical Vision of Flow strategy and programme resources, visit the intranet page [here](#).





Tell us what you think and get a £3 voucher for our Trust-run food outlets.



Speak Up Spark Change

Engaging your team - a guide for leaders

Give them the time and tools to fill it out

If your team has digital surveys but limited access to computers, make sure they know that our **libraries** have computers available **24/7**. You could also **borrow a laptop** from the library and **set up a space for your team** to do their surveys. Staff can also access emails via the **@UHD app** on a phone or iPad.

Tell your team to check their inbox for an email from **pickerstaffsurvey@qualtrics-research.com**. If your team have paper surveys, make sure everyone gets one and has the time to fill it out.

Show them the value of their feedback

Use this year's survey as an opportunity to **highlight the improvements** you have made as a team since last year. Share your 2025 results summary in a team meeting and discuss how you can continue to build on what you have achieved so far.

Reassure them about anonymity

Use our [FAQs](#) and [confidentiality and data handling](#) information sheets to reassure your team that nobody at UHD can see their completed survey or identify individual responses.

Share Trust resources

[Download](#) our posters, email signature and MS Teams background.

Highlight the incentives



Everyone that completes the survey will **get a £3 voucher for our Trust-run food outlets**. The team with the **most improved response rate** compared to 2025 will **win £500 in vouchers**. Thank you to our UHD Charity for funding the vouchers.



NHS People Pulse Results

July 2026



1334

responses

Core metrics

71.4% said in their teams they support each other.
42.7% said they feel well informed about important changes.
48% said UHD pro-actively supports their health and wellbeing.

Celebrations (compared to April results)

552 more of you filled out the survey, this means the data is a better representation of staff experience across UHD. We have seen a significant improvement across all employee engagement themes, achieving our highest scores since April 2025.



Areas to improve

The number of you who feel well informed about important changes continues to decrease. We are below the national average for staff engagement, motivation and involvement. Over 100 of you highlighted communication as an area for improvement.

Feedback for senior leadership teams



You said you would like to see improvements in communication and more opportunities for development. You would like leaders and managers to model values and behaviours more consistently. You feel that change and transformation programmes are causing uncertainty and would like more involvement in decisions around your services. You also highlighted the impact that ongoing pressures and uncertainty can have on individuals and would welcome continued focus on staff health and wellbeing.

You shared examples of colleagues and leaders demonstrating kindness, support and compassion. You showed appreciation for managers who acknowledge the contribution of their team. You appreciate the actions taken during difficult periods, such as recent heatwaves. You shared a strong sense of pride in local teams despite operational pressures, describing your immediate teams as your greatest source of support.

Over the next quarter, we will focus on:

How can we improve our wellbeing offer?

We will make support more visible and offer practical solutions. We will remind leaders of the resources available to help them to support their teams. We will use [Thrive Live](#) as an opportunity to empower you to protect your health and wellbeing.

How can we improve communication about transformation and change? We will equip leaders with the tools to communicate effectively with their team and share Trust updates. We will continue to share regular communications about upcoming changes across all of our communications channels. Latest updates are available on the [intranet](#).

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



Compliments and comments

Does it warm your heart when patients or their family praise the work you do?

Cards, appreciation letters, boxes of chocolates or biscuits, it all says so much about the care you give.

Sadly, there is only so much wall space to display your cards, so why not record them on the Compliments Form and share your joy with others?

Head over to the [Patient Experience Compliments and Comments](#) section where you can record your praise and view others?



UHD Charity update

University Hospitals Dorset
NHS Charity 
Registered Charity No. 1027368

University Hospitals Dorset NHS Charity is making a difference across our hospitals and in your team.

In April-July 2026, UHD Charity approved 132 charity funding applications with a value of £1.8m. Projects include:

- bereavement counsellors for patients affected by baby loss in Maternity
- ice creams for staff during the heatwave
- music therapy for patients with acquired brain injuries
- massage therapist for patients at the end of their lives

The Charity has also funded furnishing of a patient quiet room in the Respiratory Department, which staff can use to break bad news. Extra touches like this can make all the difference to patients during an extremely difficult time.



Behind every funded project is a real story. A patient who found comfort and peace; a staff member with additional training funded for their development; a family whose loved one was able to return home sooner.

UHD Charity funds over 400 projects a year, making a difference to patients and staff every day. Have you got an idea for a project, item or staff training that isn't covered by NHS funding but could transform the care your team provides? Find out how to apply for funding [here](#).





Let's talk about IT

Windows 11 upgrade programme update

The Trust's Windows 11 upgrade programme is progressing well, with 80% of UHD's devices now running Windows 11.

Our Digital Services teams continue to upgrade devices across the organisation, improving security, performance and ongoing Microsoft support.

With Windows 10 support ending and the Trust's migration deadline of 9 October, we need everyone's support to complete the rollout on time.

How you can help

- Make devices available when our Windows 11 team visits.
- Ensure we can access devices in locked offices, cupboards and clinical areas.
- Respond to requests about upgrades, software reviews or device collections.



- Encourage colleagues who have not yet upgraded to attend a Laptop Clinic.

Our teams will work with services to minimise disruption and ensure devices remain secure, supported and up to date.

Questions?

 uhd.windows11upgrade@nhs.net

Thank you for your continued support as we work towards completing the Trust-wide rollout by 9 October.

MHRA guidance on ambient voice technologies

The MHRA has published new guidance clarifying how existing medical device regulations apply to Ambient Voice Technology (AVT)-enabled products used in health and care.

This is an important milestone for the NHS, providing greater clarity for organisations exploring AI technologies that can support clinicians by reducing the administrative burden associated with documentation.

[MHRA Guidance on Ambient Voice Technologies](#)

