

The community magazine from the Royal United Hospitals Bath

Inspiring our future generations
(page 4 & 5)

Transforming your hospital
(page 10 & 11)

Make your vote count
(page 16)

insight

ISSUE 31 AUTUMN 2016

Royal United Hospitals Bath **NHS**
NHS Foundation Trust

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HospitalBath
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Inspiring future generations

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Welcome



Welcome to the Autumn issue of Insight, our community magazine.

The Care Quality Commission (CQC), our independent regulator, visited our Trust earlier in the year and their report has now been released. I'm delighted the CQC has rated the overall care given to our patients as Outstanding, but disappointed with our overall rating as Requires Improvement.

We are already working to tackle the issues raised by the CQC, whilst maintaining the high quality of care we provide. You can read more on the CQC report on page 3.

Elsewhere, our new 300-space public car park opens in September, which will ease some of our parking congestion. Thank you to everyone for your continued patience during the construction work.

We all enjoyed a celebrity visit in June when Mary Berry officially opened our new PET-CT scanner, used to detect and diagnose cancer and dementia. You can see photos of Mary's visit on page 7.

Lastly, do read Phil Walker's inspirational story on page 14 of recovery from a stroke, thanks to the power of outdoor exercise. You'll be lacing up your trainers too!

Good health,
James Scott
Chief Executive

We're always keen to hear your feedback about Insight, or any aspect of our work. Please email ruh-tr.communicationteam@nhs.net

Cover image: Students using a baby simulator during three day event at RUH. Read more on page 4



HOW ARE YOU?

Search One You and take the free health quiz to see how you score.

BECAUSE THERE'S ONLY **ONE YOU**

A big thank you to the 'ladies who love to sew'

We are delighted to highlight the work produced by a group of ladies who get together every week in the village of Newton St Loe. With a passion and flair for sewing they have produced (and continue to do so) beautiful patchwork quilts for raffles to raise funds for the hospital, and more recently

they have made a number of quilts for use in our Neonatal Intensive Care Unit (NICU) which cares for premature and sick newborn babies.

We say a big thank you to all the ladies, especially Jean Tadman, the original member of the group and the regulars, Jan Glossop and Jo King.



One of the quilts made by the group

The group welcomes new members, if you are interested in joining please contact Jean on: 01225 872785

Care Quality Commission rates **overall care** at the RUH as **outstanding**

The Care Quality Commission (CQC) is an independent quality regulator. Earlier this year, they carried out a routine inspection and rated the overall care across this organisation as Outstanding. Nine core services were assessed across the Trust against five domains: safe, effective, caring, responsive and well-led, and many areas of good practice were identified across the organisation.

Out of the 53 indicators which make up the Trust's overall rating 36 were rated Good and 3 were rated Outstanding. Whether services are effective and well-led were also rated as Good overall. End of life care was rated overall as Outstanding, with surgery, maternity and gynaecology services, services for children and young people and outpatient and diagnostic services each rated overall as Good.

Feedback from patients across the Trust was positive. The inspection found that patients and their families are involved as partners in their care and empowered and supported to maximise their independence.

However, the report also identifies areas for improvement and the CQC

have rated the Trust overall as Requires Improvement. James Scott, Chief Executive at the RUH said: "Whilst we are disappointed with our Trust's overall rating, we are delighted the CQC have rated the overall care given to our patients as Outstanding.

"It's also important that the CQC recognised a strong safety culture at the Trust. They found openness and transparency about safety is actively encouraged and supported by leaders at all levels in our organisation." Helen Blanchard Director of Nursing and Midwifery at the RUH adds: **"It's testament to all our staff that the inspection team found our patients are treated with kindness, compassion, courtesy, dignity and respect throughout our organisation. This is reflected in the CQC rating every service they assessed as either Good or Outstanding in relation to patient care."**

The Trust acknowledges there are areas in which it needs to improve and is already working to address these. Helen continues: "We fully accept that there are some areas in which we need to improve. We continue to make sure that we have the right staffing levels

across our hospitals, and we have been actively trying to recruit more nurses in particular for a number of months. Work to address issues in relation to documentation and record keeping in some departments was already underway at the time of the inspection and we will continue to build on this."

James concludes: "We recognise, and it's no secret, that our hospital is under pressure, particularly in Urgent and Emergency Care, and this is something we are working to address. Our staff work incredibly hard and I'm pleased the CQC recognised that despite the challenges we face, our patient feedback is overwhelmingly positive.

"We also know that we can't look at our Emergency Department in isolation from the rest of the health and social care system, so we continue to work closely with our health and social care partners to look at ways to improve patient flow through the hospital so that patients can be discharged in a safe, appropriate and timely manner. It's important that we not only make improvements where identified, but that we also share the areas of outstanding practice identified in this report."

Inspiring future generations

One hundred students interested in forging a career in healthcare were given the opportunity to find out what it's really like to work for the NHS during a three-day conference held at the RUH.

The AS Level students, aged between 16 – 17 came from schools in the Bath and North East Somerset area. Over three days they learnt what a 'typical' day is for a GP, nurse, midwife, physiotherapist and occupational therapist, as well as how long it takes to train, how much you can earn and the sort of person you need to be to work in the healthcare sector.

For the students, the highlights were learning how to apply a plaster cast, taking blood on a fake arm, and watching a knee replacement operation which was broadcast live from the operating theatre so they could watch the theory they learnt put in practice.

Patient Rose Anderson, whose knee was operated on said: "It's important for young people to learn and hear first-hand from someone who is a patient. I was happy to talk to the students about my knee, and how the knee replacement will help improve my life. I've already had a knee replacement in my other leg which has done wonders because I can now bend and walk on it."

Tim Poke, a student from Colston School in Bristol said: "I found the knee operation really interesting and it was really good to listen to the orthopaedic surgeon, his passion for improving the quality of people's lives was quite something. Having this opportunity to come here has given me fresh ideas about what career choices I have as I haven't heard of some of the professions before. It's been great."

The event is also highly regarded by staff – one of the presenters

Students using state-of-the-art baby simulator



"The RUH are to be congratulated for this truly fantastic opportunity!"

Chris Martey, who is a physiotherapist said: "Having the opportunity to speak to young people about healthcare and my profession was something I couldn't miss. I love to inspire young people and I hope some of them will consider physiotherapy as it's an exciting profession and an excellent career choice."

At the end of the conference, one of the organisers, Claire Taylor, Consultant in Emergency Medicine and Medical Dean said: "We've been running this event for the past 11 years, every year is a success and this year was no exception, it's been a fantastic three days. I hope we've helped the students make some important decisions about what they want to do after they leave school and hopefully some of them will become future healthcare professionals for the NHS."

"The RUH are to be congratulated for this truly fantastic opportunity!"

Said Anthony Curtis, Head of Careers at Stonar School, who went on to say: "We are delighted that our students have been involved in this innovative medical, health and social care event. It is a rewarding and useful opportunity for our students in terms of being immersed in a dynamic, fascinating and hands-on health care environment.

"The event has certainly broadened and deepened their awareness and understanding of a variety of possible careers in medicine and health care, whilst also giving them confidence in being able to contribute in a very different learning environment. Bringing together students from different educational backgrounds and seeing them work and learn together was also invaluable for them as it helps them prepare for university and life beyond school."

Watching a live knee replacement operation

"I thoroughly enjoyed the past 3 days, so a massive thank you once again!"



Practising suturing



Applying a plaster cast

"Thank you"

Said William Stockley, sixth form student:

"I just want to say a massive thank you to everyone involved in this year's sixth form conference. It was a brilliant experience and I really enjoyed it. It has been very informative and real eye opener; I would have no hesitation in recommending it to anyone interested in a career within healthcare."

"I thoroughly enjoyed the past 3 days, so a massive thank you once again!"

Said Rebecca Toone, sixth form student:

"I was very lucky to get this opportunity and it is something I shall not forget! It was fascinating looking into the roles of different team members, watching a live operation and even being able to have a go at taking blood on a fake arm and delivering a baby (not real one of course!)."

Demonstrating the baby simulator



Want to find out more about careers in the NHS?

Check out some of these websites or speak to your local career advisor
www.healthcareers.nhs.uk
www.nationalcareersservice.direct.gov.uk
www.publichealth.org/careers

Handing back control

You may remember reading about how our Urology Team took part in a three year global initiative called TrueNTH. The initiative, funded by Prostate Cancer UK and Movember, encourages men who have undergone treatment for prostate cancer to self-manage and monitor their care post-treatment, removing the need for follow-up appointments at the hospital.



"A masterclass of how to pass on helpful post-treatment advice"

TrueNTH patient

Since the start of the TrueNTH, 340 patients have benefited from the project. Uro-Oncology Clinical Nurse Specialist Miranda Benney, who manages the programme, said: "Patients are invited to join the initiative from both our Urology and Oncology teams once they are deemed as 'stable'. By giving access to an online portal, patients are able to access their blood test results and they are invited to attend a one-off workshop which lasts for half a day. "The workshops are held for groups of 8-12 men and away from the hospital; during the sessions various topics are covered including: how to maintain healthy lifestyles, Prostate Specific Antigen (PSA) testing, late effects of treatment, holistic needs assessments and coping with problems. Those who attend the workshops have really benefited from meeting each other and sharing their experiences with others who have also been affected by prostate cancer. They are also a great opportunity for the men to speak to more healthcare professionals and, if needed, any patient on the TrueNTH programme can easily access a further review at hospital."

For more information visit www.prostatecanceruk.org and www.uk.movember.com



Dr Lesley Jordan (front right) promoting the sepsis campaign

Campaign to combat sepsis

We hit the national headlines when an ITV News crew came to film our ground-breaking sepsis awareness campaign.

They wanted to hear how we're leading the way in training staff about how to quickly identify and treat this potentially life-threatening condition. Each year, 44,000 people die from sepsis in the UK – more deaths than from breast cancer, bowel cancer and heart attacks combined.

Dr Lesley Jordan, Consultant Anaesthetist and Patient Safety Lead at the RUH, was featured and interviewed about the education campaign pioneered at the hospital to

teach more than 600 staff in 60 days about sepsis.

Our training scheme, first used two years ago, was relaunched in July to update all staff on the recently published NICE guidelines for sepsis. Other acute hospital Trusts across the South West also took part using the RUH's model.

The success of the scheme was recognised in July when we were shortlisted as a finalist in the National Patient Safety Care Awards.

Dr Jordan said: "Our RUH campaign was designed to raise awareness across the Trust and, like all the best ideas, it's really simple. We have already seen a large improvement in recognition and early instigation of treatment, with a 62 per cent improvement in appropriate patients receiving timely antibiotics as a result.

"As early diagnosis is so important in successfully treating sepsis, raising public awareness of the condition is also of paramount importance."



Sustainability and Transformation Plans

You might start to hear or read more about Sustainability and Transformation Plans (STP) in the coming months. These are local long-term plans which describe how health and social care providers can come together to continue to improve the health and wellbeing of local people and improve the quality of local health and care services.

Our local area, or 'footprint' is one of 44 across England, covering a population of almost one million people and 14 health and social care organisations across Swindon, Wiltshire and Bath and North East Somerset (B&NES) are working closer together to look at how by breaking down organisational barriers and working together and doing things differently, high quality care can be provided whilst meeting the future challenges facing the NHS.

Although it's still early days, an initial plan

has been drafted which sets out the priority areas for our footprint, based on the needs of our local population, these include:

- **Urgent and Emergency Care** – across our footprint our current urgent and emergency care system isn't working as well as it should for our patients or indeed for us, this is an opportunity to further look at how we can do things differently across our area
- **Proactive and Preventative Care** – shifting the focus of care from treatment to prevention and helping people to live well
- **Planned Care** – working together to make sure our patient journey is truly joined up and gives them the best outcomes possible
- **Workforce** – making sure we offer staff an attractive career and building a flexible, sustainable workforce

- **Estates** – looking at how we can make the best use of the space we have available to us
- **Digital** – making sure health and social care records are joined up, and looking at how we might develop patient owned health records.

Our Chief Executive, James Scott is leading our local STP, working closely with a team drawn from the leaders of each of the health and social care organisations in our footprint.

It's early days in the planning process, over the coming months there will be opportunities to get involved to help shape and develop these plans further and we'll continue to keep you informed. Details of how you can hear more information through public meetings and other engagement opportunities to help shape our plans will be shared on www.ruh.nhs.uk



Mary Berry officially opens the PET-CT scanner

State-of-the-art PET-CT Scanner

Our brand new PET-CT scanner was officially opened by TV celebrity Mary Berry.

Since then, around 250 patients have been through the brand new suite.

The Bath Cancer Unit Support Group charity raised the £1.3m required to purchase and equip the scanner. The RUH invested a further £1.4m for installation. The RUH is the first hospital

in the South West to have such a purpose-built fixed scanner.

Consultant Radiologist Stewart Redman said: "Numerous patients have commented on the fantastic artwork and design of the PET-CT suite. Many of them, who would have had to travel to Cheltenham for their PET-CT scan, have expressed their gratitude at being able to have their scan at the RUH. The staff have also commented on what



a good environment it is to work in. The state-of-the-art scanning equipment has been producing really high-quality images even with lower doses of radiation. Our thanks go to all the people involved in fundraising for the scanner and all of the staff involved in designing and building such a wonderful facility."

A Day in the life of... a Research Nurse

Have you ever wondered what is involved in the day in the life of a Research Nurse? We caught up with Research Nurse Poppy Hocken to find out.

"To be, or not to be: that **WAS** the question? and I landed myself a job as a research nurse. A new language with more acronyms than I knew existed, but two years on I consider myself almost fluent! Can I now say I am bilingual?

"We have a saying in our office – 'today's research is tomorrow's treatment'. I feel good about being a part of that process."

"It would be extremely difficult to list what I do in a day, as no two are the same. I generally start at 8am by opening the mail, checking, and responding to emails. Then we have a team meeting between 9-10am before my first patient visit.

"Like any nurse, most of my work involves patients; patients with chronic, rheumatological conditions which are painful,

"I also attend conferences and clinics, teach, support international trial days and much more."

autoimmune disorders. Patients need to have hope and research provides that.

Setting up a research trial, which often involves many countries, takes many months. We have to ensure we are able to recruit patients (my biggest mission),

and that departments such as pharmacy are able to support the study. The trial must be of benefit to our patients.

"Once the patient has agreed to be considered, an appointment is made to see the research doctor and myself. Each visit can take up to three hours, but patients often say they enjoy this extra interaction with the medical staff. We cannot progress without first discussing and consenting the patient; it's an ongoing process throughout the trial.

"Visits involve many processes including taking a medical history, ECGs, bloods, vital signs, X-rays, completing patient questionnaires and much more. We always work to a strict protocol, every 'i'



must be dotted and every 't' must be crossed, no margin for error. Patient safety is paramount. Boredom is not a word I would ever use in this job.

"Back at my desk I'll spend part of the afternoon inputting patient data. I'll meet consultants to discuss potential patients and then after pre-screening the notes I will call patients to discuss the trial.

"This is only a cameo of my days. I also attend conferences and clinics, teach, support international trial days and much more.

"I have come to realise that the power of clinical research has the potential to change patients' lives. We have a saying in our office – 'today's research is tomorrow's

treatment'. I feel good about being a part of that process."

"I have come to realise that the power of clinical research has the potential to change patients' lives."

For more information about clinical trials taking place at the

RUH, please discuss this with your doctor or contact Research Manager Julie Chowne on 01225 824160 or email Julie.chowne@nhs.net. Alternatively, contact Research and Development Manager Jane Carter on 01225 465941, ext.224.

RUH 'Make a Will Month'

An opportunity to put your affairs in order

Many of us put off making a Will, thinking that there will be time to do it later or it seems like a big challenge and costly. However, it is a lot more affordable and straightforward than you may think. If you have assets such as a house, savings, or a business, you should consider making a Will to make sure your savings and possessions go to the people and causes that you care about.

"Having a Will offers you peace of mind and security for both you and your family."

This September, the fundraising charity for the hospital, The Forever Friends Appeal is once again launching the RUH Will Month initiative to help you put your affairs in order by having a professional Will written at a reduced cost. Jan Witt, from the Forever Friends Appeal explains:

"We've teamed up with solicitors collectively covering 26 offices across the RUH Catchment area to offer you the opportunity to have a professional Will written at a reduced cost. **The reduced fees are £100 for a single standard Will and £150 for a standard double Will.** This means you can call one of the participating solicitors to make an appointment, just state that you would like to take part in the RUH's Make a Will Month. This is a great initiative as the fee you

pay will be donated by the solicitors to The Forever Friends Appeal, to help the RUH continue to provide the high quality care it gives for all its patients."

When John, a patient and a supporter of The Forever Friends Appeal read about the scheme last September, he was delighted to take the opportunity. He said:

"My wife and I have been putting off updating our Will for some time. We like to support the RUH, when and where we can so when I saw the information about making a Will, it made us do something about it. The participating solicitor we chose gave excellent legal advice and everything was explained simply and clearly. Thanks to the wonderful scheme, we not only have peace of mind that our Will has been written professionally and our affairs are in order; but we have also had the opportunity to support our local hospital who has given us great care over the years,

and continues to provide long-term specialist treatment."

For details of participating solicitors visit www.foreverfriendsappeal.co.uk or for an information leaflet, please contact Jan Witt on 01225 825819 or email jan.witt@nhs.net.

The Forever Friends Appeal Team would like to thank all participating solicitors who have kindly agreed to generously donate their time and expertise in support of the RUH.



Six reasons why you should make a will:

1. Reassurance
2. Avoiding disputes between relatives
3. Looking after your loved ones
4. Protecting your assets for future generations
5. Saving on Inheritance Tax
6. Your funeral – the type of service you would like

We are transforming

To meet the changing needs of our patients and staff, and to continue providing an exciting programme of redevelopment underway to shape the future of the

Our redevelopment plan is being phased over six years to allow us to relocate facilities without disrupting services and patient care whilst the building projects are in progress.

Over the next six years, we're looking to:

- Build a new pharmacy
- Build an integrated RNHRD and Therapies Centre
- Build a new Cancer Centre
- Improve parking for our visitors – our new 300 space car park will be open this Autumn

Here's an update on the progress made so far:

New pharmacy opening this winter

As we send this issue to press, the new pharmacy is in its final construction stages and pharmacy staff are looking



Picture courtesy of IBI Architects

Artist impression of how the new RNHRD and Therapies Centre could look

forward to moving in. The building has been designed specifically around our service needs; it will be closer to main wards, and will be near the new Cancer Centre so we can provide a better, more efficient service to our patients.

The pharmacy will include a new aseptic unit, where highly specialised cancer and other medicines are prepared in

sterile conditions. As we are near to completion, we'll be promoting the news to the local media, so keep an eye out for updates. Once the pharmacy is open, work will start on demolishing the old pharmacy building to create space to build our new RNHRD and Therapies Centre.

The RNHRD and Therapies Centre

Our new RNHRD and Therapies Centre will be built close to the main entrance of the RUH. It will be an outpatient centre providing treatment, care and education to support patients to live independently. Our new facility brings rheumatology, pain services and therapies services together, and will be adjacent to our orthopaedics and fracture outpatients; seeing staff and services brought together from both the RUH and the Royal National Hospital for Rheumatic Diseases (RNHRD).

Cathy Caple, Head of Commercial Projects said: "We are committed to ensuring we build the best possible environment for our patients and



New pharmacy in final building stages

ng your RUH

providing the highest quality care, we have an
the RUH.

staff. Our plans for the RNHRD and Therapies Centre include provision of a new hydrotherapy pool, a modern gym, a therapeutic garden and clinical areas which improve patient experience.

“With the RNHRD being part of our organisation, we are keen to recognise our heritage so we are delighted that part of the name for our new building will reflect this history.

“The Trust is currently working with clinicians and patients on designs for the new RNHRD and Therapies Centre (see image on the left of what the new centre could look like), and our current timeframes anticipate that services will continue to be provided from the Min building (RNHRD) until Autumn 2018.”

New Cancer Treatment Centre

Our new Cancer Centre will be a state-of-the-art facility for cancer diagnosis and treatment, with lots of natural light,

space and a choice of waiting areas in calm surroundings. It will house a number of our cancer services including:

- Outpatient department and waiting areas
- Radiotherapy with CT Simulator
- Oncology ward
- Chemotherapy and day care unit
- Nuclear medicine and medical physics
- Wellbeing and Information Support Hub (WISH) - a dedicated area to provide support to cancer patients receiving treatment across the RUH site
- Research & Development (R&D) and education facilities – for clinical research and trials

Our Forever Friends Appeal team is working hard towards raising a minimum of £8.5m towards the cost of the Cancer Centre of which they have currently secured £7.4m (total cost estimated at £27.5 million). If you would like to find out about supporting this worthy cause, or how you can make a donation visit www.foreverfriendsappeal.co.uk



Artist impression of how the Dyson Cancer Centre could look Picture courtesy of IBI Architects

We're not just building new facilities – new gardens and green spaces will be created too!

To improve the quality of the environment and increase the health and wellbeing benefits for all our users, we have a plan in place to create new green spaces around our site. Patients and staff will have more access to the outdoors and views will be maximised to help promote healthy living, wellbeing and exercise.

Cathy Caple, Head of Commercial Projects commented:

“We are continuing to work closely with patients, staff, our commissioners, the local planning authority and the wider community in developing our plans to ensure our new buildings meet the needs of patients and staff and improve the overall layout of our hospital.

“We're also working with the staff to relocate the remaining services currently located within RUH North and the Mineral Hospital site and there'll be lots of information shared with staff and patients as part of our wider communications plan for this element of the redevelopment programme.

“As you can see 'Fit for the Future' is an ambitious programme and we have a great deal of planning and design work ahead, but we are excited about what we can achieve for our patients and staff, both now and in the future.”

To follow our progress visit:
www.ruh.nhs.uk/about/fit_for_the_future or follow us on Twitter @RUHfit4future

New car park and parking payment system



Our new 300-space public car park is nearing completion – and with it the introduction of a computerised parking payment system.

We're doing away with pay and display machines and barriers and replacing them with an automated number plate recognition (ANPR) system. It works by cameras capturing a car's number plate when entering and leaving a car park. Drivers will pay by coin, card or phone. Drivers can also pay by phone and online after having left the hospital, as long as they do so before midnight on the day they visited.

It means some important changes for Blue Badge holders, who will have to log their car registration onto the ANPR database to ensure continued free parking. If they do not register their vehicle they will have to pay the standard parking tariff.

Blue Badge holders can register by calling 01225 824100. They will also have to present their Blue Badge for validation at one of the hospital's designated reception areas once the new system starts operating.

We expect the new car park and ANPR system will be in place by Monday 12 September and will

improve the available parking for all patients and visitors and enhance your experience of coming to the hospital. Parking charges, for the fourth year running, will not be increased and the current £15 five-day ticket will be extended to seven days at no extra cost.

Howard Jones, RUH Director of Estates and Facilities, said: "ANPR will replace the current system of pay and display machines and barriers. Drivers should find the new ways of paying more user-friendly and, in many cases, fairer and cheaper as you are only paying for the time you spend here."



New City Centre Location for our Sexual Health Clinic

As part of our overall estates redevelopment programme, we're busy planning a new home for our Sexual Health Service. This busy clinic offers free, friendly non-judgemental and confidential testing, treatment and advice for sexually transmitted infections.

Currently situated on the RUH Combe Park site, the clinic is planning to move to the Riverside Health Centre, which is also the home of Sirona's Contraception and Sexual Health Service (CaSH). You'll still receive the same services, from the same team, just in a different location. Although the Riverside Health Centre is home to a variety of health services, the Sexual Health Clinic will have its own reception desk, dedicated waiting room, clinical space and consulting rooms, designed with the help of staff, taking into account feedback from patients.

We spent ten weeks gathering views and talking with patients, staff, and those who have an interest in the service to hear their feedback on our plan to move, to make sure we got it right. We had lots of positive responses, with people commenting that it would be easier to travel to the new location: "For people with further to travel, central Bath is probably easier to access Riverside is easier to access for the majority of people, especially young people who might rely on public transport." and more convenient "being relocated to a central city venue will enable me to do other things in the centre more easily and reduce time and cost." People also felt that being in the same building with CaSH made a lot of sense, as the two services complement each other: "Positive, will enable a more joined up service with CaSH and ensure I can get contraception with my STI care." We also think there could be opportunities for joint teaching and training for Riverside staff in the future.

The space vacated by the Sexual Health Clinic will be incorporated into a new purpose built RNHRD and Therapies Centre, scheduled to open in 2018.

Thank you to everyone who took the time to share their views with us. We'll keep you updated when a move date has been confirmed.

Time of Reflection Service

Come along and join our Time of Reflection service on Saturday 24 September 2016. This poignant event is led by our Chaplaincy, and it provides an opportunity for you to remember and celebrate the life of a loved one in a very special way.

This meaningful ceremony is open to everyone; families, friends, colleagues and carers to come together to remember, cherish and relive the many happy memories of very special lives.

The service will be held at St Philips & St James's Church, 35 Frome Road, Odd Down, Bath, BA2 2QF at 3.00pm. The Bradford on Avon Choral society will be performing, and there will be refreshments afterwards.

There is no need to book a place, you can just arrive on the day, however, if you would like information, please email jan.witt@nhs.net, call 01225 825819 or visit www.foreverfriendsappeal.co.uk

The Forever Friends' Appeal
ruh

REMEMBERING THE LIFE OF YOUR LOVED ONE

We welcome you to our annual Time of Reflection Service

Saturday 24th September 2016 at 3pm
St Philip & St James Church
35, Frome Road, Odd Down, Bath, BA2 2QF

Service led by the RUH Chaplains
Bradford on Avon Choral Society
Refreshments

ALL WELCOME TO ATTEND

The Forever Friends Appeal, Royal United Hospitals, Combe Park, Bath BA1 3NG
For more information please Telephone Jan Witt: 01225 825819
or Email: jan.witt@nhs.net

www.foreverfriendsappeal.co.uk

Registered charity no. 1056323
Royal United Hospitals Bath NHS

Life after... stroke

With World Stroke Day approaching in October this year, we heard from fitness trainer and stroke survivor Phil Walker – living proof that outdoor exercise can help recovery...

"I was admitted to the RUH back in 2010 with an acute brain haemorrhage and subsequent stroke. My Stroke Consultant Dr Louise Shaw was absolutely fantastic in my aftercare and rehabilitation at Chippenham Community Hospital.

"I have since recovered extremely well and continued in my rehabilitation, and am now promoting outdoor fitness and the benefits it has on both mental and physical recovery.

"I was already a qualified fitness trainer but my own experience and recovery taught me the particular benefits of outdoor activity in the fresh air over indoor exercise.

"When I was discharged from hospital and still finding my feet after being paralysed, I felt trapped in a world of depression, negativity and anger. Despite being prescribed medication to improve my mental wellbeing, I found the most effective treatment was simply being active outdoors. I set about putting together my own rehabilitation programme.

"My focus switched from being in the gym to being outside, in the garden, in the local fields, on country lanes, in woodland, on dirt tracks, using walls, benches, rocks

and trees as the foundations of my programme.

"That was how the first Wildfit course was launched in Trowbridge Park in Wiltshire. It's open and free for the public to use, includes a trail to run or walk and exercise zones that target different aspects of fitness. Each piece of equipment has clear user guidance and has been designed so it can be used by anybody, regardless of their level of fitness or experience.

"With Johns Associates Ltd, a local Environmental Consultancy, our concept was to design and create outdoor activity courses that encourage people to be more active in a well-landscaped, ecologically sensitive environment that itself promotes physical and mental wellbeing. We're now looking forward to launching many more environmentally tailored fitness trails in the near future.

"I just want to let people know there is life after stroke and they should never give up on recovery. I'm six years post-stroke now and still seeing progress."

"I was already a qualified fitness trainer but my own experience and recovery taught me the particular benefits of outdoor activity in the fresh air over indoor exercise."

"We're looking forward to launching many more environmentally tailored fitness trails in the near future."





Benefits of exercise after stroke

by Dr Louise Shaw,
Consultant Stroke Physician, RUH

"Having a stroke can be devastating. Out of the blue, someone who is fit and well can be almost instantaneously rendered paralysed and incontinent, unable to speak or swallow. This is a huge shock for them and all their family and friends. Each stroke is different: some are milder, and some disabilities are more visible than others, but for each of these people their stroke is the beginning of an often long road to recovery.

"Research studies have shown that moderate physical activity reduces the risk of having a stroke in the first place, as does maintaining a healthy weight. However, there are many different causes for stroke and they can happen to even the fittest of us. After a stroke, exercise is important for everyone, whether they were previously running marathons or a couch potato! Regular exercise will speed up stroke recovery and improve the ultimate outcome.

"The first people to promote exercise after a stroke are physiotherapists who will focus on enabling the person who has had a stroke to get moving again: to start with even sitting upright may be impossible. They will then build on the person's recovery as able, to move on to standing, stepping, transferring from bed to chair, and finally walking. Those first steps can be an emotional moment which has taken a long time to achieve but they are really still at the beginning.

"Once someone leaves hospital, the enormity and reality of what has happened can really start to hit home. At this point it is crucial for people to be able to start to take control again of their own recovery. Rather than remaining dependent on healthcare professionals people want to have a "normal" life again. It is much better if exercise is done in a normal setting like a gym, swimming pool, or park. Depression is very common after a stroke and regular exercise, especially out in the fresh air, is very effective at lifting mood and releasing feel-good hormones, as well as helping with physical recovery.

"Phil was a very fit man when he suffered his major stroke. With the support of his loving family he was able to channel his previous fitness and his disciplined approach to exercise into his recovery. He is the only patient I have ever seen on a ward round where when on entering the room I found a patient trying to do one-handed press-ups! It has been moving to witness his journey of recovery since and the way he has persevered and worked to use his own experiences and skills to now try and help many other people on the road to recovery."

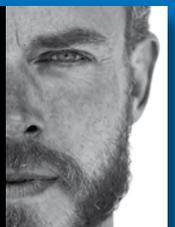
To find out more about help and support available for people who have had a stroke or if you know someone who has had a stroke visit: www.stroke.org.uk, www.differentstrokes.co.uk

Or to find out what support is available in your local area visit: www.stroke.org.uk/finding-support

Face the facts:

STROKE IS TREATABLE.

Get involved. World Stroke Day, October 29



You have a vote – make it count!

Since 5 August, we have been running an election to appoint five new Public Governors as our current Public Governors are coming to the end of their term. Public Governors are the ‘voice of the people’ and they help us shape our services and plans for the RUH.

With the nomination stage coming to an end (5 September), the nominated candidates will be announced on our website on Tuesday 6 September and the notice of poll will be published on Monday 26 September. After that date voting packs will be sent to all eligible Trust members. This is the time where you are invited to vote for the person you want to represent your views here at the hospital - so please make your vote count.

How to vote

All the documents you need to vote will be enclosed in the voting pack which will be sent to your home address. You'll be able to read through the candidate statements to help you choose which candidate you want to vote for.

You can complete and return the enclosed ballot paper in the pre-paid

envelope provided or you can vote online. Voting closes at 5pm on Thursday 20 October. Results will be announced on Friday 21 October.

You need to be a member to vote

To vote you first must sign up to be a member of the RUH by **15 September '16**. Membership is free and providing you live within one of the five constituencies you will be able to cast your vote when the time comes. There are many benefits to being a member of the hospital including; copies of Insight magazine being sent direct to your door or inbox, you'll receive invites to member events, have access to health service discounts and you'll be kept up-to-date with what is happening here at the RUH.

To become a member you can sign up online www.ruh.nhs.uk/membership Alternatively, you can simply call the Membership Office on 01225 826288

Date for your diary: 28 September - Annual General Meeting

On Wednesday 28 September, the Annual General Meeting (AGM) will be taking place in the Assembly Rooms, Bath and you are invited!

At this year's meeting, the Trust will reflect on its activities, challenges and achievements over the last financial year. There will be a presentation of the Annual Report and Accounts and the Trust will outline its plans for the year ahead.

This meeting is open to the public, so please come along and invite your friends to share their views too. Refreshments will be available from 5pm. There will be a number of information stands about key areas of activity and clinical staff and Governors will be available to answer any questions you may have. The main meeting will begin around 5.30pm.

If you would like to come to this meeting, please call the Membership Office on 01225 826288 or email RUHmembership@nhs.net



Thanks & thoughts

We are very grateful for the feedback we receive from patients and their families about their experience of our hospital. Many of our patients write to us, others post their views online and some like to tell us about their experiences on Facebook and Twitter. Here, we share some of the feedback we've received:

Letters received by the Chief Executive:

"I would like to say a very big thank you to all who looked after me, from ambulance to A&E, everyone was so kind and reassuring to me. I stayed in the hospital for five days. I rate the hospital and staff first class, thank you."

"I cannot speak highly of the care, attention and help I received from all the nurses, care attendants, indeed everyone on the ward. Hospital is a place that no one likes to be but everyone on the ward made my short stay as pleasurable as it is possible to be. I have had a lot of experience with hospital stays over recent years, both private and NHS, therefore I feel qualified in saying 'you are the best'."

Patient feedback on NHS Choices

"Staff at the Breast Unit are exceptional"

"I had to attend a routine procedure that involved a needle and being highly sensitive had a hard time coping with it. The staff

showed me so much patience and understanding; they made me feel at ease and talked me through everything that needed to happen. They gave me options for how to handle the situation and treated me with respect even though they have probably done the procedure hundreds of times and in hindsight it really wasn't a big deal. Highly professional and humane - they made all the difference. Thank you!"

"Outstanding!"

"My 12 year old son was taken to RUH with viral meningitis. Every single member of staff on the children's ward we came into contact with; nurses, doctors, play staff, teachers, cleaners, catering and more were helpful, approachable, professional, kind, friendly, sympathetic, understanding, happy and always had a smile on their face. The treatment both clinical and personal that my family received was outstanding, I couldn't have asked for more. Thank you so much for taking such amazing care of my son :)"

Posted on Facebook

"You deserve more than five stars, my husband got rushed in after having a stroke the ambulance service was spot on and A&E was good as well. The acute stroke ward was brilliant, can't give enough credit to the nurses and doctors dealing with my husband they was brill... thank u all so much."

"Massive thank you first and foremost to all the A&E/x-ray team, you were excellent today. Very swift, got my ankle seen to quickly and gave me plenty of information about my busted leg. The acute stroke ward also deserves a mention for the care they gave to my 89 year old Great-grandma Edna in Summer 2015, absolutely perfect. You all made her last days far better and the care you gave to the family went above and beyond. Thank you all so much. You're all amazing."

Twitter @RUHBath



"Thanks to all @RUHBath staff last night in A&E. Fantastic service delivered with care, empathy & efficiency. #pain #ontheroadtorecovery"



"Really informative physio appointment at @RUHBath - a very friendly department! Looks like I'll get fixed in no time!"



"Big up for the amazing staff @RUHBath. Porters, care assistants, nurses, doctors, the ladies that bring the tea - all so caring and kind!"



"@RUHBath thanks for first class care. Faultless. All the doctors and nurses are a credit to the NHS."



"Awesome staff, excellent care, thank you RUH."



"Well done RUH you have been outstanding with my mum."



"The care my patients have received over the past year is the reason I still have them with me."



www.twitter.com/RUHBath



www.facebook.com/RoyalUnitedHospitalBath

You can also leave feedback on the NHS Choices website. Visit www.nhs.uk and search for Royal United Hospital Bath.

News from Art at

Art map for RUH

Two students from Bath Spa University have been working on a project with Art at the Heart to design a new art map to help patients, visitors and staff to locate exhibitions, artworks and sculptures in courtyards around the hospital site.

The idea is to highlight the many locations of exhibits around the hospital and for these to offer a welcome distraction. Bath Spa Arts Management (MA) student Mao Takata has completed a seven month work placement with Art at the Heart, to update the arts inventory of around 500 artworks we have here, and then locate them around the site. Mao then developed the map.

Mao said: "I'm glad to have accomplished the new Art Map. It would be great if it

can produce opportunities for more people to enjoy the artworks at their time in the RUH. Thank you to the Art at the Heart team for their hearty support during this project."

We wanted the art map to be a work of art in its own right, and Mao introduced textiles student Ayane Fujioka to the project. Ayane screen printed the hospital corridors onto fabric to create the outline of the map, and stitched where the art exhibitions, sculptures and individuals works are located.

The zone colours are the same as the colour scheme used in the printed hospital maps: purple for Zone A, green for B, yellow for C and blue for D. Test prints were made on fine grain and coarse cotton but Ayane



found that a fleecy fabric worked best as it absorbed the ink well and held the fine details of the pattern. This textiles piece will be on display for public view alongside printed copies of the map.

Ayane said: "I am honoured to make an exhibit of textile maps as part of the art map project. I hope you enjoy exploring

and finding the artworks around the RUH using this map."

You can pick up an RUH Art Map from the RUH site now.



Soundbite – lunchtime performances

You can enjoy the following performances from a variety of musicians, from 1-1.30pm in the hospital's Atrium:

Tuesday 13 September - **The Mountain Flowers** - Vocals, Guitar and Violin.

Friday 30 September – **Vespertine Duo** - Flute and Guitar, Live Music Now (LMN) Musicians.

Tuesday 1 October - **The Gaulois Brothers** - Guitar Duo.

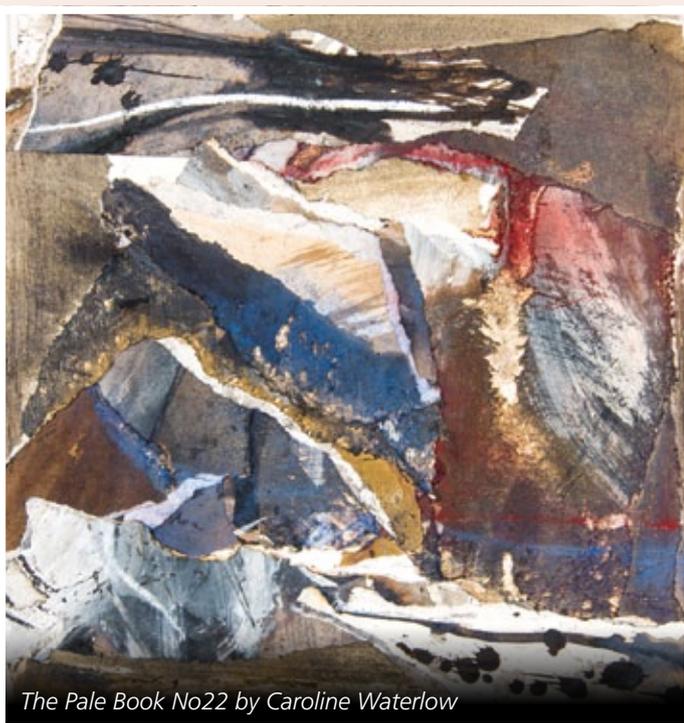
Friday 28 October – **Laurent Trio** - String Trio, Live Music Now (LMN) Musicians.

Soundbite
Art at the Heart of the RUH



Stunning wall art in PET-CT Scanner Suite

The stunning hand-painted wallpaper images designed by Katy McIntyre Brown are the final icing on the cake in this state-of-the-art clinical area. It was amazing to think that the walls which are lined with lead, now look so beautiful and will help patients to feel more relaxed. An image of the sky taken in late spring has been installed in a six panel unit with back lighting above the scanner giving a focal point for our patients.



The Pale Book No22 by Caroline Waterlow

12x12 sealed auction – Bath Artist's Studios

8-13 October in the Central Gallery

To mark their 20th anniversary, Bath Artists' studios has collaborated with Art at the Heart to host the popular sealed auction of 12"x12" works by the artists in our central corridor. All proceeds will be donated to the work of both charity organisations. You can bid for the 12"x12" artworks by visiting artatruh.org/exhibitions/temporary-programme/central-exhibition/ or by picking up a form in the central corridor and posting it in the box provided.

A reserve price of £75 is placed on all works and a reception will be held at the RUH on Thursday 6 October where the successful bidders will be revealed.

The Forever Friends Appeal



The Forever Friends Appeal is the hospital's fundraising charity. We work with wards and departments to fundraise for major campaigns and state-of-the-art medical equipment and facilities, over and above what is provided by the NHS. We couldn't do this without the thousands of supporters who also raise funds, taking part in events, making donations, or simply donating their time and volunteering. To find out more visit www.foreverfriendsappeal.co.uk

Ted's BIG Bake Off

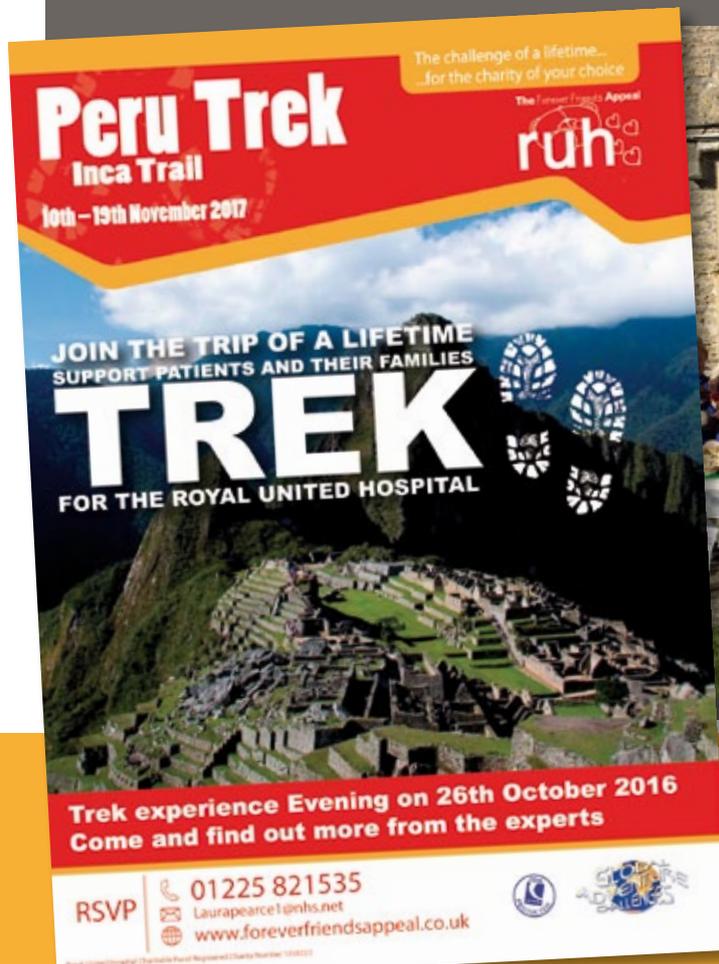
coming soon

Take part and bake!

Between Monday 17 and Friday 21 October, thousands of people across Bath, Somerset and Wiltshire will be preheating their ovens and popping on their aprons to help bake a difference for the RUH.

Whether it's holding a bake sale or hosting a bake off competition at work, school or with friends and family, you can help raise some dough for the RUH Cancer Care Campaign, or a ward or department of your choice.

Interested in taking part? Get your free charity baking pack by visiting www.tedsbigbakeoff.com or calling 01225 825 823 and help bake a difference for patients and their families.



Date for your diary

On Wednesday 26 October come along to the information evening at the RUH to find out more about next year's trek with Global Adventure Challenges – the Peru Trek Inca Trail.