

# GRAPEVINE

## INSIDE

## Message from the Chief Executive

### Happy Christmas

As this is the last Grapevine of 2006, I would like to start by wishing everyone a very merry Christmas and a happy New Year.

### Well done everyone

Looking back it has undoubtedly been an extremely tough year driven largely by our financial challenges and the difficult decisions we have had to take. There has however been some really good news: we are making progress with finances and we are also achieving in most areas of the trust's activity. We are already hard at work on business planning for the year ahead and will be involving staff across the organisation in this process.

We could not have achieved all this without the support and hard work of staff and I would like to take this opportunity of thanking you all for your continuing efforts and commitment during this difficult time. Well done and keep up the good work!

### Great news for patients

I would also like to highlight some particular achievements and congratulate staff in these areas on their success. Our cancer waiting times have continued to improve and as of September, for the first time, 100% of cancer patients have been seen/treated within all three national waiting time targets. This is great news for the RUH and especially our patients. Our intensive care unit has again received excellent feedback from the national body ICNARC which compares chances of survival and outcomes in participating ITU units nationally. Our patients were found to have a significantly better chance of surviving



**Mike Roy and his wife Olive being presented with a farewell gift**

than other intensive care units putting the RUH in the top ten nationally and in the top two when compared with similar units.

May I also thank everyone who was involved in making the RUH 'smoke free'. This was a huge task that required sensitive handling. I am aware that it has been difficult for some staff and patients and I would like to pay tribute to Colin Payton, Liz Carvell and the occupational health team, plus all staff who were involved or supported this extremely worthwhile project.

### Improving things for patients and staff

A lot of work is going on within the organisation to improve the patient experience. Various groups of staff including facilities, front of house and senior nurses, have been taking part in a series of focus groups to find out what we are doing well and where there is room for improvement. They have been looking at what really matters to patients and relatives and how we can improve their experience of the RUH.

Staff are also being invited to help find ways of improving life in the workplace. As well as supporting national initiatives such as Ban Bullying day we



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have been encouraging staff to have their say through the annual staff survey. Feedback from staff is a really important way of helping to highlight areas of concern and understanding people's views about a whole range of issues.

One issue that we know patients and families are worried about is the risk of infection. I am therefore delighted that so many staff supported the extremely successful 'Your Hospital In Safer Hands' promotional week. Well done to Francesca Thompson, the infection control team and all those who worked so hard on this campaign. Raising awareness of good hand hygiene and preventing spread of infection is vitally important to staff, patients and visitors. With winter fast approaching we all need to be extra vigilant to avoid outbreaks of seasonal diarrhoea and vomiting, which can severely affect the operation of the hospital.

### Welcome

Finally I would like to formally welcome James Carine as our new chairman and to thank outgoing chairman Mike Roy for his enthusiastic support and enormous contribution over the past three years. I know that James is already getting out and about meeting staff and volunteers, as well as the patients and their relatives who come through our doors. Over the coming weeks many of you will see him around the hospital.

On a festive note, the executive directors will again be serving mince pies and drinks in the atrium on 19 December. Do please come along if you can.

### Happy Christmas.

**Mark Davies**  
Chief executive



## Message from our New Chairman



**James Carine**

"It goes without saying that any hospital's prime function is patient care but it is an inescapable fact that until recently, the RUH had a bad track record in managing its budget and has been overspent year on year. Thanks to the work of the board and the cooperation of everyone working at the hospital, there is a very real chance that we will break even this year.

"A measure of the professional care, dedication and hard work of the staff is the RUH's place in the top 18 of Dr Foster's Good Hospital Guide for 2005. Of course there is always room for improvement and I am delighted to be joining the team and feel lucky to be doing so at a time of real progress in patient care and financial control, with RUH setting its sights on achieving foundation status.

"I am no stranger to the area, Sally and I live in Yatton Keynell. Our two eldest sons and our daughter have left the nest and set up their own homes while Gregory, our youngest son, is a student at the University of the West of England. I have been a patient for minor surgery and my daughter is an ongoing patient.

"My NHS management experience is chairing the Wiltshire

Ambulance Service for over three years until it became part of the Great Western Service. Throughout that time, the staff kept it financially in the black while improving its operational performance and clinical skill levels. I worked three or four shifts each month with front line ambulance crews and, while my role at RUH will be different, I plan to make myself known and available to staff and patients.

"I also have behind me a full career in the Royal Navy and nine years in the horse business. My other current commitments are being a member of the national Copyright Tribunal, independent member of the North Wiltshire District Council and Wiltshire Fire Authority Standards Committees. I am also a local welfare representative for BLESMA (British Limbless Ex-Servicemen's Association).

"I look forward to meeting you all."

**James Carine**  
Chairman

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If you would like to share news of  
what's going on in your  
department, please contact Anita.

## Bath Cancer Research Celebrates 25 Years of Pioneering Research



The Bath Cancer Research team: (back) Haydn Wilkins, Dr Andrew Bosanquet, Steve Raper (front) Justin Durant & Sheila Scadding

This month Bath Cancer Research (BCR), one of the RUH's charities based in the Wolfson centre, is celebrating 25 years of pioneering research into drug sensitivity testing. Since 1981 they have been working to find the best and most effective drugs for cancer patients, especially those suffering from leukaemia and lymphoma.

Principal scientist at BCR **Andrew Bosanquet** says: "We're delighted to be celebrating our 25th anniversary. It is proof that pioneering new techniques, which may provide a real breakthrough in medical science, can be a long haul!

"We are researching drug sensitivity testing as responses to the same drug can vary enormously in patients being treated for the same condition. We are currently working on the largest trial of its kind in the most prevalent form of leukaemia - chronic lymphocytic leukaemia. This will provide evidence to better treat the 50,000 patients in this country who have this leukaemia or similar diseases.

"To complete this trial, partly designed to determine how well the test performs, we need to do four years further testing, as well as collect and analyse the complex data that is produced. In order to complete this work we need a further £300,000 of funding. We have therefore

launched a 25th anniversary appeal and we are planning a number of events over the coming year to help raise this money."

Bath Cancer Research has a long history at the RUH. It started in one of the wards in RUH north before moving to its present location in the 1980s. Andrew Bosanquet has been here for nearly thirty years too, originally working alongside consultant physician and oncologist **Dr Ed Gilby**. As well as its national links - providing drug sensitivity tests to haematologists in over 200 other hospitals - BCR has also had tremendous support from the local community.

If you would like to find out more about the work of Bath Cancer Research and how you might help, please contact **Haydn Wilkins** on 01225 824124 or Andrew Bosanquet on 01225 825425, or visit [www.caltri.org](http://www.caltri.org)



## RUH Health and Leisure

The health and leisure steering group continues to meet on a monthly basis. It is exploring various health, sports, social and leisure initiatives, as well as identifying what funding and resources may be required or are available to make improvements.

Staff will be aware that the existing RUH social club is gradually being run down by the existing committee. The club will close for a short while at the end of March next year, whilst resources are identified to upgrade the facilities. Following refurbishment, the social club will be relaunched in late spring.

Director of HR **Lynn Vaughan** says: "We want to encourage both new and existing members to the new, improved health and leisure facility, whatever form that may take, and we will continue to encourage close links with the local community.

"We'll keep everyone informed of the group's progress through the Weekly News Round-up and in forthcoming issues of Grapevine."

The group's Terms of Reference and minutes of meetings can be found on the Intranet, under Working for the trust.

## What's New in the RUH Art World

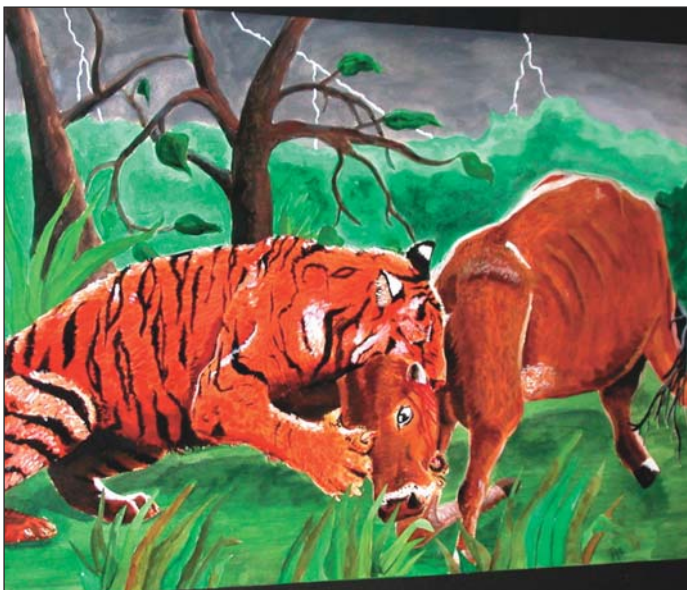
photo courtesy Bath Chronicle



**Martyn Colbeck with his African elephants**

Anyone interested in wildlife can't fail to enjoy the wonderful pictures of African elephants at the hospital. These award winning, black and white and sepia photographs, form a beautiful, haunting and intimate chronicle of one animal's life in the wild. The photographs were taken by wildlife photographer and film maker **Martyn Colbeck**.

Martyn has been visiting an elephant named Echo, a 60 year old matriarch, in the Amboseli National Park, for over 17 years. Over that time he has built an extraordinary bond with this mighty beast, watching her guide her extended family through personal crisis, drought and famine.



**An example of the artistic talents that exist at Beechen Cliff school**



**Gary Wood's ceramics**

Other exhibitions include a selection of colourful works by year-10 pupils from Beechen Cliff School and head of art **Mr Gordon**. These can be seen on the corridors near the children's ward. Their art was inspired by the exhibition of Henry Rousseau's 'Jungle in Paris' at the Tate Modern last year.

In the courtyard, to the right and opposite the doors to the atrium you can see a series of ceramic wall panels by **Gary Wood**, inspired by a recent trip to California. These unique pieces reflect Gary's interest in the rhythm, colour and texture of the ocean. Painter **Carole Waller** has created paintings, which are laminated between toughened glass and are free standing. Carole's work is concerned with our sense of place and our relationship with our surroundings.



**Hetty Dupays admiring the paintings by Carole Waller**

## Joy at the RUH

Keen artist **Philip Ledbury**, who is being treated for chronic lymphatic leukaemia at the RUH, has entitled a series of paintings 'Joy'. These are exhibited in the north corridor.



Philip says: "The paintings are a celebration of me rediscovering the joy of life and coming to terms with my own mortality - the exhibition is a story on its own. The care I had at the RUH has been above and beyond the call of duty. The consultants, nurses, receptionists and the volunteers have all been wonderful to me. I am a fan and a half of the RUH and I really hope they enjoy this exhibition." He is also writing a book about his emotional journey with Leukaemia. "It's not a morbid tale, it unveils in a positive and inspiring way how my diagnosis has opened doors for me rather than closing them. I have discovered a new vibrancy and value to life that I had perhaps taken for granted."

## Poet in Residence

Poet **Rose Flint** will be running writing workshops for patients and staff at the RUH over the next six months. Rose started her residency at the end of October and is currently spending time on the children's ward and Medlock ward (Neurology) as well as running lunch time workshops for staff. Arts programme manager **Hetty Dupays** says: "Rose has worked as a resident poet for several years at in the spinal injuries ward at Salisbury District Hospital, and has a depth of experience in the arts and art therapy.

"Arts grants and fundraising by the Arts Strategy Group means that this will be the first of several art residencies planned over the next two years. We hope eventually to submit work from our young patients to the Bath Literature Festival in March."

To find out more about the residency or arts programme in general, please contact **Hetty Dupays** on 01225 824987 or [hetty.dupays@ruh-bath.swest.nhs.uk](mailto:hetty.dupays@ruh-bath.swest.nhs.uk)

## NHS Fraud Awareness Month 2006

Fraud Awareness Month (FAM) is taking place across the whole of the NHS from November through to December 2006. Fraud costs the NHS millions of pounds every year.

Most work to counter fraud in the NHS relies on the honest majority of NHS staff, members of the public and patients. Through FAM and the continuing work of the trust and its local counter fraud specialist, we hope to tackle the dishonest minority by encouraging people to report any suspicions they may have.

Although the NHS has numerous systems to detect fraud there is no substitute for reports from people who suspect fraud. Counter fraud work in the NHS has saved huge sums of money and led to many fraudsters being prosecuted. In the first five years of the Counter Fraud Service the financial benefit back to the NHS has been some £675 million.

Some examples of fraud against the NHS include; agencies invoicing for nursing or medical shifts not actually provided, staff exaggerating time sheets or travel expense claims, primary care contractors claiming for treating patients who don't exist, prescription fraud, patients registering with more than one GP (sometimes under false names) to obtain drugs, or suppliers deliberately under-delivering goods or services. Staff selling NHS equipment, staff on long term sick leave but working elsewhere and using NHS telephones for personal use.

If you'd like to know more or have concerns about a possible fraud within the NHS, contact **Keren Lovell**, the RUH's local counter fraud specialist on 01793 690587, or the national Fraud and Corruption Reporting Line on 0800 028 40 60.

**If you raise a concern it will be treated confidentially and the source of any information will be protected.**

### Correction to Grapevine October 2006

#### Article: Staff Celebrate NVQ Achievements

Due to a typing error, this article incorrectly suggested that the wife of healthcare assistant **Amin Sadiq** was his NVQ assessor. Will staff please note that the trust follows the NVQ assessment process as set out in the guidance from the participating bodies. Please accept our apologies for any confusion or misunderstanding this may have caused.

## Sponsored Walk for the Hedgehog Club

A group of friends aged between 6 and 8 years, recently completed a sponsored walk around Corsham Court. They raised £75 towards the Hedgehog Club funds. **Emily, Lucy, Bethany, Charlotte and Melissa** got very wet but had lots of fun! One of the girls was treated as a very young patient at the RUH and this was a way of saying thank you for the care she received.

Play specialist **Demi Papakyriakou** says: "We are very grateful to the girls for raising this money. It will go towards funding general craft activities for the young patients on the children's ward. Keeping the children active in hospital helps their recovery."

The play specialists at the RUH organise a pre-admission programme for children of all ages being admitted to hospital. The service, called The Hedgehog Club, which has been running for 15 years, helps to calm any fears that the children may have about their hospital stay.

The aim of The Hedgehog Club is to familiarise families with the hospital. Starting in the day surgery unit and ending with a visit to the children's ward, the families meet the staff who explain hospital procedures and allay any fears or misconceptions. It is a friendly, welcoming experience.



The young friends presenting their cheque for the Hedgehog Club

The play specialists lead sessions, using visual aids and hospital play, to guide the children through what they can expect during their stay in hospital. Families also have the opportunity to talk to staff about the admission procedure and they are given information about discharge.

## Protected Meal Times Improve Patient Care



Dietitian Katherine Pirie talking about protected mealtimes with a patient

The protected meal times for patients initiative has proven a great success. Medical staff report that the pilot scheme running in the older people's unit (OPU) has been so beneficial to patients and staff that it will be implemented around the trust.

Medical and nursing staff have benefited from the initiative as they do not normally have a set lunch break. Senior nutrition support dietitian **Katherine Pirie** says: "Nurses won't be busy trying to be everywhere and they will be able to help patients eat as well."

Making meal times 'sacrosanct', allows patients to get the most from their meals without being interrupted by medical staff or for procedures which are non-essential. Katherine adds: "The idea is to ensure that patients get the most from their meals and don't miss meals, as quite often a patient will be taken off the ward for tests."

Visitors to wards are discouraged during the half hour of protected meal time, although clinical staff are using discretion as visits by loved ones may encourage patients to eat.

The protected meal time campaign is in line with a national initiative by the Department of Health.

Ward sister **Sue Vost** says: "We're still in the early days of the initiative but both patients and staff are recognising the benefits of protecting meal times. The pilot scheme in the older people's unit has been successful and we're in the process of implementing it on other wards too."

Useful information packs have been distributed to wards throughout the hospital.

## Working Together: Your Hospital in Safer Hands

RUH staff have been working together to raise awareness of the importance of good hand hygiene in order to reduce the spread of infection.

The week began with the launch of the matron's charter which focuses upon levels of cleanliness and the role of the matrons in monitoring and maintaining standards. This was championed by representatives from the patients' forum, who were keen to meet the matrons and offer their support in raising awareness with both patients and visitors.

Infection control nurses did brisk business in the atrium, as staff and visitors queued to test their hand hygiene technique using the light box. There were some surprising results amongst the 60 or so staff who practised their hand washing technique. Many only applied one squirt or 1ml of alcohol gel, which isn't a sufficient amount to cover all of both hands. The infection control nurses were able to remind staff that 3mls or 3 squirts is recommended and that wearing jewellery or a watch can prevent good coverage.

Eye-catching reminders to 'wash your hands' were displayed over wash basins in the public toilets. There is no getting away from all the good advice as short stories on the merits of hand washing were displayed in some of the toilet cubicles!

The children's unit contributed to the campaign too. They made decorative paper hands containing messages



Children get the message across creatively



photo courtesy Bath Chronicle

The director of nursing and RUH matrons with the matron's charter

on how to use the hand gel and how hands spread germs and bacteria. Often children are able to express important messages in a way which attracts attention and the 'tree of hands' in the atrium was certainly eye-catching.

The RUH arts programme manager **Hetty Dupays** had arranged for a local artist to display some plaster hands and photographs of hands, which had images of bacteria imprinted on them.

Director of nursing **Francesca Thompson** said: "The campaign was really well received and I would like to thank the infection control team, matrons, risk management, the cleaning team, facilities staff, the arts programme manager and the communications team for all their hard work and support in this venture.

"Tackling hospital acquired infections is a top priority for the RUH. I firmly believe that we have already achieved our first milestone in that; as an organisation, we have been bold enough to accept that we must change the way that we think and practice. Our month on month improved audit results and a greater level of staff awareness is tangible evidence, which in turn will undoubtedly start to raise the confidence levels of our patients and the community."

**Tracey Halladay**, senior infection control nurse



Senior infection control nurse **Tracey Halladay**, medical director **John Waldron** and director of nursing **Francesca Thompson** spreading the word about the importance of good hand hygiene

## Update from Bath Orthopaedic Nurses Group (BONG)



Some of the BONG group at a recent event

Last month, divisional learning lead for surgery **Amanda Broom** was successfully elected to the National Steering Committee for the Royal College of Nursing Society of Orthopaedic Nursing.

Amanda was encouraged to stand for election by her colleagues in the Bath Orthopaedic Nurses Group (BONG), which is the local group of the RCN Society of Orthopaedic and Trauma Nursing (SOTN).

Amanda says: "I feel very privileged to have been elected and proud to be representing orthopaedics and the RUH on a higher level. I recently attended a national forum induction day and my first committee meeting at the RCN HQ in London.

"The Society of Orthopaedic and Trauma Nursing is involved in many exciting projects. These include helping to develop orthopaedic teaching programmes in under developed countries such as Malawi and Kenya. Taking osteoporosis teaching sessions into schools country wide, possibly combined with e-learning packages and developing educational competency frameworks for all bands of orthopaedic and trauma nurses.

"I will also be very involved in organising the 21st annual SOTN conference in London in 2007. We hope it will attract many of our international colleagues, which will help generate income for the future of orthopaedics."

Sister **Lyn Pearce** founded BONG in 1997. The group meets every other month to share knowledge and developments in orthopaedic clinical practice and to assist in the education and personal development of its members.

Over recent years they have twinned with orthopaedic nurses groups from Atlanta USA enabling our own orthopaedic nurses to attend their National Orthopaedic Congress. BONG have organised and managed annual study days, hosted local and national conferences and set up a new group of SOTN in Plymouth.

Amanda adds: "We are hoping to increase our membership this year, expanding the group to anyone who works in, or has an interest or an insight into, orthopaedics and trauma. If anyone would like further information, please don't hesitate to contact either Lyn Pearce or me. We'd be delighted to hear from you."

**Contact Amanda Broom on ext. 1131, Lyn Pearce on ext. 1668 or either of them by email.**

## A Big Thank You to Everyone Involved in KSF

This year has seen the trust make tremendous progress bringing Knowledge and Skills Framework (KSF) into our everyday working lives. It is thanks to the hard work of staff that the RUH has consistently been a leader in KSF implementation within the local region.

Everybody who has been involved with KSF appraisal, started to collect appraisal evidence or has a KSF outline for their post has contributed to our success.

A special thank you must go to the KSF champions and champion leads, the staff involved in outline writing and those who helped write the examples of application for the core dimensions. Also, thank you to all the staff who took part in the

photo stories, the KSF trainers, the divisional leads and of course the KSF sub-group, without whom none of this would have happened.



Some of the individuals who have made a significant contribution to KSF: **Sharon Preston, Julie Blackman, Mary Chapman, Wendy Smith, Owen Margetts, Amanda Broom, Rosie Bulford and Bronia Charity.**



## Memorial Garden Opens in Fracture Clinic Courtyard



Staff from the plaster room and the orthopaedic department with volunteers who helped make the garden possible

Staff and volunteers at the RUH recently celebrated the long awaited opening of a special courtyard garden outside the fracture clinic.

The opening ceremony marks the end of six years of fundraising by staff in the orthopaedic department. They organised all sorts of fundraising events, raising £6,000, including selling chestnuts outside Sainsbury's and placing an empty leg plaster cast to encourage visitors to donate loose change.

The hospital Friends generously donated £19,000 towards the cost of the renovation. Friend's chairman **Tessa Berridge** says: "The Friends know how hard staff work in the fracture clinic and how busy it is. It gave us great pleasure to take up the project, which had been planned many years ago, in memory of three very loyal staff. The garden will be enjoyed by patients, visitors and staff."

The project has turned a derelict area into a relaxing garden with a paved courtyard and benches, set around with trees, flower borders and potted plants. Seating has been provided to give patients an airy alternative to sitting in the fracture clinic waiting room during the summer months. Benches are dedicated to the memory of three long serving orthopaedic staff; **Dilys Warren-Miller**, **Aileen Gillespie** and **Les Broom**. A fourth bench commemorates **Melanie Hall**, who also worked as part of the orthopaedic team, the much loved daughter of **Pat** and **Stephen Hall**.

Sister **Wendy Smith** is thrilled that the garden is finally ready to use. She says: "The orthopaedic staff are delighted that the garden is finally finished, we know it will be well used. We would like to say a big thank you once again to everyone who helped us fundraise and for the very generous donation from the hospital Friends, which helped us enormously."



Staff enjoying the new garden



## Appeal Team Get Their Kit On

The Forever Friends Appeal team proudly showing of their new gear, which was kindly donated by workwear specialist **Dickies** at Radstock. Nina Rack from the Appeal team says: "The new gear will help to identify us when we are out and about. The new fleeces will make being outdoors more bearable!"

# TBDO! 06 - Ted's Me



If, on Friday 13 October, you found yourself wondering why there were people swinging, swaying and even dancing in the streets, then we have the answer! Thousands of people from across the area were taking part in TBDO! 06 Ted's Mega Music Day, to raise funds towards The Forever Friends Appeal's CT scanner campaign.

The musical theme inspired all sorts of activities; including big band concerts on double-decker buses, live radio broadcasts from schools, fancy dress street collections, discos and concerts galore. Others chose more traditional events or gave their teddies a big day out, to play their part in this popular regional fundraising event.

The hospital was also filled with the sound of music. There were live performances by **Len Liechti**, who works in haematology, followed by Irish folk performer **Marick Baxter**. The fun continued as a host of celebrities joined **Don Foster MP** to celebrate the day with staff and patients.

We'd like to thank opera singer **Tim Pitman**, the acoustics in the atrium were a perfect foil for this



# Mega Music Day Rocks

wonderful singer. **Clare Teal** and Bath Rugby's **Matt Stevens** also entertained the crowds with their fantastic vocal talents. Great thanks also to members of the **UK Garrison** for bringing a little Star Wars magic to the proceedings and for their visit to the children's ward.

The Forever Friends Appeal would like to say a heartfelt thank you to all those of you who took part, or supported those fundraisers that did. A particular mention for the finance team, who spent a big chunk of the day collecting on the streets of Bath bravely kitted out in zany fancy dress and the executive team who contributed some wonderful raffle prizes to help raise even more money.

Although we will not know the final amount until everyone has paid in their money, we are confident that TBDO! 06 will prove to be a great success. If you have yet to send in your money from this year's event, please don't forget to do so as soon as possible.

Thank you to everyone who either raised or gave a penny or a pound - we're very grateful to you all.

The Appeal Team





## Happy Retirement

Support desk supervisor **Jean Rideout** retired at the end of October, after 16 years at the RUH. Jean started as a receptionist in surgical outpatients in 1990 before joining the IT support desk in 1997. She played a huge part in developing the support desk into the friendly,

**Jean was presented with a digital radio and gift vouchers by her IT colleagues**

successful and professional service we have today.

Jean will be greatly missed by all her colleagues for her encyclopaedic knowledge of TDS and for her calm advice and friendly manner. Head of information services **Richard Smale** says: "Jean has been a stalwart member of the IT support desk for the last nine years. During this time I have often received comments from staff from all over the RUH, who have appreciated the support Jean has provided in their hour of need. We wish Jean every happiness in her retirement and great enjoyment of her forthcoming grandchild."

## 'Back the Kid' Competition Winner

**Mel Harding** is a winner in the 'Back the Kid' art and photography competition, sponsored by Roche. This competition was organised to raise awareness of the challenges facing those living with cystic fibrosis.

Mel, whose son Owen was cared for at the RUH, is delighted with her win. Mel says: "My son Owen, who has cystic fibrosis, and I decided to enter the Back The Kid Art and Photography competition with a photograph of Owen that I took as part of a course I was undertaking. Owen is excited

about being famous and we are both proud that the image will help to raise awareness of the condition and the need for standardised care across the UK.

"Our own experience of the level of care received from the cystic fibrosis team at the RUH has been very positive and should be the same in every centre.

"Back the Kid treated us to a slap up meal and we have had loads of fun experimenting with our prize; a wonderful digital camera!"



(photo courtesy Frome & Somerset Standard)

**Mel (right) with Owen (centre) and consultant paediatrician Jenny Tyrrell with their winning photograph presented by Roche**



**Alison Jones**

## Congratulations Alison

Senior secretary in neurology **Alison Jones** has successfully completed her NVQ level 4 in administration.

Alison, who pursued her NVQ independently of the RUH, says: "I started studying back in January 2004, but shortly after starting my studies I had to put the whole thing on hold as I became pregnant with my second child. On returning from maternity leave I started studying again in earnest. I needed to complete nine units of work and topics included staff appraisal, communication, interviewing, job descriptions and my role within the

neurology department. I found that I could use the same information more than once, as there was some cross over between the units and the evidence could be cross referenced.

"Studying and looking after a young family isn't easy and it was a slow process, but I worked hard and was grateful for the support of my college tutor **Barbara Edwards**. I was delighted to obtain my NVQ 4. I enjoyed it and feel very proud of my achievement. Ideally I would like to further my management opportunities within the RUH, using the skills I have learned."



## Welcome to a New Worker



Neena stays in the education centre reception area with Jane, during her working day. Jane says: "Although Neena is very new to her working role, she is settling in really well. She is very gentle and it's very tempting to make a fuss of her, but I ask people not to do so when she is in harness as she is in working mode then. When she is out of harness she'll always appreciate a pat and a few quiet words."

"I would like to thank all my colleagues for their continued support during the guide dog training and whilst Neena settles into her new working routine."

Jane's retired guide dog Gemma is in doggy paradise with her new owners and is thoroughly enjoying being just a pet.

Assistant director workforce development, **Amy Shortridge** says: "We are delighted to have Neena as part of the team, there has been quite a hole since Gemma left. We recognise the importance of allowing Jane and Neena time to adjust and we've ensured there is lots of support to help their return to the workplace."

Guide dog **Neena**, a 19-month old Labrador/Retriever cross, has joined the education development team. Neena qualified as a guide dog in October and is now competently guiding her owner **Jane Cockram** to and from her work.

## Standards for Better Health

'Have I got news for you' was the format for a recent network forum, to provide those attending with the latest news and guidance about the Healthcare Commission's Standards for Better Health.

'Standards for Better Health' replaces the old star rating system. All NHS trusts have to undergo an annual health check and are now required to undertake a self-assessment of their performance against a wide range of core standards of healthcare.

Information governance manager **Glyn Young**, who facilitated the forum with head of clinical effectiveness **Viv McHale**, says: "The network forum provides an opportunity for both clinical and managerial staff to meet informally to discuss current practice and share experiences. Aimed specifically at staff with a leadership role, the

membership is diverse and includes ward sisters, department and clinical managers, accountants, HR managers and clinical education leads.

"We had the idea to use the Have I got News for You format for this particular forum, to create an informal and light-hearted atmosphere, but at the same time share knowledge and understanding about this new performance assessment. We were able to inform everyone attending about how the overall rating score is determined and to update them on the progress the trust is making towards achieving compliance with all the core standards."

Similar briefing sessions open to all staff have been scheduled for November and December. Look out for details of these in the weekly training update.

## RUH Supports National 'Ban Bullying at Work' Day

The RUH marked national 'Ban Bullying at Work' day recently, by launching a poster campaign and running an information stand in the hospital. Posters were displayed in wards and departments around the hospital to encourage staff to tackle the nation-wide issue of bullying in the workplace.

Members of the HR team were on hand to offer support and advice to other staff. They distributed promotional leaflets and posters and sold 'ban bullying' wrist-bands for a £1, with profits used to further the poster campaign.

The trust has a strict anti-bullying policy in place. Director of HR **Lynn Vaughan** says: "We saw a reduction in the number of reported cases last year, which is really encouraging, and we want to see a continuing downward trend. Our staff, along with the support of the trust board, is committed to enabling staff to work in an environment that is free from bullying, harassment and discrimination."

The EAP (staff counselling service) can offer confidential advice and counselling on bullying in the workplace. For more information call ext. 4484.

For further information about the ban bullying campaign visit [www.banbullyingatwork.com](http://www.banbullyingatwork.com)



Staff launching the 'Ban Bullying at Work' day

## Bath Hospital Radio



Broadcaster Julie Hazlewood with Nigel Richards

Bath Hospital Radio broadcaster **Julie Hazlewood** says: "We have some really good news - our connection to Patientline is now complete and we are once again broadcasting to all the wards in the RUH. We have a much-enhanced quality of sound provided by the new, free system as well as from our own brand new studio equipment.

"The four wards that don't have Patientline at the bedside are still connected to Bath Hospital Radio via the old system."

"Patients can listen to Bath Hospital Radio through the Patientline service by logging onto the system via the 'operator'. Press the 'radio' button and watch the bottom of the monitor for the number one Bath Hospital Radio listing to appear. We broadcast 24 hours every day with a live evening request show from Monday to Friday, 7.30-10pm.

"Hospital radio volunteers will be out on the wards before the request programme each evening to get patient's personal musical requests. If you don't see a volunteer on your ward and you want to hear a piece of music, just pick up the telephone handset at 7pm and press \*800. Your call will go through to the studio and someone will be there to sort out your request. So call us, have a chat or even go live on air and talk to everyone!"

Bath Hospital Radio is a registered charity and is in its 42nd year of service to the RUH and Mineral Hospital. They invite everyone to enjoy their music, talk and request programmes, not forgetting their live Rugby commentary whenever Bath is playing at home. So log on, tune in, listen up and make the most of your own Bath Hospital Radio.



Charge nurse Kevin Roles, who manages the Robin Smith surgical admissions unit and consultant anaesthetist Carol Peden with the commemorative plaque

## Australian Surgeons Commission Plaque in Memory of Robin Smith

Consultant surgeon Mr **David Britton**, recently arranged an unveiling ceremony of a special plaque on the Robin Smith surgical admissions unit.

The plaque was commissioned by a group of Australian surgeons to celebrate Mr Robin Smith's contribution to the surgical teaching exchange programme with Flinders University Hospital in Adelaide.

David Britton says: "Robin Smith was a consultant general surgeon at the RUH. He died prematurely and unexpectedly of a brain haemorrhage more than six years ago, when at the height of his career. At that time, he was director of surgery and an examiner for the FRCS.

"Robin was a much respected teacher of a succession of surgical registrars from Adelaide. The Australian surgeons decided to commemorate their affection for 'Smithy'. They commissioned a plaque as a way of permanently recording their thanks to him. The inscription reads: In memory of our friend and mentor, well loved and always remembered by a generation of Australian surgeons."

"Robin was a very nice man with a delightful, humorous personality and an infectious laugh. His widow, **Dr Carol Peden** is a consultant anaesthetist at the RUH".

The plaque was unveiled by **Robert Padbury** who is chief of surgery at Flinders University Hospital in Adelaide and a previous registrar of Mr Smith.



## Supporting Good Medical Practice

The RUH is supporting the General Medical Council's (GMC) national poster campaign to raise awareness of new guidance for doctors. The guidance – *Good Medical Practice* – emphasises the importance of working in partnership with patients to deliver high quality care.

Bath Health and Social Care Academy dean and RUH ear, nose and throat (ENT) consultant **Rob Slack** is one of the 240,000 doctors in the UK to receive the *Good Medical Practice*. He will ensure that posters raising awareness of the guidance and of the six principal duties of a doctor are displayed in public areas around the hospital informing patients.

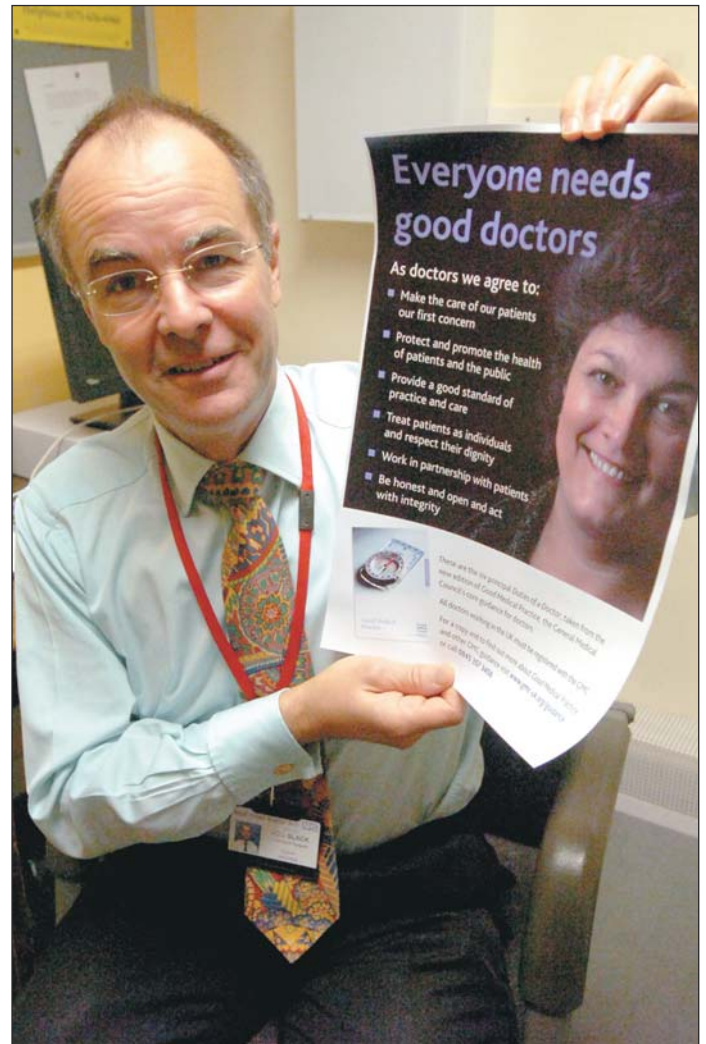
Rob, a GMC member, was directly involved in reviewing and developing the new guidance. His contribution to the latter reflected the value of teaching as an important part of healthcare for patients both now and in the future. He says: "I fully support the *Good Medical Practice* guidance. It will help patients to understand the standard of care they should expect from their doctor and makes clear that they – the patient – must be at the heart of decisions about their treatment. I am particularly pleased to see an emphasis on team working with other professions.

"The guidance is the result of an intensive programme of consultation with patients, doctors, employers and the general public. It offers guidance to doctors and patients on issues such as standards of care, good communications, relationships with patients and colleagues, probity, conscientious objection, responsibilities towards children and young people, and dealing with relatives, carers and partners.

"At the heart of the revised guidance is a renewed commitment to working in partnership with the patients when deciding diagnosis and treatment. Doctors want to work with patients and encourage them to learn more about their condition so that they can make informed decisions about their own care.

"The principles in the new *Good Medical Practice* guidance apply to all doctors, at all levels and will be a core part of the curriculum for medical students at the RUH and across the country. Serious or persistent failures to meet the standards outlined in the guidance will put doctors registration with the GMC at risk. The new guidance will encourage doctors to recognise the individuality of each patient and support them in caring for themselves to improve and maintain their health."

For a copy and to find out more about **Good Medical Practice** and other GMC guidance, visit [www.gmc-uk.org/guidance](http://www.gmc-uk.org/guidance) or call 0845 3456.



ENT consultant Doctor Rob Slack is supporting the GMC's campaign

photo courtesy Bath Chronicle

### Patient & Public Involvement Forum, RUH Bath

Next public meeting - Tuesday 12 December 2006

Twerton Village Hall, Landseer Road, Twerton,  
Bath BA2 1DX  
between 11am and 12.30pm

**Members of the public are welcome to attend**

If you have any comments or issues to raise with the Forum about local health care, please contact James Bates or Luisa Crook on 0845 601 5859 or email [jamesbates@hapforums.co.uk](mailto:jamesbates@hapforums.co.uk)

You may also have your say on the website at [www.hapforums.co.uk](http://www.hapforums.co.uk)

## Your Questions Answered by the Executive Team

Staff attending the November open staff meeting had an excellent opportunity to have their say. They were invited to raise and discuss any issues, concerns or ideas they had with chief executive Mark Davies and other members of the executive team. Staff unable to attend the meeting can read the responses to the questions asked below.

**Q. NICU staff are worried that the hospital isn't recycling enough materials i.e. cardboard and plastic. Are there plans to be 'greener' and recycle more?**



**Stephen Holt**

**Director of facilities Stephen Holt:**

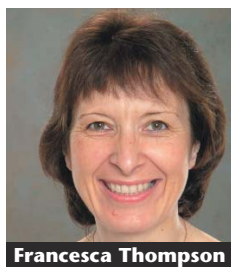
A new waste disposal contract has recently been negotiated, which will include the facility to recycle materials such as cardboard and plastic. We have plans to cut the cost of clinical waste disposal (one bag costs ten times more than a non clinical black bag to dispose of) by

regulating the materials placed in clinical waste bags. Packaging for clinical items which is currently placed in clinical waste bags, should be placed in normal black bags as it doesn't pose a health or contamination risk. These initiatives should provide an environmentally friendly and cost-cutting solution to our waste disposal situation.

**Q. Bath & Wessex house has one cleaner to cover the entire building. Some areas have not been cleaned in two years and we are concerned with the state of bathroom and kitchen areas, which fall below acceptable standards. How can this be improved?**

**Stephen Holt:** The executive team has agreed to invest £700k next year in improving cleaning services, in particular providing 'deep cleaning' services. It's important that we provide a good quality environment for staff as well as our patients and I am confident that you will see an improvement in the cleaning services when this money is invested.

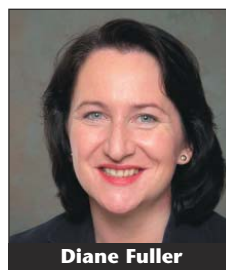
**Q. There has recently been lots of talk involving the executive team around the Privacy and Dignity campaign launched in the older people's unit – what plans are being put into place?**



**Francesca Thompson**

**Director of nursing Francesca Thompson and director of patient care delivery Diane Fuller:**

This is a key area of work and a worthwhile initiative originally proposed by 'Essence of Care', built and designed by patients. We are aware that there is quite a lot of work to be done and the executive team is making this a real priority.



**Diane Fuller**

Recently, Brigid Musselwhite and Diane worked with Chris Dyer to consider how we can better place people on wards to avoid compromising the privacy of patients. This discussion occurred after an elderly mental health patient was incorrectly placed in a ward, which resulted in not only

compromising their care, but also others. Debbie Slocombe is the lead for Privacy and Dignity, and is helping us promote the idea that it is everyone's responsibility.



**Lynn Vaughan**

**HR director Lynn Vaughan:** New disability equality rules will soon come into force which will help to reduce this problem. Our PCT and social services colleagues have a responsibility to ensure appropriate services are commissioned to enable us to deal effectively with patients with mental health needs.

**Q. A friend received excellent and quick treatment at the new treatment centre in Shepton Mallet. How can the RUH compete with this?**



**John Waldron**

**Medical director John Waldron:** Shepton Mallet TC does offer benefits but offers only four types of operation on previously diagnosed and healthy patients. So this isn't a level playing field when compared with the RUH which receives 100 undiagnosed patients of all levels of health every day. We are under pressure and still

delivering. A strong role that we play could be in helping those staff working in the treatment centres to maintain their skills through education and learning. I feel that in future the RUH and treatment centres will work closely together, as our staff have the experience and skills to aid treatment centre staff.



**Brigid Musselwhite**

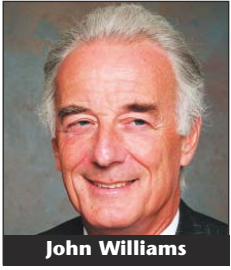
**Director of planning & strategic development Brigid Musselwhite:**

We have established the Bath Treatment Centre within the RUH, however we need to 'hold our nerve' in terms of ring fencing beds – it's difficult to do when we have a busy A&E - but we have to if we are to compete with the five planned

treatment centres in this area. Treatment centres are about slick, predictable, elective care.



**Q. What is the trust's current financial position, and will any shortfall lead to further job cuts?**



**Deputy director of finance Catherine Phillips (on behalf of John Williams):** The RUH is £2.4m overspent at the end of October which is an improvement of £150,000 on the September position. This is the first month the trust has underspent in this financial year. £13m of the trust's £13.2m financial

recovery plan has been identified and implemented. Further savings have been identified to compensate for the overspend to date. The trust will need to keep a strong emphasis on financial control during the winter months to make sure the position does not worsen. We hope that there will be no need to identify further savings from staffing - but if the savings plans currently being identified are not delivered, further savings from taking out posts might be necessary.

**Q. How is the RUH coping with becoming a smoke-free site?**

**HR director Lynn Vaughan:** We are doing really well and the improvements to our physical environment are already visible. Thank you to the staff that have been clearing away the evidence of people smoking. No staff have been disciplined for smoking in the hospital grounds, although there have been concerns raised by some of our neighbours about staff smoking just outside the hospital boundary. Lots of staff have decided this is the right time to give up smoking and approached occupational health for support. Most visitors have been accepting of the policy with only a few less willing to do so.



**Occupational health consultant Dr Colin Payton:** Staff have been excellent and nobody has been observed smoking on-site. Patients and relatives have responded well to being asked to stub out cigarettes, although we allow a certain amount of discretion for terminally ill patients or bereaved relatives.

**Q. I have seen a chemotherapy patient smoking off-site. Should the rules be relaxed for patients such as these who may be at risk from falling unconscious and may do so outside the hospital grounds?**

**Colin Payton:** As stated before there is a certain amount of discretion with patients and relatives. I imagine staff would have assessed this patient as being able to smoke off-site without jeopardising their safety. When staff do have concerns such as this, it would be helpful to contact the ward and make them aware.

There are now 20 'support to stop smoking' advisors available to help staff and patients give up smoking. The response to this initiative since 1 November has been huge, we now have over 45 staff enrolled in our support to stop programme.

**Q. How has the smoking ban been enforced on psychiatric patients in Hill View?**

**Colin Payton:** Hill View has an identified smoking area under surveillance for psychiatric patients, out of public view. Hill View staff are reminded that they are still expected to observe the smoking ban.

## Forever Friends Appeal Christmas Raffle



**Bill Viles and Martin Salter with some of the wonderful raffle prizes**

For the third year running, Stefan, the owner of the Christmas shop at St Goar, on the Rhine in Germany, has donated £1,000 worth of prizes for the RUH Christmas raffle. Proceeds from the raffle will be used to purchase vital equipment required by Hamilton and Victoria wards.

In the four days that **Bill Viles** and his team, **Martin Salter** (the Bath Pump Room Pumper), **Ron Jenning**, **Harry Graham** and nurses from both wards have been selling tickets, they have already raised over £1,400.

Bill says: "A big thank you to those who have donated prizes, to the ticket sellers (what a great team) and of course, to the people who are buying the tickets."

## Why Change the NHS?

In a recent letter to MPs, chief executive of the NHS David Nicholson CBE explains the key drivers of change at a national level. "Although change in the NHS is often perceived as a response to failure (and historically this has sometimes been the case), it is also an essential part of service improvement. As well as the need to comply with the European Working Time Directive, and achieve financial balance, there are other drivers of change, such as developments in our capacity to prevent, treat and cure patients.

"In responding to these drivers, the NHS at a local level is developing a new model of care. Providing care closer to people's homes where appropriate, with centres of excellence for more specialist care where clinically necessary, both complementing the services of District General Hospitals.

"These reforms, together with technological advances, mean that more care will be conducted outside the four walls of hospitals. Primary care practices are increasingly providing a range of services such as minor surgery. Community matrons are working in the community with expert patients to help people to manage long-term conditions such as asthma, CHD and diabetes, improving health and avoiding unnecessary hospital admissions.

"When people are admitted to hospital, more and more procedures are carried out as day cases. Of these patients who do have to stay in hospital for longer than one night, we are witnessing a long-term downward trend in the average length of stay. These changes are positive for patients and carers but have a real impact on the numbers of beds required by acute hospitals and where and how NHS staff work.

"It is vital that the patient receives the very best possible care, and sometimes the best care may be in a

specialist regional centre rather than their local DGH. At a specialist centre it is more likely that clinicians and nurses will see enough patients to develop the skills necessary for an enhanced outcome. For example, National guidance from NICE states that specialist urology teams should carry out at least 50 radical prostate or bladder operations a year.

"All this points to making sure that the patient gets the right treatment at the right time in the right place. And the answer will be different in different localities.

"We are starting to see a health care system with fewer beds in the acute sector for a whole range of conditions, with the ability of primary care to perform minor surgery and the increasing skilled nature of our paramedic service, requiring a rethink of how we provide urgent care. Our aim should not therefore be to preserve the status quo, but to think imaginatively about how we can unlock the resources, both in terms of money and people to redirect them where most benefit can be achieved for patients.

"The NHS has a duty to respond to the changes that technology, skills, patient needs and resources are driving. These are not easy or simple decisions to face up to. If the NHS lacks imagination or courage, then it will revert to a series of quick fixes, rather than seizing the opportunities there are to transform the provision of care.

"..... I appreciate that changes to much loved local services often provoke strong emotions and opinions. The NHS certainly needs to improve how we listen, engage and respond to the genuine concerns of the public, patients, clinicians and other stakeholders."

**David Nicholson CBE**  
NHS Chief Executive

### Chief Executives Announced for South West Primary Care Trusts

The new chief executives who will lead the 14 (PCTs) in the SW region are:

Gloucestershire	<b>Jan Stubbings</b>
Bristol	<b>Deborah Evans</b>
Wiltshire	<b>Jeff James</b>
Somerset	<b>Ian Tipney</b>
Dorset	<b>Peter Mankin</b>
Bournemouth and Poole	<b>Debbie Fleming</b>
Devon	<b>Kevin Snee</b>
Cornwall and the Isles of Scilly	<b>Ann James</b>
Plymouth	<b>John Richards</b>

The three other PCTs unaffected by the reconfiguration process are: Rhona MacDonald at BANES, Penny Harris at South Gloucestershire and Peter Colclough at Torbay Care Trust.

The new PCTs will play a major role in improving the health of their population and delivering services that meet the personal needs of local people.

### A New Director Appointment for Wiltshire Primary Care Trust

Midwives in the Princess Anne Wing will be interested to know that **Sally Sandcraft** has been appointed as director of nursing, midwifery and allied health professionals for Wiltshire PCT. Sally feels passionately about the contribution that therapists, midwives and nurses can make to NHS reform

Sally previously worked in south Wiltshire as director of professional practice and patient experience, and also covered the director of operations. Her responsibilities included professional leadership for nurses and therapists, clinical governance, training and education and PALS and Patient and Public Involvement. Sally is a registered nurse and prior to coming to Wiltshire worked for some years as a nurse leader and manager in a range of posts within PCTs in the New Forest and Southampton.



## RUH is Smoke Free



Staff stamping out 'cigarettes' on the first smoke free day

The RUH is now a smoke free site. Patients, staff and visitors are no longer able to smoke in the hospital's buildings or anywhere in the grounds. The ban also includes smoking in cars and car parks.

New signs have been put up at the entrances to the site to welcome visitors to the smoke-free hospital. Leaflets and posters are placed at strategic points to reinforce the smoke-free status of the trust.

This move brings the RUH into line with other NHS trusts and pre-empted the national ban on smoking in public places which comes into force in the summer of 2007. The RUH is committed to promoting a healthier lifestyle for staff and patients.

On 1 November, the first smoke free day, smoking action co-ordinator Liz Carvell and her 17 trained 'support to stop' staff were in the hospital's main entrance, offering advice to staff and patients wishing to stop smoking. Smokers were invited to change their routine and join Liz and her team for a free cup of coffee

and a biscuit instead of taking a cigarette break.

The 'support to stop' programme has been running for several years, offering advice to staff who wish to stop smoking and it's encouraging that the number of staff joining this programme had doubled from 15 to 34 in the run-up to the hospital becoming smoke-free. Staff should contact occupational health on ext. 4064 if they need support to stop smoking.

Respiratory consultant Adam Malin says: "Most of our work deals with smoking-related disease, particularly lung cancer and emphysema or chronic bronchitis. Smoking is the biggest preventable cause of death and disease in the UK, killing one person every 15 minutes. Two thirds of smokers would like to quit. The RUH smoke free policy is an essential step to support those who want to quit and discourage the young from starting."

Find out how the smoking ban has been received in the next issue of Grapevine.

## The Right Time to Quit

Angie Thomas, the sewing and linen supervisor for the trust, had smoked for 40 years before turning to occupational health for help in giving up. She says: "I did try to stop smoking a few times but I don't think I was ready for it because each time I started smoking again pretty quickly."

Angie resolved to give up this summer and was made even more determined, following a viral chest infection. "Being more aware of the risk I was taking with my health made it the right time for me to give up smoking. I think there is a right time for everyone and no amount of pressure from concerned family members can bring this time forward - in fact, I think too much pressure from my family would have made me smoke more."

It is over 16 weeks since she smoked her last cigarette. "Without the support of the hospital's occupational health team, I don't think I would ever have given up smoking. In particular, two nurses - Liz Jones and Liz Carvell - really helped me."

During the early days, Angie used patches before she could do without them altogether. When the cravings got really strong, Angie turned to a nicotine inhalator which provided a puff of nicotine without all the harmful chemicals in cigarettes. "I just used this when the urge to smoke a cigarette got so strong that I thought I couldn't cope without one. My worst cravings are usually when I'm at home in the evening or first thing in the morning.

"I think it's good that that the hospital is introducing this smoking ban, both for health and environmental reasons. However, I think we need to support staff and patients, and be understanding of the difficulties they may have as a result of the ban."

## News of the Hospital Friends



The Friends volunteers and the committee enjoyed a great afternoon, when they were invited to a tea party at the hospital recently. Former RUH chairman **Mike Roy** and chief executive **Mark Davies** wanted to say a personal thank you to all present for the many hours the volunteers give to the hospital each year. We very much appreciated it and the tea was delicious!

It also gave us great pleasure to share in the official opening ceremony of the fracture clinic garden last month. We know how hard the staff in the fracture clinic work and we were very pleased to take up the project, which had been planned many years ago in memory of three very loyal members of staff. The completed garden has an attractive paved area with bench seats, colourful plants and even a lovely tree to give some shade when the sizzling temperatures return. It is there for everyone to enjoy. This was a change for us from funding chairs, trolleys and equipment.

We do thank the staff for showing their appreciation. We are not used to the 'red carpet' treatment but it was very welcome!

**Tessa Berridge**, Chairman



### National League of Friends Volunteer Week

Throughout National League of Friends Volunteer Week the Friends of the RUH manned an information stall in the Podium in the centre of Bath. They were there to promote the work of the Friends of the RUH and to encourage people to become both volunteers and members of the Friends.

Volunteer co-ordinator **Jayne Cresswell** says: "The Friends will be celebrating their 50th anniversary in 2007 and with this busy hospital expanding each year, we always need more. The week was a great success and we recruited new members and volunteers."



### Christmas Fair

The Friends Christmas Fair was a great success this year, raising a fantastic £2690.32, the most ever! There were lots of lovely gifts, jewellery, bric-a-brac, homemade cakes, biscuits and preserves to buy as well as the chance to win some fantastic raffle prizes.

Jayne Cresswell says: "We'd like to thank all the volunteers who helped on the stalls and brought in things to sell and all the staff, patients and relatives who supported us by buying Christmas goodies. The money raised will go towards the £3 gift vouchers that are given to all patients who are in hospital over Christmas. Such a gift can mean a great deal, especially to patients who may not have relatives visiting them over the holiday period. Some of the money raised will also go towards a children's Christmas party in the hospital."

