

# insight

ISSUE 7 AUTUMN 2010



**Quality care for all**

**Roaring success at RUH**

**Giving patients choice**

*United in Excellence*

# Lewis House services move in July 2010...



All the Council services available from Lewis House reception in Bath (on Manvers Street opposite the Police Station), are moving to the Guildhall Council Connect Office from Monday 26th July 2010.

## What services are moving?

The housing advice & homelessness services, including the Homesearch facility, duty social work services and services for children and families.

Lewis House reception will close at 4.30 pm on Friday 23rd July 2010. After this the building will not be open to the public.

## Where is the new office?

The Guildhall Council Connect Office, High Street, Bath BA1 5AW.

**Bath & North East  
Somerset Council**

## Where can I find more information about the move?

At Lewis House reception if you visit on or before Fri 23rd July. Visit [www.bathnes.gov.uk/contactus](http://www.bathnes.gov.uk/contactus) and go to the Council Offices pages.

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# Welcome



A lion's eye view

In this latest edition of insight, we take a look at quality across the hospital, introducing the role of the Quality Board, which will support the Trust's ongoing work to improve the standard and quality of care patients receive at the RUH (see page 4).

We also explain the role of the NHS treatment centre

which offers patients more choice over where to go for treatment and which complement traditional NHS services. We are also proud to support the fabulous Lions of Bath 2010 event which raises money for a number of local charities. One of our own staff is amongst the artists and craftspeople who have used their skill and imagination to decorate the 100 lion sculptures that are on public display in and around Bath. Meet 'Manely in the Pink' on page 11. We're looking forward to following the lion trail over the summer and finding as many as we can.

## Anita Houlding

Senior Communications Officer / Editor

## Editorial dates 2010

You can send your articles for Insight via email to [anita.houlding@ruh.nhs.uk](mailto:anita.houlding@ruh.nhs.uk) or [communication@ruh.nhs.uk](mailto:communication@ruh.nhs.uk) or you can send a paper copy via the internal mail.

Deadline for copy for the next issue is **13 August 2010** for publication early in October.

Cover photo courtesy of Daz Smith

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**Amanda Herman**

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**Lisa Lewis**

Business Change Lead

**Cerner Millennium - p19**

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# High quality care for all

**The NHS Agenda is all about quality and improvement and the RUH is committed to this agenda. We know that quality of care is what matters to patients most and we can use their experience to drive up the standard and quality of care they receive at the RUH.**

To push forward any such improvements, we have set up a Quality Board, which consists of staff from different areas of the hospital. Over the coming months this Board will be expected to identify steps that can be taken to improve the quality of care we give.

The Trust has also appointed Dr Carol Peden (below) who is a Consultant in Anaesthesia and Intensive Care, as Associate Medical Director responsible for Quality Improvement. Carol will support the Trust's ongoing work to ensure that patient care is safe, effective, timely, efficient, personalised and fair for all ages and groups of patients.

Carol's leadership skills will also play a key role in the development of a 'Qulturum' - a quality improvement centre - to provide an environment in which change and



improvement can flourish and which will foster a culture of innovation.

Carol explains: "We want a centre for Quality Improvement in the RUH where staff can come and be enthused about making a real difference to patient care. They can bring their ideas about how things could be made better for patients, and we will help them to deliver the necessary changes through simple improvement techniques such as PDSA (Plan, Do, Study, Act) cycles. To learn more about PDSA cycles, see page 5.

"What is so exciting about improvement work is that all groups of staff can be encouraged to change things for the better. For example, in Salford Royal Infirmary which has really engaged in quality improvement work, the porters proudly demonstrate how they are key members of the team that can identify patients at risk of falling. In the RUH Quality Improvement Centre we will use local ideas as well as drawing on concepts used in the top health care centres in the world.

"We have great staff in this hospital, they are the people who really understand how it works and where things could be done better. The Qulturum will provide a means to use that frontline knowledge and to translate it into better patient care.

"We are also looking for new ways of doing things, because if we keep doing things the same way we will get the same results. So part of my role will be to work with the Research and Development team, headed by Professor Mark Tooley (above), to think up different ways of approaching patient care. We will apply for grant awards to generate new funds to test different solutions for better care for our patients.

"Quality improvement is also about sharing ideas with other teams and



hospitals, so we will aim to write up our results so that others can learn from our challenges and successes. We already have a very successful research output from the RUH, and we aim to add to that by doing research work in quality improvement.

"In this time of financial difficulties, it is more important than ever to get things right, in a timely fashion, for our patients. Streamlining our processes and continuously looking to improve should provide not only better care but care that costs less. For example, the opening of the new Stroke Unit will ensure patients have better access to rehabilitation, which will improve their outcome and shorten their time in hospital.

"I see the development of this quality improvement centre as very exciting for the RUH. It is a very positive and forward thinking move by the Trust, at a time when we are challenged by the financial constraints facing the NHS.

"I look forward to welcoming you all to the Qulturum, learning from your ideas and helping to translate them into patient centred improvements. The RUH is already a very good hospital, I hope this concept will help to make it a really great hospital for patients and staff."

# Plan, Do, Study, Act

**Plan, Do, Study, Act (PDSA) is increasingly being used by health professionals as a tool to document and deliver change.**

The PDSA cycle is shorthand for testing a change by developing a plan to test the change (Plan), carrying out the test (Do), observing and learning from the consequences (Study) and determining what modifications should be made to the test (Act).

The PDSA is a cycle of improvement that involves asking three key questions:

- **What are we trying to accomplish?**
- **How will we know that a change is an improvement?**
- **What changes can we make that will result in improvement?**

Assistant Director of Nursing Jo Miller says: "Any change will be made through several PDSA cycles, before the change can be used more widely. Measuring is a critical part of testing changes - otherwise you won't know if the change has been successful.

"A good example of using PDSA cycles to put the patient safety work in to practice, is the Surgical Safety Checklist in theatres. In very simple terms, theatre staff adapted the World Health Organisation Surgical Safety Check list.

"They tested the checklist in one theatre, made changes using feedback from staff, and tested it again in two more theatres. After an extended period of testing and refining using several PDSA cycles, and measuring whether these changes made a sustained improvement in managing a patient's care prior to their operation, theatre staff were then able to use the redesigned check list in all other theatres.

"PDSAs can be used for any change, not just for changes in clinical practice. If you would like to understand more about Plan, Do, Study, Act, monthly training is provided in the education centre. Call x5502 and book a place."

## Let's reduce the **pressure**

**'Let's reduce the pressure' is a new campaign from the Tissue Viability Service to raise awareness of hospital and community acquired pressure ulcers and to reduce the number of pressure ulcers patients develop at the RUH.**

Kate Purser, Tissue Viability Nurse says: "We believe that most pressure ulcers are an avoidable complication of care and so we have a zero-tolerance approach to hospital acquired pressure ulcers. We have reduced the number of grade 2, 3 and 4 pressure ulcers from a rate of 11% in 2007 to 7% in 2009. Now we are aiming to reduce RUH-acquired pressure ulcers by 50% during the coming year."

People may be at risk of developing a pressure ulcer, also known as a bedsore, depending on their medical problems, nutritional condition, age and ability to move. If a person is unable to move regularly - for example, due to illness, injury, or paralysis - pressure ulcers can quickly develop, sometimes over the course of a few hours.

During their stay in the RUH, patients are assessed to see if they are at risk of developing, or already have a pressure ulcer. This assessment is carried out on the day a patient is admitted and on a regular basis after that.

Kate says: "A new assessment tool was launched in 2009 and since its introduction our pressure ulcer care in the hospital has significantly improved. Ward staff report every patient who has a pressure ulcer and whether it is present on admission or develops during their stay. This allows us to closely monitor patients and provide data for the regular reports produced by our Tissue Viability Service, with action plans to address any areas in need of improvement. We also investigate the most serious pressure ulcers if they develop in the RUH."

To help prevent, or to manage existing pressure ulcers, we provide high-specification pressure relieving mattresses and have recently launched a new information leaflet designed to help patients manage their own conditions.



# Giving the **gift of life**

**Transplants are one of the most miraculous achievements in modern medicine. But they depend entirely on the generosity of donors and their families who are willing to make this life-saving or life-enhancing gift to others.**

Amanda Herman is a Specialist Nurse in Organ Donation and she works closely with staff in the Emergency Department, Intensive Therapy and Theatres at the RUH. When appropriate, she talks to families about organ donation, when a loved one is dying or has died. Amanda shares a recent experience with insight readers:

“A call came from Intensive Care about a 40-year old woman on life support. She came into hospital having collapsed suddenly; but had previously been fit and well. Her condition was severe and after much consultation with specialists, it was apparent that further treatment wasn’t an option.

“She had registered her wish to donate by joining the organ donor register and I met with her family to explain what could happen. They wanted to do all they could to carry out her wishes and that night they said their goodbyes and I arranged to call them to let them know how things were progressing.

“During the night, I spoke to transplant centres around the country to see if they had patients who were suitable to receive a transplant.

“We were able to retrieve her liver, pancreas, kidneys, heart for heart valves and corneas. This lady saved and changed the lives of at least eight people.

“I spoke to the family the following day and they were grateful that something positive had come out of tragedy. They told me that losing their sister could



have left them with nothing and they found it of immense comfort to know that she had helped so many others. Over the following weeks I kept in touch, passing on letters of thanks from grateful recipients and ensuring they were coping as best they could after their bereavement.

“I feel very privileged to be so closely involved with families. It’s naturally a very distressing time for them but helping them to fulfil their loved one’s last wish is a very positive experience and is very rewarding.”

Last year five people from the RUH donated their organs, and 15 life saving and life enhancing transplants were carried out. In the UK 959 people became organ donors, the highest number in the UK ever.

The more people pledge to donate their organs and tissue after their death, the more people stand to benefit. By choosing to join the NHS Organ Donor Register, you could help make sure life goes on for many others.

To find out more about registering as an organ donor, visit [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)

You may be interested in the British Transplant Games in Bath, August 19-22, organised by Transplant Sport (TSUK). The games encourage transplant patients to regain fitness and raise awareness of the value of organ donation. Visit [www.transplant.org.uk](http://www.transplant.org.uk)

# RUH named **best hospital car park** in England

**Using information from 126 Freedom of Information requests, the consumer champion Which? has named the RUH as the best NHS hospital car park in England.**

Our large number of priority spaces, comprehensive variety of payment methods and excellent patient communication has helped us to claim the top spot.

The Freedom of Information requests, together with expert researchers and statisticians, compiled a hospital car parking 'league table', which rates all the hospital car parks in England according to capacity, convenience of payment methods, frequency and types of penalties, charging structure and profits, communication with patients and patient and visitor concessions.

Which? Chief Executive Peter Vicary-

Smith says: "The RUH shows that not every hospital visit needs to end in a parking nightmare."

Adam Jones, Security and Car Parking Manager, said: "The Trust is delighted that the RUH has been voted as the best NHS hospital car park in England. Car parking issues are a problem for most hospitals and we're aware that this is a big issue for our patients. Although we may not be perfect, what this demonstrates is that we are clearly heading in the right direction. This is a great reward that recognises all the hard work my team does to effectively manage car parking on the hospital site."

Which? is calling on NHS hospitals in England to take heed of the great example set by the RUH and make changes.



*l to r: Which? Senior Public Affairs Officer Paula Pohja, RUH Deputy Chief Executive Brigid Musselwhite and RUH Security and Car Parking Manager Adam Jones*

## Quality Accounts

**This is the first year that acute hospital trusts, such as the RUH will be producing Quality Accounts. These Accounts will provide an overview of the quality of services provided by the hospital and will outline our quality improvement targets for the coming year.**

From the reader's perspective these accounts should be seen as annual reports to our patients and staff about the quality of services supplied. We want our staff, patients and healthcare partners to look at our Quality Accounts and understand what we are doing well, where improvements are needed, what the priorities for improvement are in the coming year and how our patients and others interested in our services can get involved in determining future priorities for improvement. We want patients to believe they are in the best hands and to know they will receive the highest levels of care from our staff who treat them as an individual, with dignity and respect. We want patients and visitors to know that the quality of the care we provide is of the utmost importance to us.

The Board of the Royal United Hospital Bath NHS Trust has made a public commitment to promote quality as its first priority and we demonstrate this in a number of ways. For example, the safety and experiences of our patients are routinely discussed as the first item at public Trust Board meetings. A number of patients are asked to provide real time comment on the care they are receiving whilst they are in the hospital and this feedback supports our drive to improve quality.

The Quality Accounts will be published on our website [www.ruh.nhs.uk](http://www.ruh.nhs.uk) and that of NHS Choices [www.nhschoices.nhs.uk](http://www.nhschoices.nhs.uk) from 30th June.

# Meet iStan

**Hospital staff are excited about a new addition to their training facility - he breaths, he speaks, he bleeds! They've just taken delivery of iStan - a revolutionary patient simulator (manikin) which closely mimics the responses of the human body.**

iStan brings an unmatched level of sophistication to the use of simulation in education, he comes equipped with true-to-life features that provide even greater opportunity to help educate students.

Clare Taylor, Consultant in Emergency Medicine, says: "On first meeting iStan, I was mostly struck by his robust American frame compared to our more svelte European model. He turns out to be a big on technology too. He can be programmed to respond to all sorts of interventions, including altering his



pulse and blood pressure and simulating sweating and bleeding (as dramatically demonstrated in the TV programme *Scrubs*). He has heart sound and breath sounds and can be made to talk via a hidden speaker.

"The most important advance this high tech robot provides is that it's wireless, so we'll be able to take him around the hospital to train people in real working environments.

"iStan has been bought with a generous donation from the Friends of the RUH - he costs £44,000. The undergraduates and trainees love developing their clinical

and team skills in the safe environment of the Simulation Centre - which is supported by Bristol University - and they've embraced these new teaching methods with their usual enthusiasm."

Medical Simulation Specialist Nurse Alan Winterman says: "We were recently able to take iStan and the Sim baby out of the Simulation Centre and demonstrate them to clinical staff who hadn't had time to visit us before. Consequently, we're now taking simulation training out to Theatres and Recovery, Critical Care Unit, the Emergency Department, Children's ward and the Neonatal Intensive Care Unit."

## Are you interested in delivering simulation training?

The Sim Centre is keen to support any staff member who would like to develop their skills in delivering simulation training and they plan to launch a 1-day training course, initially aimed at anyone involved in undergraduate teaching. We encourage anyone interested to come to the Sim Centre and meet the Sim family and think about how exciting it could be to use simulation training for undergraduates in your department. Technician support can be provided to simulation trainers, leaving them to concentrate on teaching best patient care. Anyone interested should email [ian.smith@ruh.nhs.uk](mailto:ian.smith@ruh.nhs.uk)

"For those who like to be taught in a more traditional way, it can take a while to get used to this kind of training, but after working with these amazingly life-like simulators for a while, it's possible to suspend belief and get really involved. We know from all the positive feedback we get that this type of training is popular and beneficial."

# Yours sincerely

It's always pleasing to receive positive feedback from patients and their relatives for the support and care they receive from our staff and the Trust frequently receives letters of praise and thanks. Some also appear in the local press. Here are extracts from a few.

**Ms W Farr from Bath** wrote

"Please pass on my grateful thanks to the excellent staff in Pre-Assessment and Anaesthetics, and on Charlotte ward. I could not have received better quality of care anywhere else if I'd paid a million pounds! Thank goodness for the NHS and the RUH."

**Mrs S Mills from Keynsham** wrote

"I recently spent time in Respiratory and wish to commend the RUH. I was most impressed with the cleanliness of the ward, the daily cleaning was a pleasure to see. The meals were very nice and tasty and the general staff as well as the nursing staff were helpful, courteous and cheerful at all times. I hopefully shall not have to experience inpatient care again, but at least I know I shall be well looked after."

**Dr J Fielden from Berkshire**

wrote "I would like to pass on my thanks for the standard of care and sympathetic treatment given to my son whilst he was a patient for a short period in the Emergency department and the Paediatric ward. I was impressed with the caring attitude and ability to aid both the patient and his parents during a short, but mildly stressful, time - fortunately with a positive outcome. I know there are far too few plaudits in our business, so please pass on my thanks, particularly to Hector the Emergency department nurse and Gill the Paediatric nurse and to the Paediatric SHO."

**Mr and Mrs W G Conway from Trowbridge** wrote

"My wife and I have both spent a week or so at the RUH. We must say that the doctors, nurses and auxiliary staff were absolutely wonderful in the care and attention that we and everyone in the Philip Yeoman ward received. We often hear complaints about the RUH but we want to say how well we were both treated. They were all fantastic."

**Mrs A Bond from Surrey**

wrote "My brother was treated at your hospital. The care and professionalism of the staff in the Emergency department and in the Robin Smith Surgical Unit, was beyond praise. They gave him excellent emergency treatment and gave me superb support and confidence in a very dire situation. Thank you so very much."

**Ms J Carver from Frome**

wrote "Hooray once again for the RUH. I saw Doctor Blackstock and Lyn Barnes in the Gastroenterology department recently. I was very pleased with the very good treatment I received; thorough, polite, kind and friendly. We are so lucky to have such skilled and kind people to help us. Thank you both very much."

**Mrs J Bareham from Isle of Man**

wrote "I would like to thank you very much for the exceptional care and thorough tests you carried out in order to identify the cause of pain I had experienced whilst on holiday in Bath. I would like to thank Dr Garbarino for his pleasant, kind and professional manner. He is a credit to the medical profession and Bath hospital."

**Mr C Meade from Bath** wrote

"I feel I should write to sing the praises of the Vascular Surgery department, Mr Pai and his team and the staff on Waterhouse ward, led by Sister Nicky Smith. Please convey my appreciation for the care and attention that I recently received."

# Team Green



**You can help us make a difference by thinking about how you can contribute to sustainable energy savings.**

Many people think that it costs less to keep a fluorescent light on rather than switch it on and off throughout the day. It doesn't! Please switch off lights (and other appliances) when not in use, especially between 5pm and 7pm when transmission charges cost us a whopping 20p/unit instead of 8p/unit for the rest of the day and night. Think Carbon!!

Share your car and save carbon and money! Staff who qualify for a parking permit and decide to car share with colleagues (who also qualify) pay NOTHING for a permit. Yes, staff parking is free for official car sharers. Just email CarShareScheme for details. Think Carbon!!

Did you know that by switching off your PC each evening and weekend, we could save a massive 300 tonnes of carbon and £50,000 each year - even in sleep mode? There are 1500 PCs in the RUH and simply ensuring they are switched off when not in use makes an instant contribution to reducing our carbon footprint. Think carbon!!

*Insight is printed on paper sourced from sustainable forests*



## Bishop visits RUH

**The Bishop of Bath & Wells, the Rt Rev Peter Price, visited the RUH as part of a three-day tour of the City of Bath and its communities and institutions. Bishop Peter is very interested in community development and is a senior Bishop in the House of Lords.**

He was greeted by the Trust's Chairman and Chief Executive and spent time talking to staff in the Neonatal Intensive Care Unit and finding out more about the care they provide for newborn babies. He was particularly impressed by the plans for the new NICU.

He also enjoyed a coffee break with the hospital's Senior Chaplain Alastair Davies and members of the chaplaincy team (below). Later he met Consultant

Geriatrician Dr Chris Dyer and ward staff on Combe Ward to hear about the work that the Trust is driving forward on improving standards of care for people with dementia.

Senior Chaplain Alastair Davies says: "The Bishop's interest spans across the generations and so it was fitting that he visited both NICU and the Older People's Unit, having a particular interest in dementia. The chaplaincy were greatly encouraged by his sympathetic understanding of ministry beyond normal church boundaries and in engaging with patients and staff of all faiths and none. The 'success' of our ministry is not always immediately tangible but our enduring ministry of presence is valued by the whole healthcare community."



# On the prowl from the RUH

**If you go down to the Assembly Rooms, in Bath you're sure of a big surprise... you might just come face-to-face with 'Manely in the Pink', a fabulous pink lion, painted by RUH Web Developer Louette Eagles.**

Manely is one of a giant pride of 100 individually decorated, life-size lion sculptures, taking up residence in and around Bath this summer in a colourful cultural event to raise funds for local charities and bring a smile to the faces of residents and visitors alike.

Inspired by the successful 2008 King Bladud's Pigs event, which raised £200,000 for charity, the lion sculptures have been decorated by artists and craftspeople using their skill and imagination to produce eye-catching artworks from the beautiful to the bizarre.

South African born Louette paints and sketches in acrylic and pencil on canvas, ostrich eggs and slate. She was herself recovering from breast cancer as a patient at the RUH when the King Bladud's Pigs event took place.

"I loved the pigs and I wished at the time that I could have done one. When the story of the Lions broke I decided to bid for one. My brush with breast cancer inspired the design; the lion is clearly male and pink is associated with breast cancer, which made me think of the often forgotten fact that men get breast cancer too. The idea for the name was inspired by all the people supporting the victims of cancer; the partners, lovers, children, parents and friends. Without their support it would be difficult to envisage a time when life will return to being 'Mainly in the Pink' again."

Louette submitted her tender for the lion in September 2009 and in February 2010 the Shepperton Group offered to sponsor the project with a brief to be 'lighthearted and fun'. The lion came to his temporary den in the IT department at the RUH where Louette transformed him. After all the finishing touches, and five layers of varnish to help protect Manely from the weather and enthusiastic visitors, he was whisked away to reside outside the Assembly Rooms.



'Manely in the Pink' will remain on public display throughout the summer and then return to his den in September to be restored to his former glory ready for the 'Lions Roar Goodbye' weekend. On the 9th and 10th October, the pride will gather together in front of the Royal Crescent for their public farewells before the Lions of Bath 2010 charity auctions on Friday 15 and Sunday 17 October 2010.



# New NHS Treatment Centres give patients **extra choice**

**If you need to go to hospital to see a specialist, you have the right to choose which hospital you're referred to by your GP. This legal right, which was introduced in April 2010, lets you choose from any hospital offering a suitable treatment that meets NHS standards and costs.**

The hospitals you can choose from will depend on the type of specialist you need to see. The choice you make may be based on a wide range of factors, such as location, waiting times, reputation, clinical performance, cleanliness, travel, parking facilities and visiting policies. You can choose your hospital according to what's most important to you.

The RUH is the main acute hospital for Bath and North East Somerset and North and West Wiltshire, as well as taking patients from Somerset and South Gloucestershire. However you can also choose to be seen at a number of local NHS Treatment Centres, including two brand new ones at Emersons Green (pictured below) in Bristol and Devizes in Wiltshire. There are two more in Cirencester and Shepton Mallet.

The NHS Treatment Centres are operated

by UK Specialist Hospitals (UKSH) and they play an important part in modernising NHS Services.

Working in partnership with the RUH and other NHS hospitals, these centres will help to reduce waiting times and give patients choice about when and where they are treated.

Steve Hart, Divisional Manager for Surgery at the RUH, said: "We are working closely with the NHS Treatment Centres to provide the best choices for our patients, so if you're having a simple surgical procedure you maybe seen quicker and maybe closer to home."

With four operating theatres and 33 beds, Emersons Green NHS Treatment Centre has an outpatient assessment centre, a day surgery facility and inpatient facilities. Devizes has two operating theatres together with a new surgical day care facility and outpatient assessment centre. Both centres offer joint replacements, minor orthopaedic surgery, ophthalmology, general surgery, ear, nose and throat procedures, gynaecology, endoscopy and urology procedures.

Dr Ed Lotz, Executive Director at UKSH

South West, said: "Patients can typically expect to undertake a comprehensive one stop outpatient assessment where they will meet their surgeon, (who may also work in their local hospital) the nursing team and undergo any tests that are required for their procedure – all on the same day. The centres complement traditional NHS services and provide excellent clinical care in local, modern facilities."

For more information, visit [www.uk-sh.co.uk](http://www.uk-sh.co.uk)

## What is an NHS treatment centre?

NHS Treatment Centres are contracted by the local NHS Primary Care Trusts to treat NHS patients free at the point of use, like any other NHS hospital. They perform common non-emergency surgery and diagnostic procedures and tests in the same way as NHS hospitals. Patients with less complex needs will be cared for in a safe, timely manner without being superseded by emergency procedures or more complex patients requiring more intensive care, which can happen in large acute hospitals such as the RUH.



# Getting a Headstart on cancer recovery

**Hair loss is one of the most well known side effects of cancer treatment and a new service has now been launched for women undergoing chemotherapy at the RUH.**

Headstart is a free service to teach women how to tie headscarves for both day-to-day wear and special occasions. The service, funded by a grant from the Bath Cancer Unit Support Group, offers a variety of headscarves available for a small donation, or free for people on low incomes.

Trudy Sheen, Macmillan Cancer Information Specialist says: "Hair loss and hair thinning can be very stressful and some people find it the hardest part of having cancer. This is understandable because our appearance is closely linked to our feelings of self esteem. Women may worry about how their friends and family see them, and may be concerned that they are no longer physically attractive to their partners. Not all cancer treatment causes hair loss, but the drugs that do can cause hair to thin or to fall out completely while the treatment is ongoing."

"Volunteers who run the service will show women how they can be stylish with scarves as well as helping with the practical problems of protecting the sensitive scalp from the sun, and keeping the head warm in cold weather."

Headstart sessions are held on Tuesdays and Wednesdays from 10am-12 noon in the Hairdressers room in the Oncology department and are open to any women currently undergoing cancer treatment and who would like some advice and support.



*Creating a look: Volunteer Gillian Morris demonstrates one way of tying a scarf to insight Editor Anita Houlding*

The Headstart volunteers are asking local shops or suppliers who might be willing to support the service to provide a small number of attractive scarves for women to practice with during the sessions - and to take home afterwards - so they can feel confident going out wearing a headscarf.

A small donation of scarves could make a big difference to a patient's confidence and self esteem as they undergo this distressing and painful cancer treatment.

# Meet the Chairman

## What was your first job?

When I was 16, I spent the summer vacation as the resident organist at Enfield crematorium. On Saturdays I played for weddings at the parish church - seven weddings on a good day! First 'real' job - trainee accountant at Westinghouse in Chippenham.

## Why did you apply for the role of RUH Chairman?

Having been Vice Chairman of NHS Wiltshire I am totally committed to the NHS and want the best for all patients. I enjoy a challenge and hope that the RUH can use my experience obtained both in the business and health sectors.

## What was your first impression of our hospital?

Welcoming, challenging and big.

## Name the first ever record you bought

'She Loves You' by the Beatles in 1963. I like all sorts of music but I was professionally trained in classical music (organ and piano) and have a diploma in Piano Performing from Trinity College of Music, London. I also occasionally play in a 9-piece local rock band called Sticks.

## Name your three ideal dinner guests (dead or alive)

Brian Johnson because I enjoy cricket, Stephen Fry and Martha Lane Fox (the last minute.com entrepreneur) - or any of my colleagues on the Trust Board!

## Tell us briefly about one of your priorities for the RUH

Difficult to focus on one priority - initially I am focusing on achieving key performance targets and having a robust winter plan, together with a clear future vision in conjunction with our commissioners. All of this is, of course, underpinned by the total commitment

Chairman Brian Stables



to patient safety and continually improving the patient experience.

## Tell us three things you did in your first week

Met the Chief Executive and Executive Team, saw the wonderful work in the Emergency Department and met a wide range of excellent and committed staff across the hospital.

## What motivates you?

A desire to use my experience for the benefit of others.

## Where did you spend your last holiday?

Lasts weekend at the Erlangen (near

Nürnberg) beer festival (100,000 Germans drinking beer and singing English rock songs - very funny) - having driven there from our apartment in Romania and city trips to Salzburg and Vienna. Before that, a week of golf in France with English and French colleagues - bad golf from me but excellent company and French hospitality.

## What would be your perfect Sunday afternoon?

In the summer - it would be watching a cricket match in the sunshine, with good food and good company and in the winter - watching Bath Rugby.

# Just a minute...



with **Pippa Darcy**, Patient Advice & Liaison Manager

**Q** What's the first thing you do when you get into the hospital in the morning?

**A** I check my list from the previous day to see what I need to chase up, open my email and then the day takes on a life of its own!

**Q** Name a film you've seen more than any other

**A** The original Italian Job - it still makes me smile. I think that all of us who owned a mini in the sixties will relate to this.

**Q** Name one thing you couldn't do without in your job

**A** It has to be two things; a sense of humour and the unfailing support I receive from the fantastic team I work with.

**Q** Name something you have won

**A** A wedding cake when I was fifteen, which my father threatened to keep until it was needed.

**Q** If you could change one thing about working at the RUH, what would it be?

**A** That life would be less pressurised for all the staff working here.

**Q** Name something you are proud of

**A** Learning the knack of growing Clematis well, after years of failing dismally.

**Q** List a compliment someone has given you

**A** Following a complex investigation, a client was kind enough to write



*Sadly the glass just contains sparkling elderflower!*

"thank you for providing such an informative and honest reply, I am impressed with the service that you deliver, your help and kindness has been much appreciated."

**Q** What's your favourite comfort food?

**A** Marmite on toast, or if things are really bad, a glass of champagne - it doesn't solve the problem, but it makes tackling it much easier!

## March Team of the Month

The Medical Nurse Practitioner is a fairly new role in the NHS, which enhances the role of skilled nurses in hospitals by ensuring they are better qualified to assist clinical teams. They have had to develop lots of new skills in order to introduce this new role to support both Medical & Nursing Teams.

The Medical Nurse Practitioners act as a lynch pin in this essential role, providing far greater continuity of care, looking after both the medical health and social care of patients. They'll be focusing on discharge planning to help reduce a patient's length of stay, as well as other key issues such as infection control and they will help to improve communication between nursing and medical teams. They also help Hospital Trusts to comply with the European Working Time Directive to reduce junior doctors' hours.

A resounding 'thank you' to all of you and many congratulations on winning the Team of the Month Award.



# First day in blue!

Staff on Waterhouse ward are delighted with the success of the Open University Nurse Training Scheme which has enabled one of their staff - Val Crispin (far right) - to develop her skills, to qualify as a registered nurse.

Val, who previously worked as a healthcare assistant, shares her feelings about some of her first hours on the ward as a newly qualified Staff Nurse: "I'm so proud of my achievements after studying hard to complete my four years of nurse training. The moment has come to put on my uniform for the first time and I'm scared and excited at the same time.

"I arrive in my new uniform and I'm greeted by my colleagues who have been so supportive of me over the years and who have seen me work my way through from healthcare assistant to staff nurse. I'm grinning from ear to ear and have butterflies in my stomach! Patients will be expecting me to know the answers to all their questions - it's going to be a challenge.

"It's not long before I feel comfortable in my uniform and the patient's who know I'm a newly qualified nurse don't seem at all concerned - they know they're being well cared for and that is what's important to them. I am amazed that so many

**"I'm so grateful to the staff on Waterhouse ward for their support and to the RUH for sponsoring me"**

staff from so many different roles have recognised my achievement and taken the time to congratulate me. I feel welcomed and valued and a part of the team.

"It's of great comfort to have the support of all of the experienced team around me. There's always someone willing to help or to answer my questions. Being aware



of your limitations and therefore being encouraged to ask lots of questions was something drilled into us throughout the

Waterhouse for their support and to the RUH for sponsoring me and I shall be thanking Jo Flint (above left) my mentor, for giving me four years of her priceless guidance, advice and encouragement, for some time to come yet."

Ward manager Sue Kennedy says: "The Open University nurse training scheme is an exciting, innovative, work-based learning programme, leading to a Diploma in Higher Education and registered nurse status. It has given us the opportunity to support the development of a valued member of the team. We're delighted for Val - she is a fantastic example of the success of the training scheme."

course. I am never made to feel uneasy or inadequate by asking questions today.

"I've really enjoyed my first day, it was a great experience and it has made me realise that all the training and years of working to achieve my ambition have been totally worthwhile.

"I'm so grateful to the staff on

# Just a minute...



with Lynn Merrett, Clinic Co-ordinator

**Q** What's the first thing you do when you get into the hospital in the morning?

**A** I fire up the computer.

**Q** Name a film you've seen more than any other?

**A** The Sound of Music - I've seen it a 105 times and I love it. When I hear the nun singing 'climb every mountain' it makes me feel like there's nothing we can't overcome .... oh and Dirty Dancing too!

**Q** Name one thing you couldn't do without in your job?

**A** The diary - I couldn't manage without it.

**Q** Name something you have won

**A** I won a teddy bear on my last day working in Oncology. I had to guess its name which was Gillespie.

**Q** If you could change one thing about working at the RUH, what would it be?

**A** There are always things you can change. People work very hard, but there are times they could work smarter.

**Q** Name something you are proud of

**A** My daughter, who has just finished doing a PhD in Sociology. She studied part-time as well as caring



for her two children - brilliant.

**Q** List a compliment someone has given you

**A** I've been told I have a good sense of humour.

**Q** What's your favourite comfort food?

**A** Chips at any time, with loads of salt and vinegar!

## April Team of the Month

Congratulations to the Oncology/ Haematology Clinical Trials Team for winning their award. They support local and world-wide oncology and haematology research studies in cancer care, exploring the most effective and efficient means of treating cancer. The team has successfully recruited patients to clinical trials and currently has around 26 trials running. These trials are offered to suitable patients with any of the five common cancers: lung, breast, prostate, ovarian and colo-rectal. As well as carrying out trials for patients with haematological conditions and some rare cancers, the team also run genetic screening trials to investigate the cause of cancers. Well done everyone.



# Just a minute...



with **Erin Houlihan**, Trauma Nurse Specialist



**Q** What's the first thing you do when you get into the hospital in the morning?

**A** Find out which trauma patients have been admitted within the last 24hrs and plan my day.

**Q** Name a film you've seen more than any other

**A** The Thomas Crown Affair - the one with Pierce Brosnan - I'm far too young to remember the original!

**Q** Name one thing you couldn't do without in your job

**A** Good old fashioned nursing standards.

**Q** Name something you have won

**A** I won a picnic hamper in a Buxton Water competition after entering the cheesiest slogan you could imagine.

**Q** If you could change one thing about working at the RUH, what would it be?

**A** We would have a yearly RUH BBQ or picnic for everybody to get together.

**Q** Name something you are proud of

**A** My hip fracture information packs for patients and their families.

**Q** List a compliment someone has given you

**A** I'm an organised Trauma Sister and I make fab biscuits.

**Q** What's your favourite comfort food?

**A** I love pesto pasta.

## May Team of the Month

The Medical Equipment Library Team has successfully implemented a service delivering, collecting and cleaning powered mattresses. They have also introduced a computerised tracking system, which allows all powered mattresses to be monitored in terms of location and use.

A user of the medical equipment service said that '...it is now easier to get hold of mattresses and pumps etc. If the team doesn't have the item in stock, they make every effort to find what's needed and they always phone back to update us on their progress.'

This improved service has led to equipment being delivered promptly and faulty equipment being replaced



immediately, which means that valuable space on wards isn't occupied any longer than necessary.

The team are always polite, friendly,

never too busy to help and always treat others with respect.

Congratulations on winning your well deserved award.

# Cerner Millennium

The NHS is changing the way it works. The vision for the future is a more modern, efficient health service 'designed around the patient', which gives patients more choice and control over their own health and care.

**Sharing high quality information effectively between teams and organisations will become an important part in providing better, safer care. The National Programme for IT (NPFIT) is supporting the NHS to implement the systems and services which will enable information to be shared between NHS organisations and within individual teams.**

In April the RUH signed the final contract to adopt the Cerner Millennium patient administration system as part of NPFIT.

Lisa Lewis, the Project's Business Change Lead, and her team of Change Analysts will play a crucial role in the move from the old TDS system to Cerner Millennium.

Lisa said: "This change in IT is the cornerstone of a new foundation in the way the Trust will work in the future. Our priority with all projects is patient safety and quality of care. By updating our IT systems we can review the ways we work to be more efficient and effective going forward.

We will be reducing the risk of system failure and giving ourselves the opportunity to ensure that better quality information is captured and stored. The new system will allow us to adhere to National standards and to introduce new functionality such as Choose and Book direct booking, giving us the opportunity to compete on a level with other Trusts in the area."

Lisa and her team have performed a



*Lisa Lewis (second left) and the team of Change Analysts*

review of the Trust's current working processes over the last months to prepare for the advent of the new Cerner Millennium system.

"It's vital to understand what we do now so we can map how we will work with the new system in the future. It gives us a solid baseline to prepare for the types of training that you, the end users of the system, will require, to give you the best tools to use the system successfully."

There have already been initial demonstrations of Cerner Millennium within the Trust and feedback has been very positive with staff reporting they feel there have been significant improvements in the system.



**Read more about the project by following the Millennium icon on the front page of the RUH intranet or contact the Project team at [MillenniumQuestions@ruh.nhs.uk](mailto:MillenniumQuestions@ruh.nhs.uk)**



## New sponsor for Customer Service Award

**We are delighted to announce that this year's sponsor of the Customer Service Award at the RUH is Tesco Express. The well deserved award winners will receive Tesco vouchers in recognition of delivering outstanding customer service.**

James Horton, Area Personnel Manager for Tesco Express said: "We are delighted to have this opportunity to be involved in recognising those employees of the RUH who go that extra mile to help their patients. We know the RUH is full of 'unsung' heroes and we are pleased this award will go some small way in rewarding this."

RUH Director of HR Lynn Vaughan says: "We are grateful to Tesco Express for helping us to recognise and reward our staff for their contribution to the health service we provide at the RUH and who deliver excellent customer care."

This year, we will also be inviting members of the public and other users of the hospital who have experienced excellent customer service, to make nominations via our website [www.ruh.nhs.uk](http://www.ruh.nhs.uk) or by completing a nomination form available from the hospital's main reception desk.

# Take care **in the sun**

**If it's anything like last year, we may need our brollies more than our sun hats this summer, but if we do get a few sunny days, it's important to make sure we all stay safe and are 'sun aware'.**

With the incidence of skin cancer rising, Alison Hepplewhite, Macmillan Cancer Nurse Specialist highlights how important it is to be protected against the sun's harmful rays.

Alison said: "At a time when the weather is getting warmer and we are all looking forward to spending some time outside, it's important we also look after our skin. At the very least, you should wear a factor 25 sun screen and stay out of the midday sun. You should also consider covering up with light clothing and a wide brimmed hat, although remember the sun's rays can still penetrate clothing."

Ultraviolet light (UVA and UVB) from the sun is the main cause of most skin cancers and more than 177 people in the UK are diagnosed with the disease each day.

Each year, more than 8,000 people are diagnosed with malignant melanoma in the UK. Incidence of this type of skin cancer has quadrupled in men and

tripled in females since 1975.

Alison added: "It's important to realise that skin cancer, if caught early, is very treatable. Some of the early signs of melanoma may be a mole that changes colour, size or shape, bleeds or itches, or the development of a new mole. If you are worried about any changes on your skin you should visit your GP."

Alison also suggests using a broad-spectrum sunscreen which has a star rating of four stars or more, which will block out UVA as well as UVB rays, and applying generous amounts at least 15 minutes before going out in the sun. The product needs to be re-applied every two hours – more often if sweated or washed off.

Alison added: "This advice is not about scaring people but rather it's about making sure we take a few simple steps to stay safe in the sun and enjoy our summer."

If you'd like more general information about skin cancer or have any questions or concerns about any cancer issue then call in to the Cancer Information and Support Centre at the RUH.

Read more about being SunSmart at [www.sunsmart.org.uk](http://www.sunsmart.org.uk)



# New flexible approach to **learning**



*The VES team in their bright new look: (back) Anita Paradise, Alison Jones (front) Debbie Scoplin, Nardina Storey and Lucy Tainton*

**The all new national Qualification Credit Framework (QCF) is a way of recognising skills and qualifications.**

Nardina Storey, Centre Manager for Vocational Education, explains: "A QCF qualification is made up of manageable 'chunks' of learning and learners are awarded credits for each unit they successfully complete. The number of credits required depends upon the qualification they are undertaking.

"This new system allows greater flexibility, since learners can work at their own pace, and mix and match units which are relevant to their role and the needs of the Trust, and there's no set time limit to achieve this. A learner could undertake a unit of learning, gain a credit and then take a break away from learning, coming back to it at a later date to continue to build on it.

"This is quite different to how NVQ used to work, since once people had registered for an NVQ, they had to be certified within three years and the qualification once gained, was set and couldn't be built upon."

For more info contact the vocational education administration team (VEST) on x1542 or visit [www.skillsforhealth.com](http://www.skillsforhealth.com) or [www.cityandguilds.com](http://www.cityandguilds.com)

## Customer Service **Award**

**Max Warner-Holt, Patient Experience Administrator received a Customer Service Award for his willingness to go the extra mile for patients and their relatives.**

Max works with the complaints and PALS team and a grateful patient recently wrote to the hospital to praise Max for his professionalism, politeness, kindness and efficiency. Max has also received personal thanks from the Chief Executive for the professional way he deals with patients and visitors to the hospital. Well done Max, you're a credit to the Trust.



## New 'fit note' system for **sick employees**

**Early April saw changes to the way in which people are signed off from work through illness.**

In the past, GPs have either said that people 'should refrain from work' or 'need not refrain from work'.

The new Statement of Fitness for Work – the 'fit note' – focuses on what an employee may be able to do at work rather than on what they cannot do. It offers a new option – 'may be fit to work taking account of the following advice'.

A GP can then suggest options such as flexible working, amended duties, workplace adaptations and phased return to work. The GP will also cover the functional effect of the individual's condition.

An employer is not legally bound to follow the advice, but failure to do so could lead to claims for constructive and/or unfair dismissal.

More information at: <http://www.acas.org.uk>

# Celebrating success

**We congratulate Claire Thomas, Val Crispin, Alma Williams and Nicola Harrison who have completed the Open University pre-registration nursing programme - which is sponsored by the Trust - and who have all been successful in gaining a full-time nursing post at the RUH.**

Education and development manager Jenny Chen, who assists with the programme, was at their graduation ceremony. Jenny says: "This group previously worked as healthcare assistants here and they've earned their success through four years of hard work.

"The OU pre-registration nursing programme involves students staying in work throughout the course, supported by a personal tutor. Their practical placement is centred round the wards where they've already been working and clinical placements where they will gain



*l to r: Claire, Val, Alma and Nicola*

specific experience to meet the Nurse Medical Council and EU requirements.

"Entry to the pre-registration nursing programme at the OU requires sponsorship by your employer, which pays for the course fees and covers the cost of paid time off for study

and practice learning.

"Nursing is a demanding and responsible profession, but it's also very rewarding and we hope that these successful nurses take great satisfaction in their contribution to patient care at the RUH."

## Learning at Work Day

**Learning at Work Day is a national celebration of workplace learning which takes place every year.**

This year's theme 'Creating Connections' aimed to highlight the links between formal and informal learning and the benefits of bringing people together to learn from each other, and to demonstrate the value of partnerships and the role that learning plays in a successful organisation - connecting people through learning.

One of the highlights of the event was the chance to share a staff success story - the journey of Anita Paradise who started her role in the Trust as a domestic in 1982 - and with commitment and enthusiasm to develop herself - is able to offer the same opportunities to other staff as she is now the Trust's Vocational Development Adviser. An inspirational story.

"This type of event gives an opportunity for us to showcase great stories like Anita's, as well as a means of sharing the opportunities available for all staff in this Trust, regardless of current role, previous experience or formal qualifications.

The link between staff development and job satisfaction is well known, it's about encouraging staff to make that first step - it's well worth the effort!" commented Tracy Elvins, Acting Head of Learning and Development.



# Walking **success**



**A big thank you to staff for supporting Walk to Work Week in April - when we encouraged you to get your trainers on and step out and enjoy some fresh air and exercise. You joined us for lunch-time walks to Victoria Park, you walked all the way - or part of the way - to work, and squeezed in a quick lap or two around the cricket pitch before claiming your bag of goodies as a reward.**

There were prizes for taking part and we plucked three worthy winners out of a hat.

Medical Secretary Angela Stratford (see photograph second right, Angela's in aqua) was particularly outstanding as she walked to work every day, took part in every walking event planned during the week - including coming in on her day off to walk circuits around the cricket pitch! - walked to do her shopping and used the cross trainer - we couldn't keep up! Angela won some John Lewis Gift Vouchers.

Ward Clerk Ruth Rucins (left) was chosen as our very local celebrity to 'cut the ribbon' declaring the Lansdown restaurant open, alongside the Chief Executive. Ruth won a free meal and was the first diner to be served in the new restaurant.

Darren Carvell (see photograph second top right), who works in the Supplies department, was a brave lad, the only male amongst a string of chatty females on a walk to Victoria Park. Darren won two tickets to the Somerset v Worcestershire cricket match, which took place on a glorious sunny day, perfect.

*Pictured are staff taking part in Walk to Work week activities*



# Friends of the RUH

The Friends of the RUH continue to offer their invaluable support to patients and staff at the hospital.

**Gwen Stoaling is stepping down as Chair after completing two years in this role. We'll still be seeing Gwen around as she'll continue to volunteer at the hospital. We take this opportunity, on behalf of the Trust, to thank Gwen for all her hard work and for her continued support to staff and patients at the RUH.**

We're delighted that Richard Ford is now the Friends Chairman and we are sure you will extend a warm welcome to Richard when you meet him. Richard will be ably supported by John Wiltshire, who is the new Vice Chairman.

Richard was present at the Friends 53rd Annual General Meeting recently and he reports on that meeting: "Voluntary Services Manager Jayne Cresswell gave an interesting presentation which reminded us all of just how versatile our volunteers are. Many of you will have seen the volunteers in action, providing tea and a sympathetic ear to patients on the wards, or guiding visitors around the trust, or serving in the shop. But did you know that they help patients during mealtimes, and knit woollen comforts for our tiny premature babies and our elderly patients? They help patients enjoy chapel services and support the Cancer Information and Support Centre. They even have a gardening team who care for the gardens and courtyards within the hospital so that we have pleasant and green spaces to enjoy. Our Friends are multi-faceted and greatly appreciated.

"The Trust is very grateful to Jayne and her admin team who so capably organise some 400 volunteers at the RUH. They support patients and staff as well as organising fundraising events such as the popular and successful summer fete and the Christmas Fair.

"By the time you read this, Jayne will

have returned to work after her wedding and honeymoon, as Mrs Jayne Watkins. I'm sure you'll join me in wishing her and Peter every happiness together.

"Also, Sue Hill has retired as manager of the atrium shop (see below). We're delighted to welcome Maxine Jefferies as the new shop manager. Maxine will be well into her new role by the time this is in print - we hope she's enjoying it.

"All the activities throughout the year require solid funding and the Friends Treasurer Barry Cooper reported that, over the last two years or so, almost £1,500,000 worth of equipment and facilities had been provided for the hospital, including £250,000 towards the new NICU. This amount of support has been exceptional and has used up funds accumulated over many years, future contributions will be more modest.

"Commitment and cash are equally important to the continued success of the friends of the RUH. If you, or

someone you know, can afford either (or both!), then please do get in touch with Jayne or anyone in the Friends office (01225 824046) to find out how you could be of help.

"I left the meeting feeling immense pride at what can be achieved by a dedicated group of people and I'm very much looking forward to helping ensure that the RUH will have the continued support from our wonderful volunteers long into the future."



After nearly 15 years as a volunteer, and recently retired as manager of the Friends shop, Sue Hill (above right) is in a reflective mood: "In 1995, I was a patient at the RUH and on returning home saw an advert seeking volunteers. Having given up managing my shop in Keynsham and following the deaths of my parents, I was at a bit of a crossroads, so I began volunteering in the coffee shop.

"In 1996 my marriage broke-up and I was devastated, I lost interest in everything. But the love and support from the friends I had made amongst the volunteers really kept me going.

Much later, Tessa Berridge (Friends Chair at that time) asked me if I would like to become shop supervisor, a relatively new, paid position, I needed a job so I accepted. Then in May 2000 when we moved to the lovely new shop in the atrium, I became Manager.

"It has been the most rewarding part of my life (apart from my children). You see I think the Friends of the RUH work in many ways, not only do they raise money to help with the extra needs of the hospital, but they help people through difficult times, who may feel lonely and isolated. I have the Friends to thank for the person I am today."

**Extract from a letter to the Friends of the RUH from a grateful surgeon:**

*"Thank you for your very generous donation of the new Zeiss S88 microscope to use in spinal surgery. Our old scope was 20-years old and made patient care in theatre difficult. It provided sub-optimal viewing of deep and small structures, but with our new instrument we are able to look at this with great clarity, therefore reducing the risk of a complication.*

*"Not only have you benefited patient care but also developed a great teaching aid, as we are able to attach this particular microscope to a video screen in theatre to demonstrate surgical techniques to surgical trainees, physiotherapists and nurses who actively take part in the procedure.*

*"I am most grateful for your contribution towards delivering a premium patient service in theatre, which the greater population in Bath deserve."*

**Mr O Von Arx**  
Consultant Orthopaedic  
& Spinal Surgeon

To advertise in this publication please call the sales team on **01909 478822.**

**insight**

# Tune in to Bath Hospital Radio

The ever popular radio station Bath Hospital Radio is being sponsored by the Friends of the RUH for this year.

**Ray James, Chairman of Bath Hospital Radio says: "We're very grateful to the Friends for their sponsorship."**

"Their support will help greatly with annual running costs. This partnership working between our two charities will also ensure that radio listeners will be well informed about Friends activities, whether that's promoting the hospital fete (which successfully took place in June), advertising the latest traders in the trader's cabin or appealing for more volunteers."

Clearly the Friends recognise that patients at the RUH greatly value the service provided by Bath Hospital Radio and regular listeners will know that their musical requests are a vital part of the radio's existence. These requests are transmitted from 7-10pm each weekday evening. If you would like your favourite song played on the radio, please call 01225 824151.

Programmes are not confined to evening

music requests however, as there are a variety of other broadcasts during the week and weekends, including sports and some great live interviews. Listeners will have enjoyed a recent interview with Michele Monro, the daughter of the late and great Matt Monro. Michele shared her memories of her father with presenter Tony Johns, who played some well-loved Monro favourites. She talked about her recent discovery of the only black and white video copy ever made of a complete performance Matt gave in Australia back in the 1960s, which had been gathering dust in the garage - it's now available on DVD! She has also written a book about his life - The Singer's Singer.

Bath Hospital Radio is staffed by volunteers. They are always glad to accept new members who are willing to visit wards to gather requests and to be trained to make programmes. Anyone who would like to get involved can leave a message at the studio on 01225 824151 or visit [www.bhbs.org.uk](http://www.bhbs.org.uk)



Former Friends of the RUH Chairman Gwen Stoaling presenting Ray James, Chairman of Bath Hospital Radio, with the sponsorship cheque

# Art

at the Heart of the RUH

**We're spoilt for choice as far as art is concerned - there's so much to see - take a look at the arts map in the central corridor to help you decide where to look first.**

You may glimpse a series of sculptures in the gardens around William Budd Oncology ward and the new chemotherapy suite - which creates views from the new isolations rooms for patients.

These include a kinetic sculpture - 'Flight' - by Peter Fluck. This painted steel sculpture appeals because it's constantly changing, depending on the strength

or absence of the wind. Peter lives and works in Cornwall and his sculptures have been commissioned in many private and public collections, including the Eden project.

Also, 'Garden' and 'Palm' by Natasha Webb. Natasha has mastered the technique of fretwork and these stainless steel powder coated fretwork panels provide screening and brighten up exterior and interior spaces.

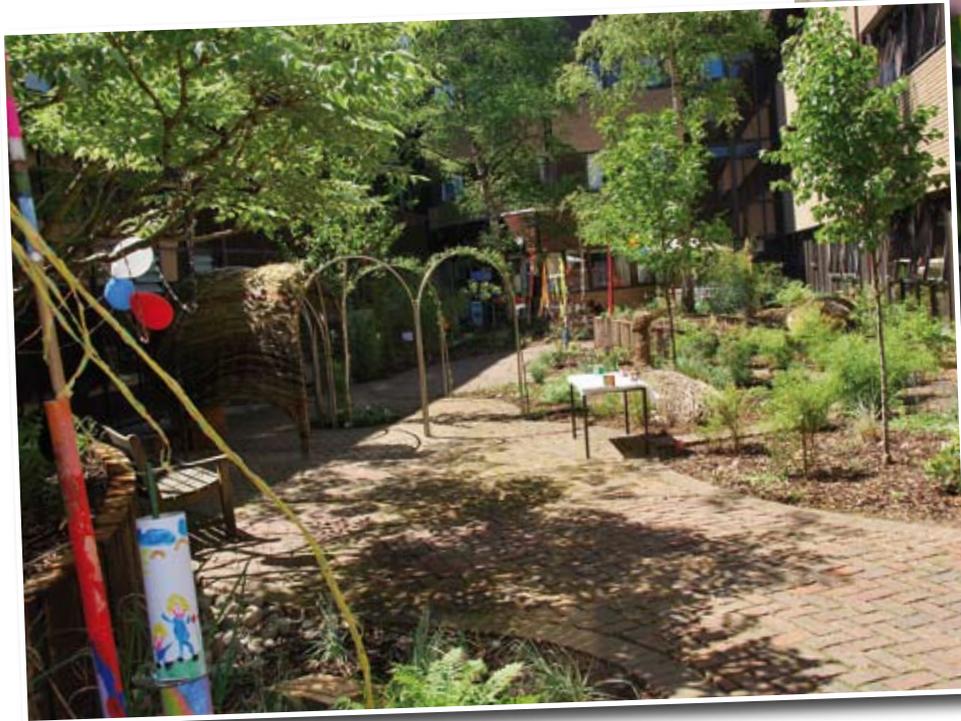
Then there are the charming Greylag Geese, the Arctic Terns on a Perch and Flying Birds - all made out of a mixture of wire and copper - by Celia Smith.

Celia is renowned for her accurate interpretation of wildfowl, using wire in its many forms, which gives a great sense of movement. Celia studies and draws these birds in their natural habitats, travelling as far as the Scottish Hebrides, before returning to her studio in Herefordshire.

See also art in the chemotherapy suite corridor by Susan Brown and Linda Weville.

Robert Packham's 'Rolling Hills' sculpture is constructed from a series of welded metal tubes painted in colours found in nature. The area has also been planted





with wildflowers to give the impression of a meadow amongst rolling hills.

The sculptures, landscaping and photography were funded in part through the art capital projects scheme and oncology charitable funds.

The paediatric courtyard has also been transformed with a lovely planting scheme and willow sculptures; a deer, a bird and a shelter by resident artist Julie Starks. There's also a wildlife trail made up of clay creatures that Julie helped our young patients to make. This courtyard can be accessed directly from the schoolroom on the children's ward, so the children will be able to study plant and insect life as well as the art, as part of their schooling whilst in hospital.

Anyone who has dined in the Lansdown restaurant will have seen the series of artworks by artist Nicky Dupays. Nicky created a series of collages that were then scanned on to large sheets of Perspex. These help to create a contemporary feel and give the

restaurant a strong identity. There is a set of photographs by Anna Proctor, which share the theme of food and travel. Anna also has photographs on display in the x-ray department.

And finally, the new Linac bunker in radiotherapy has been fitted with a Sky Ceiling. A high definition image of the sky is fitted into the ceiling and daylight bulbs give a realistic view of the sky. Staff felt that this would help patients to feel more relaxed whilst waiting for their scan. The Endoscopy Suite also has a sky ceiling, complete with cherry blossom, and a series of cityscapes by photographer James Whitlock will be installed shortly.

Art at the Heart of the RUH is charitably funded to deliver a programme of visual, performing and participatory arts for the benefit of patients, staff and visitors. A lot of the art in the corridors is for sale. Enquiries can be made to 01225 824987, take a look at the intranet or visit the Get Involved section on our website [www.ruh.nhs.uk/art](http://www.ruh.nhs.uk/art)



# Forever Friends – update

Read about the activities of the Forever Friends Appeal team and find out more about some of the forthcoming events in their fundraising calendar.



## Our Citizen of the Year

Dedicated volunteer Bill Viles was chosen as one of the winners of the Citizens of the Year award. Bill was invited by the Mayor of Bath, Counsellor Colin Barrett, to receive the award at the Guildhall. Bill was nominated by volunteer Ron Tully and Appeal team member Jan Witt. Head of Fundraising Tim Hobbs says: "Bill works tirelessly on a voluntary basis for the Appeal and the hospital and has done so for the last 17 years. It is something he really cares about and it's absolutely wonderful that he has been recognised for all his efforts."

## Sweetland Music Festival

Did you know that the inventor of Plasticine - a traditional children's favourite - was a headmaster of Bath School of Art and Design? You can find out about him and other Bath Celebrities at The Sweetland Music Festival at St Michael's Church, Broad Street, Bath from Saturday 18 - Saturday 25 September 2010. The Sweetland Music Festival is about celebrating some of Bath's very talented citizens of yesterday and today and their great value to the City in 2010 and beyond. There'll be a week of music and exhibition with evening concerts and day-time recitals. More information is available from the box office 01225 463362 and [www.bathcelebrities.co.uk](http://www.bathcelebrities.co.uk)

## Box Rocks 2010 – Monday 30 August 2010

This annual event held at The Queen's Head in the picturesque town of Box, brings together eight local bands for eight hours of fantastic Bank Holiday entertainment. Now in its 17th year the event just keeps getting better and better. This year there is a fresh line up of enthusiastic musicians ready to entertain you. Visit [www.boxrocks.biz](http://www.boxrocks.biz) for all the band information.

## Ted's Big Day Out! 2010: Be Silly in Stripes

Don't forget to sign up to take part in the Appeal's annual fundraising day, Ted's Big Day Out! This year we are inviting individuals and organisations to pay just £1 to take your teddy to work, school or wherever and 'be silly in stripes' for the day. This year's event will raise funds for sick and premature babies at the RUH. To sign up to take your teddy out and to receive your free fundraising pack full of tips and ideas to raise money, please call 01225 825825.



## NICU 'space to grow' Campaign

Brownsword Challenge | £ for £   
Matching donations

Andrew Brownsword, local entrepreneur, has thrown down the gauntlet to all fundraisers for the 'Space to Grow' campaign. Starting now, he has challenged individual fundraisers to raise £150,000, which he promises to match, pound for pound from his charitable foundation. This means that individual donations will be worth twice as much to the Appeal. So get your running shoes on for the Mad Dash on 18th July, or any other fundraiser you can think of and help us complete the Campaign.



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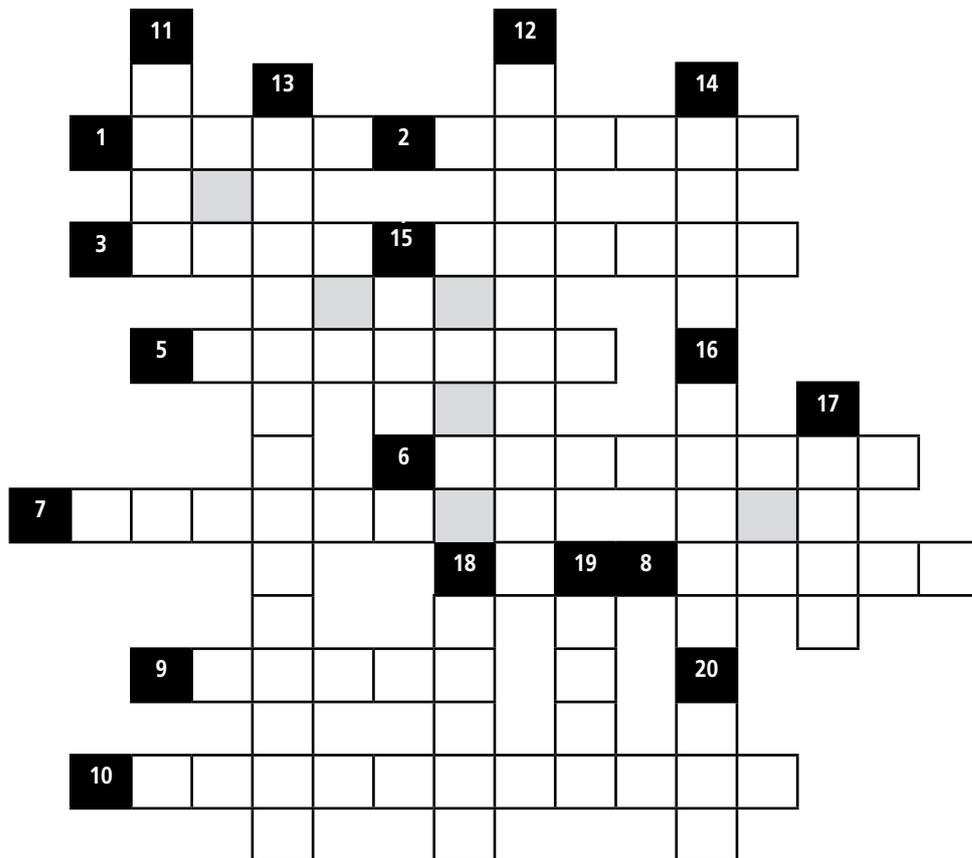


All information correct at time of going to press.



# Take a break

This is your chance to win a £50 of John Lewis vouchers! All you have to do is to complete BOTH puzzles correctly and return this page to the Communications office by the 27 August.



### Across

1. Pickled, hard-boiled, scrambled, fried, poached, baked, devilled or coddled.
2. What is the 6th planet from the sun in the solar system?
3. What time of the day is palindromic?
4. A 'what' in time saves nine?
5. What is the only gemstone to be composed of a single element?
6. A wind from the Atlantic?
7. Paneer, leerdammer and manchego are types of what?
8. The first name of Lunn, the lady who made the famous Bath buns.
9. The name of the dog in Enid Blyton's Famous Five books.
10. An illuminating murder weapon in the game Cluedo.

### Down

11. Surname of actor who won an Oscar for his portrayal of Harvey Milk
12. What is the name of a two coloured oblong cake covered with almond paste?
13. According to the proverb, the road to hell is paved with what?
14. What is the most commonly eaten food in the world?
15. A mischievous 'fallen fairy'.
16. 'Rwyn dy garu di' means 'I love you' in which language?
17. What family of plants does garlic belong to?
18. What Golfing cup takes place every two years between Europe and the US?
19. My mother's father's wife's daughter is my what?
20. Andy Roddick served the fastest of these at 155 mph in 2004.

# Where am I?

**A popular surfing destination, this city is the third busiest container port in the Southern Hemisphere and recently welcomed visitors from Korea, Nigeria, Spain and Australia amongst many others.**

Portuguese explorer Vasco da Gama first came to this coastline while searching for a route to India. He landed on Christmas day in 1497 and named the area Natal, or Christmas in Portuguese. The city is also known as eThekweni – generally accepted as being the place 'where the earth and the ocean meet'.

Ghandi moved here in 1893 on a year's contract with a law firm and despite facing frequent discrimination he stayed until 1915, becoming part of the civil rights movement and campaigning for the rights of fellow Indians.

With strong cricketing connections, it hosted the 2003 ICC Cricket World Cup whilst a Test match held here in 1939 was finally abandoned as a draw on the tenth day because England players had to catch their ship home.

### Where am I?

Name:

Department:

Contact No:

## Congratulations

Congratulations to last edition's winner, Charlotte Krezel. Her correct entry won her £75 of John Lewis shopping vouchers.