

The community magazine from the Royal United Hospital Bath

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insight

ISSUE 23 AUTUMN 2014

Royal United Hospital Bath 
NHS Trust

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RUH:
Then and now



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Welcome



Welcome to the Autumn edition of insight, our community magazine.

It's been just over three months since we took over maternity services and we have been busily integrating our newly created Women and Children's Division – working hard to make sure the staff who have joined us feel truly part of the RUH team. So it was wonderful

to hear that maternity services at the RUH had received the prestigious Baby Friendly Award, gaining international recognition from UNICEF for the work the service does to support breastfeeding and to strengthen the mother-baby relationship. You can read more about the award on page 15.

We are also in the final stage of being assessed by Monitor – the board who will decide if we are to become an NHS Foundation Trust. Monitor closely scrutinised both the financial performance of the Trust and the quality and safety of the services we provide.

The RUH has made significant progress over the past year. Following a whole-hospital inspection in December 2013, the Care Quality Commission (CQC) said all our services were safe and effective. Our commitment to improving the safety and quality of our services was recognised once again in a recent report by the CQC, which placed the RUH among the lowest risk hospitals in the country. The hospital is also one of twelve trusts recently selected to pioneer the Government's Sign Up to Safety initiative. Finally, we have managed to deliver a financial surplus at a time when many other Trusts across the country are falling into deficit.

So watch this space. As soon as we find out further information we'll be sure to let you know.

We're always keen to hear your feedback about insight – or any aspect of our work. Please email RUHcommunications@nhs.net

James Scott
Chief Executive

Cover image: 'Royal United Hospital, when built c.1930' reproduced by kind permission of Bath in Time (www.bathintime.co.uk)

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Research and Development Manager

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Legacy Officer, Forever Friends Appeal

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Investing in nursing

It's an exciting time for Nursing at the RUH. In May this year, the hospital was named as the UK's Best Hospital for Nursing Placements at the 2014 Student Nursing Times Awards.

The following month, we announced a major investment in nursing – both financially and through the creation of a number of unique nursing roles designed to further strengthen the nursing team. The hospital has introduced the role of Senior Supervisory Sister/Charge Nurse.

Far from being an administrative or management role, the Supervisory Senior Sisters/Charge Nurses will lead a hands-on team providing essential support and guidance for frontline nursing staff and will have a high level of contact with patients and their families.

In September, a unique new training programme will commence. The Return to Acute Care programme has been designed to support nurses with previous hospital experience back into the acute setting.

Under the guidance of experienced mentors, nurses on the programme will be brought up to date with the latest changes and best practice so that they become competent and confident working in an acute area of the hospital.

Finally, our well-attended Nursing Recruitment Open Day at the end of July showcased just some of the reasons why RUH Bath is a great place to be a nurse. We are proud of our nurses at the RUH and our nurses are regularly singled out for praise in thank you letters to the Trust.

If you are a patient and feel that your nurse deserves a special mention, do get in touch and let us know: ruhcommunications@nhs.net

NHS Choices & Safer Staffing



The NHS Choices website – www.nhs.uk – is a useful place where you can find out about the services your local hospital provides, check your symptoms if you are unwell, or leave a review of the services you have used.

NHS Choices also displays a range of 'safety indicators' for each and every NHS Trust in the UK, designed to give patients an honest picture of the quality and safety of the services run by their local healthcare providers.

'Safer Staffing' is one of the latest indicators to have been added to the site. As part of NHS England's Safer Staffing initiative, all hospitals are required to publish information about the number of nursing and midwifery staff working on each inpatient ward, together with the percentage of shifts meeting safe staffing guidelines. This initiative is part of the NHS response to the Francis Report which called for greater openness and transparency in the health service.

You can view our monthly staffing level reports by visiting the dedicated Safer Staffing page on our website: www.ruh.nhs.uk/saferstaffing

Did you know that as well as being a source of information about your local hospital, the NHS Choices website also hosts an amazing range of useful features, tools and apps? Some have been designed to help keep you healthy, whilst others are just plain interesting! Here are some of our own top picks:

Couch to 5K

Part of the NHS Choices 'Fitness Studio', this nifty running app will encourage even the most inveterate slouch from off the couch and into their running shoes. The running plan is broken down into achievable bite-size goals and aims to get you running 5km within just 9 weeks.

www.nhs.uk/Tools/Pages/Couch-to-5K-running-plan.aspx

Inspired? There's still time to join The Forever Friends Appeal's 'Ted's Team' for the Vitality Bath Half Marathon 2015 (read more on page 24) or see how running transformed one former patient's life (opposite).



Atlas of Risk

This bright and colourful interactive app allows you to see what risks are most prevalent given your gender, your age and the region in which you live. You may be surprised at the results!

www.nhs.uk/tools/pages/nhsatlasofrisk.aspx

NHS Class of 1948

This brilliant feature allows you to track a class of pupils who were about to enter secondary school in the year the NHS was established. Click on a pupil and see their health history, view the stats, or watch the video gallery. It's an interesting view into how our health has and hasn't changed over the years. For example, one young chap was kept in hospital for six weeks on account of a broken toe!

<http://www.nhs.uk/tools/pages/class1948.aspx>



John 'Marathon Man' Reynolds



Marathon effort for RUH

When John Reynolds from Radstock was hospitalised at the RUH 10 years ago for a thyroid condition it was to transform his life beyond all recognition.

John had battled the illness and was struggling through his recovery when he found himself struck by the bravery and determination of others on the wards who were going through similar treatment. Once he was up on his feet and walking again, he was determined to do something to help them and set himself the challenge of walking and jogging his way through a half marathon to raise money.

To John's surprise, he found that the training made him feel better and, after the half marathon was over, he felt compelled to keep running ... and running ... and running.

To date, John has completed more than 23 half marathons, five marathons, 24 ultra-marathons and six extreme

marathons – not bad for someone who started running aged 52! Earlier this year he completed a gruelling 206-mile challenge on behalf of the National Osteoporosis Society (running 193 miles to reach the start line of the Bath Half Marathon).

However, the story doesn't stop there. Late last year, John began to feel unwell whilst out running – fatigued and heavy. He was diagnosed with an hereditary heart condition and told that he had sustained a series of heart attacks. Incredibly, it looks as though running may have saved his life – the force of the blood pushing through his arteries seems to have been one of things that kept them from collapsing. In December, John came back to the RUH and underwent surgery to have stents inserted to strengthen his arteries against possible collapse.

So, did John go home and put his feet up this time? No. Instead, he has embarked upon an incredible challenge

to run from coast to coast in Scotland, Ireland, Wales and the Channel Islands. He has already completed the Scottish leg of the run, through the heather and under the ice caps of the Cairngorm Mountains. He is raising money for the British Heart Foundation but is also running to raise awareness of the great work the cardiac ward at the RUH do. He said:

“My experience at the RUH – during treatment for both the thyroid and heart conditions – was excellent. I have been looked after really well, with kindness and reassurance, and with very quick treatment in both cases. Running to raise awareness for the cardiac ward during this year's events is the least I can do, because the staff were so good to me during my time with them. Once again, they helped me get back to good health quickly. It is an absolute pleasure to spread the word and inform people of the great work that they carry out.”

The Continence Team on a mission to improve dignity of care

Incontinence is a taboo subject for many people, and patients are often too embarrassed to talk about their continence needs upon being admitted to hospital. However, if these needs are not handled professionally and with care and good practice, it can seriously undermine patients' dignity.

At a recent Study Day the RUH Continence Team was privileged to hear from guest speaker Tara Willson. Tara lives with double incontinence, but manages her condition and is able to work full time and lead a full and active life. Recipient of the Continence Patient Champion award at this year's National Continence Care Awards, Tara is passionate about talking to health care professionals because she believes they need to understand the patient's point of view in order to empathise and provide optimum care.

Tara said: "I began speaking about my incontinence about eight years ago, and this has given me more confidence and greatly boosted my self-esteem. Incontinence could be seen as a barrier to living and surviving independently. However, I won't let it beat me.

"Having a 'hidden disability' is physically, emotionally and financially draining. On a

day-to-day basis, I struggle emotionally with managing the unpredictability of being doubly incontinent. I work hard to appear a highly professional working woman who doesn't smell, doesn't rustle like a Christmas present with the noise from the pads or leave a trail of wet seats or have stained clothes. I have felt a burden, a failure, been humiliated and extremely frightened for my future. But sensitivity and the right attitude is key to it all.

"Speaking openly about incontinence is difficult – as it's such a taboo subject many people are just too embarrassed to talk about it. This includes GPs and nurses on hospital wards. But I want to enlighten people as to what it takes to live and deal with continence issues on a daily basis."

The RUH Continence Team meets monthly to plan innovative initiatives to improve continence and catheter care for our patients. To help them continue their work on delivering compassionate continence care, the Continence Team is looking to set up a local patient advisory group at the hospital. If you live with a continence issue (or care for someone who does) they would love to hear your views – anonymously if you'd prefer. Please contact melaniedejaeger@nhs.net

'Inspirational' Tara Willson spoke at the Study Day



Patient experience profile

At the end of March 2009, Mrs C was admitted to the RUH with severe cellulitis of her right leg. Following a spinal cord injury sustained in her early twenties, Mrs C was a walking paraplegic and found her two-week stay in hospital very traumatic. One of the things that contributed strongly to this was constantly having to explain her needs regarding managing her own toileting. As an independent woman used to what this involved, she felt more could have been done by staff to understand and respect her requests and was distressed to have had the control nearly taken out of her hands.

Mrs C sadly and unexpectedly died in 2013, but her husband recently got in touch with us to find out what work

had been done to improve the hospital experience for patients with spinal cord injuries since his wife's stay five years ago.

We were able to tell Mr C that, since his wife's stay, there is now a dedicated Continence Team in place to help determine and assess the individual continence needs of patients on the wards. The team is supported by ward-based Continence Ambassadors who face the everyday realities of championing the needs of patients with continence issues.

To mark World Continence Week, the team held a Study Day to highlight best practice in supporting patients with continence issues. The Study Day was designed to inspire our staff to prioritise good continence care, so that our patients' experiences

at the RUH are characterised by compassion and dignity. A guest speaker with incontinence brought the patient experience into sharp focus (see opposite).

That healthcare professionals listen to their patients is of real importance to Mr C. He said that during his wife's stay in hospital he believed some clinical staff had occasionally failed to see their patients as individuals – with their own particular quirks, habits and expertise.

He said: "Staff were often intensely busy and had many jobs to do. But listening to patients is crucial, because each patient is an expert when it comes to his or her own intimate needs. It is reassuring to hear the hospital is now responding to the continence needs of patients; upholding individual dignity is of the utmost importance."

Eye screening programme returns to RUH

As diabetes continues to rise, one of our key priorities for 2014/15 is improving care for patients with the condition (see page 12).

We already have plans to extend the successful Acute Diabetes Service, which identifies diabetes at the earliest possible stage in a patient's stay so that an appropriate package of care can be created.

Now we have been awarded a contract to run the Diabetes Eye Screening Programme (DESP). The RUH initially set up the service, which is part of a national programme, but Bristol Community Health has run the team for the last five years. Following a successful bid the DESP is back in our

hands and we're delighted that, in August, it returned to us.

The service screens all patients with diabetes in the hospital's catchment

area (around 22,000) to check for signs of retinal damage, referring them on to the Ophthalmology Department if required.



What our **patients** are saying

We're very grateful for the feedback we receive from patients about their experience of the RUH. What our patients tell us lets us know when we have done a good job, and also how we can improve.

As well as contacting us directly, you can also leave feedback on the NHS Choices website. You can find the RUH on this

site by visiting www.nhs.uk and searching for the Royal United Hospital Bath. It is our pledge to respond to every patient who leaves feedback for us on this website as quickly as possible.

If you have any concerns about your own treatment or the treatment of someone you are visiting, please ask to speak to the Ward Sister.

**Hazel Tovey
from Chantry wrote to
the local papers to thank the RUH
publicly for the care she received ...**

"May I express my thanks and praise to all the staff of the Royal United Hospital, Bath. The ED department, assessment ward and, especially, Haygarth ward, all treated me with cheerful, compassionate and professional care. As it was my first ever stay in hospital (at 82) they made the whole stay as near to a lovely holiday as physical inconveniences permitted."

**Gastrointestinal
and Liver**

"Nothing but the highest praise for the way my wife was treated; from diagnosis to surgery and chemotherapy. The commitment of staff and the care and support we received is something we will always be grateful for."

Here are some of the 'thank you's' we have received on NHS Choices:

**Wonderful
team of midwives**

"I was induced a week early at the RUH and could not fault my time spent at the hospital. The care I received was fantastic and I would recommend RUH to anyone. During my pregnancy I was admitted to hospital a few times and was treated with a lot of care, which made the whole process so much easier. I specifically remember a student midwife who was fantastic and very supportive."

**Excellent care from Breast Unit team
and Philip Yeoman ward**

"I write as someone with more than 30 years' experience of hospital management. The care my wife has experienced in the breast clinic, from the breast unit nursing and medical team and in Philip Yeoman ward, has been as good as we would have expected to observe in the London teaching hospitals both of us have worked for. Everybody we have met has done their job professionally and with kindness but the breast clinic and the wonderful breast nurses deserve special praise."

**Jen
Vaughan posted on
Facebook:**

"Had nothing but positives from being admitted with breathing problems caused by blood clots on lungs to diagnosis and treatment and antenatal care."

@StevenBeeho tweeted: "After a recent adventure to the Royal United Hospital in Bath, I have to say that the NHS is just great. Friendly, helpful, quick. Thanks to the staff of the Emergency Department. The doctors and nurses were incredibly friendly."

A patient's daughter wrote to thank us for the treatment her mother received ...

"We felt we had to write to you to commend the excellent care our mother received at every stage. In spite of their high workload caring for a number of elderly and dependent patients, the nursing staff at all levels were unfailingly kind, gentle and professional. We were impressed by the sensitivity of the staff to our needs at this difficult but important time."

@HoverCrab tweeted: "Thanks to the Neuro-Physio team I'm now able to go iceskating! I could hardly walk two years ago." (*And she posted a lovely picture to prove it)

**This lady thanked us after a
week-long stay in MSS ...**

"I cannot praise enough all the staff with whom I made contact during my stay. Every one of them was professional in conduct, competent, diligent and above-all cheerful. They all worked so hard and well as a team, this was quite obvious to me as a patient. I would like you to know that for the time I spent at the RUH the care was faultless."

**This lady wrote to thank us for the
care she received when she had an
emergency caesarean ...**

"I recently gave birth to my son by emergency caesarean section in the Princess Anne Wing. I would like to thank all the staff involved for the work they do. They were all professional, knowledgeable and calm but most of all they were very kind and caring, both during my labour and on the postnatal ward, which meant a lot to me. I felt like I was treated as a human being with dignity. In my opinion, the RUH has improved greatly since my daughter's birth in 2008."

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RUH: Then and now



Bath War Hospital, The Hen that does her bit c.1916

In this, the Centenary year of the First World War, it felt appropriate for insight to take a brief look back at the hospital's wartime history.

The Bath War Hospital set up camp in Combe Park to serve wounded and convalescing soldiers returning from the conflict. It was established in 1916 and remained open until 1922. The Royal United Hospital, as we know it, was built in 1932 – and has been added to extensively over the years. When the Second World War broke out, a number of new buildings were erected on the north of the site to house injured airmen. Until very recently, these low brick buildings contained the pathology lab, but they

are soon to be demolished to make way for a brand new cancer centre.

We recently received some brilliant photographs of the Bath War Hospital, and it got us thinking: just how differently do we do things now? ...

'The Hen that does her bit'

These days, to prevent the spread of infection, not even visitors are allowed to perch on patient beds. So we imagine infection control would have a thing or two to say about this caged hen sitting on the sheets in 1916. However, these hens were drafted in to 'do their

bit' for the war effort, by providing nutrition for recuperating soldiers. It may surprise some members of the public to learn that even these days – in certain special cases – animals do make it onto the wards. As part of the award-winning PAT (Pets As Therapy) scheme, special dogs come to visit children and the elderly. These temperament tested, fully vaccinated, friendly canine visitors offer companionship and comfort to vulnerable, withdrawn or lonely patients.

Bath War Hospital gardens

The patients in this picture from 1916 make a very dapper bunch as they

enjoy the benefits of the sensory garden at the Bath War Hospital. Our outside spaces are just as important to us at the RUH today – and small gardens, with sculptures and art installations, are dotted around the site, making use of all sorts of nooks and crannies that would otherwise be wasted space. A brand new garden is currently being created, and has been specially designed to appeal to all of the senses. When it is completed in September, it will provide patients on Combe, Pultney and Midford wards (many of whom have dementia or cognitive and sensory decline) a beautiful and therapeutic outside space to keep them connected to nature during their stay.



Bath War Hospital Gardens

Bath War Hospital kitchens

The Bath War Hospital kitchen would have had to meet the needs of returning injured soldiers on what, we can only assume, would have been fairly limited wartime supplies. Though far from being on war-rations, the kitchens at the RUH today have to make the very most of a limited budget to give patients three tasty and nutritious meals a

day. The RUH makes 1,700 meals each day, 365 days a year, serving patients of all ages; meeting diverse dietary needs as a result of religious, health or medical requirements and all on a tight budget of just £3.07 per patient per day. But one thing's for certain, soup would have been on the menu then and our own freshly made soups are one of the patients' favourite meals on our

menu today.

A very big 'thank you' to Carey Gilliland and the Skehan family for sharing the pictures of the Bath War Hospital Kitchen and the Sensory Garden (respectively), and to Bath in Time for very kindly supplying the fabulous cover image of the RUH in 1930 and 'The Hen That Does Her Bit'.



Kitchens Bath War Hospital

Bath in Time

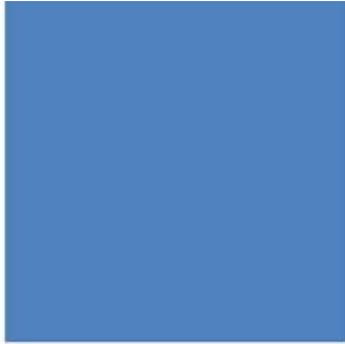
Visit the Bath in Time website to view these and many more photographs of the hospital through the ages.

This brilliant website boasts an incredible archive of over 30,000 historical images of Bath and the surrounding areas, and is well worth bookmarking as a lunch-hour favourite.

We should warn you though that browsing through this vast collection of images can become extremely addictive!

www.bathintime.co.uk

Accounting for **quality**



“Patients with diabetes stay an average of two to three days longer in hospital”



“It is our ambition to eradicate the most serious pressure ulcers altogether”



In June of each year, the RUH publishes its Quality Accounts. The Quality Accounts is an official report, produced in line with national requirements, that seeks to provide a realistic assessment of the quality of care provided by the RUH during the previous year. The report also provides us with the opportunity to set priorities for improvement for the coming year, and a chance to reflect on progress made against the priorities we set ourselves last year.

The full accounts are available to download from our website and we encourage staff, patients, our healthcare partners, and the public to look at the accounts to understand what we are doing well and where improvements in services are still required. We welcome comment on, and involvement in, determining future priorities for improvement. You can write to Chairman Brian Stables or Chief Executive James Scott at Royal United Hospital Bath NHS Trust, Combe Park, Bath, BA1 3NG or by emailing RUHCommunications@nhs.net

Our Priorities for 2014/2015

Priority One: Reduce the Occurrence of Sepsis

Sepsis is a life-threatening condition that arises when the body's response to an infection injures its own tissues and organs. Tackling sepsis was one of our priorities for last year as part of a broader drive to reduce healthcare associated infections. This year we are planning a more targeted approach to further increase awareness of how to identify and treat the condition.

Priority Two: Improve care of patients with diabetes

Patients with diabetes make up a large proportion of our patient population – as many as 20% at any one time. Patients with diabetes often stay longer in hospital and are more likely to suffer complications. Our aim is to be more proactive when patients with diabetes are admitted to hospital, and to work together with diabetic patients to improve the management of their condition during their stay.

Priority Three: Learning from feedback

We receive lots of feedback every day from patients, carers, visitors and our own staff. In response to an external review of our complaints process, and recommendations set out by the Care Quality Commission in their December 2013 report, we have set ourselves the goal of improving how we respond to feedback and how we use what we have learned from feedback to improve the services we provide.

Priority Four: Prevent pressure ulcers

The existence of a pressure ulcer shows that harm has been caused to a patient, so we believe that every pressure ulcer is one too many. Whilst the most serious (category 3 and 4) pressure ulcers are low in number, our ambition is to eliminate them altogether.

Much has already been done towards meeting these goals, details of which can be found in the full report online: www.ruh.nhs.uk/about/annual_report

Prime Minister praises RUH for dementia care

Prime Minister David Cameron singled out the RUH for praise in his keynote speech at the G8 Dementia Summit's Global Dementia Legacy Event in June. The Prime Minister was speaking about the need for a global commitment to solving the disease that he described as 'one of the greatest enemies of humanity'.

Mr Cameron named the RUH as a leading example of a UK hospital committed to improving the quality of care for patients with dementia. He said: "In the UK we're spending £50 million on transforming hospitals and care homes to make them more dementia friendly. So places like the Royal United Hospital in Bath now have dementia wards specifically designed to make patients feel more relaxed and at home."

The PM was referring to Combe ward, which became a dementia-friendly ward following extensive improvements carried out last year. In late-September, Combe Ward will benefit from the completion of a specially designed landscaped garden,



which patients will be able to access directly from the ward. The idea is to create a ward environment that

minimises distress and creates, as closely as possible, the experience of a home-from-home.

Get on your **nextbike!**

Modelled on the popular Boris Bikes scheme in London, nextbike offers the people of Bath a ride around town using one of its hire bikes docked across eight locations. Eight of these bikes live at the RUH, and are stationed just outside the main entrance. They cost £1 for 30 minutes' hire (with a charge of £1 for each additional

30 minutes). The bikes can also be hired for a 5-24 hour period for a flat fee of £5. You will need a credit card and a phone in order to release the bike, and bikes need to be returned to one of the eight nextbike locations in Bath. For more details check out the nextbike website www.nextbike.co.uk/en/bath



R&D: Maternity & Paediatrics

The creation of the Women and Children's Division is an exciting development for researchers across the RUH. Both Maternity and Paediatrics have a great track record in taking part in new and innovative research projects. The coming together of these teams into a single division provides an opportunity for collaborations that will give RUH patients the ability to be involved in research from womb right through to adulthood!

Research and Development Manager Kelly Spencer gives us a snapshot of some of the studies:

Obstetrics Research (Maternity)

BUMPES

Looking at the birthing position of women given an epidural
202 first time mums who had chosen to have an epidural for labour pain

This study looked at whether it is better to sit mums upright or lie them down on their side to help the baby to be born. The results should be published towards the end of this year.



Research and Development Manager Kelly Spencer



Research is vital for evidence-based practice

IMox

Comparing three drugs given to speed the delivery of the placenta

6,500 mums to be recruited from RUH Bath and the North Bristol NHS Trust

The study will compare the three different drugs given to quicken the delivery of the placenta and control blood loss. All three drugs are already in use, but the study aims to determine which one is the best.

Paediatric Research

To date, more than 800 children and their families have been involved in research studies at the RUH. These studies have helped improve the development of various vaccines (flu, for example), the treatment of certain conditions (such as the treatment of chest infections in children with Cystic Fibrosis) and processes at the hospital (such as safe discharge from the Emergency Department).

Sniffle 2 is a new study which aims to ensure that a new flu vaccine is safe for use by children with an egg allergy. A large number of vaccines are produced using eggs, and this can mean that children who are allergic to eggs are unable to be protected from certain infectious diseases. It is hoped that the study will lead to evidence that will ensure that children with an egg allergy can be included in national immunisation programmes.

Kelly Spencer said: "We are very grateful to the mums, dads and babies who take part. We cannot carry out vital research without them, and we cannot change the way we do things for the better without basing our clinical decision on the results."

To find out more about any of these studies contact the Research & Development department on 01225 824160

Winning smiles at the Patient Safety and Care Awards

Following an impressive four nominations across three categories at the Patient Safety and Care Awards (held jointly by the Health Service Journal and The Nursing Times), we were announced as the winner of the Safety in Surgical Recovery category for our work in reducing the incidence of Peri-operative Hypothermia.

Dr Lesley Jordan, who leads the award-winning team, said: "Hypothermia following surgery can lead to increased complications such as wound infections but it can be quite difficult to keep patients warm during their surgery. Improving management of patients' temperature during surgery has led to over 90% of our patients being warm in the post-anaesthetic care unit and

has increased safety of surgical patients at the RUH as well as improving patients' experience.

"I am exceptionally proud of all the theatre teams at the RUH and absolutely delighted that their hard work and dedication to improving our patients' care in the operating theatre has been recognised nationally. This is an amazing achievement and exceptionally well deserved."

Eye on the prize

The RUH Ophthalmology Team has been shortlisted for Clinical Service of the Year in the Macular Society's Awards for Excellence 2014. The team has been nominated for a procedure which involves injections of the antibody Lucentis directly into the eye – halting



Dr Lesley Jordan and team (third from right) receiving their award at a glamorous ceremony in London

the progression of macular degeneration by slowing the growth of blood vessels that cause damage to the back of the eye. The team will find out if they are winners at the Macular Society annual conference on the 27 September.

RUH Maternity Services granted 'baby friendly' status

Set up in partnership with the World Health Organisation, UNICEF UK's Baby Friendly Initiative aims to protect, promote, and support breastfeeding and to strengthen mother-baby and family relationships – and works with UK public services to achieve this goal.

Strict criteria need to be met in order for UNICEF's prestigious Baby Friendly status to be granted, so being accredited is a real achievement for RUH Maternity Services and the Dyson Centre for Neonatal Care.

We caught up with Ingrid Henderson, Infant Feeding Specialist Midwife – who is thrilled with the accreditation:

"It will come as no surprise that I am a passionate advocate of breastfeeding! Breast-milk is almost magical in its health-giving properties – especially the very early breast-milk, colostrum. It doesn't just protect a baby's immunity or help the baby to develop, it can also help prevent major chronic illness from developing later in life; diseases such as diabetes, obesity, and even cancer.

"This is why providing the very best breastfeeding support for mothers is essential. Breastfeeding doesn't come naturally to all women and, if not given the right support, a woman struggling to breastfeed can end up feeling isolated or that they have failed in some way. By supporting women through any difficulties they may be



experiencing, we can significantly increase the likelihood that they will stick at it. The way we see it, breastfeeding is an investment not only in the lives of the woman and her child, but also in helping to ease the burden on our health service of the future."

For more information on the Baby Friendly Initiative and the breastfeeding groups in your area visit unicef.org.uk/babyfriendly

Annual General Meeting (AGM)

Trust members, staff and members of the public are all invited to attend the AGM of the Royal United Hospital Bath NHS Trust. The AGM will be combined with our 2014 Annual Members Meeting, so we'd love to see as many of our members there as possible.

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

As you will know, the RUH has been named as one of the pioneers of a new national campaign in recognition of its outstanding work to improve patient safety. Director of Nursing and Midwifery Helen Blanchard will provide an update



AGM and Annual Members Meeting, 2014

Date: Wednesday 24 September

Time: From 5pm (event closes 7.30pm)

Location: Assembly Rooms, Bath, BA2

on this campaign at the AGM, so do come along to hear more.

From 5pm, there will be an opportunity for guests to view exhibitions showcasing some of the work of the hospital. Staff will be on hand to answer any questions and tea and coffee will be available. The main meeting will begin at 5.45pm and will close at 7.30pm.

Trust Chairman Brian Stables says:

"The AGM is open to all members of the public and offers everyone the opportunity to share their views with us, and participate in learning more about the activities of the Trust. We hope to make the AGM the biggest membership event yet, so please register your interest today."

If you would like to attend, please RSVP by Friday 19 September to ruhmembership@nhs.net or by telephone 01225 826288

Dates for the diary

As you may know, being a member offers you the chance to attend exclusive events which are designed to cater for the specific interests of our members. These events offer us a great opportunity to inform members about how the Trust operates and to let you know how we are developing services, but they also enable the members to feedback their views on specific issues.

Take a look at the events we've got coming up:

15 September 2014 at 6.00-7.30pm
Caring for You: Men's Health, focusing on health promotion and backs
Department B20, RUH

24 September 2014 at 5.00-7.30pm
Annual Members Meeting, combined with the AGM
Assembly Rooms, Bath

23 October 2014 at 6.30-8.30pm
Mendip Constituency Meeting
Frome Medical Centre

27 November 2014 at 6.00-7.30pm
Caring for You: Patient Safety, Privacy & Dignity
Department B20, RUH

19 January 2015 at 6.00-7.30pm
Caring for You: Food & Nutrition
Department B20, RUH

A behind the scenes tour of our Radiotherapy services is also in the pipeline – so watch this space!

If you are interested in attending any or all of the above events do let us know.

Places must be booked, so please contact the Membership Office on 01225 826288 or via email at ruhmembership@nhs.net

Hello from your **governors...**

Since being elected as governors for the Mendip constituency we have been active to ensure that the views of our constituents are well represented to RUH management.

In addition to the regular full Governors' meetings (when hospital staff report to us and we can question them) each of us has joined Governors' working groups – established to focus on the key priorities for the Trust. Ian is part of the working group on Quality and Mike sits on the groups for Membership and Outreach, Strategy and Business Planning, and Nominations and Remuneration.

To give us a better understanding of local priorities and concerns within our constituency, we have met with organisations representing patients' interests (e.g. Frome Medical Practice Patients Advisory Committee) and the two GPs who chair the Clinical Commissioning Groups, who purchase RUH hospital services for Mendip patients.

Though elected as Governors we are,

ultimately, members of the public. Therefore, we are sometimes asked to provide an independent view of the standard of hospital care or patient experience. We have both recently provided 'audit' feedback and other observations on one RUH ward currently in the process of applying for a national quality standard.

The RUH always needs new members: people who are concerned about the hospital and who are keen to influence how things develop. We have assisted with the recruitment of members in our area and will be helping on the RUH stand at the Frome Independent Market on Sunday 7 September 2014.

Our next Constituency Meeting will be held on Thursday 23 October 2014 at the Frome Medical Centre, Enos Way, Frome at 6.30pm. We extend a welcome to all RUH members in Mendip, particularly new members. The meeting will provide an opportunity for members to meet their Governors face to face.

Patient Experience will be the main topic at the meeting and we will describe, with examples, how the RUH seeks and uses information from patients and their carers in order to improve the quality and safety of services. We want members to tell us what they think of the approaches used and how they think things could be done better.

We will also update members on the progress of the RUH's application for Foundation Trust status and will discuss key future developments affecting RUH hospital services and facilities serving the area. If you live in the Mendip area, come along and find out what this might mean for you.

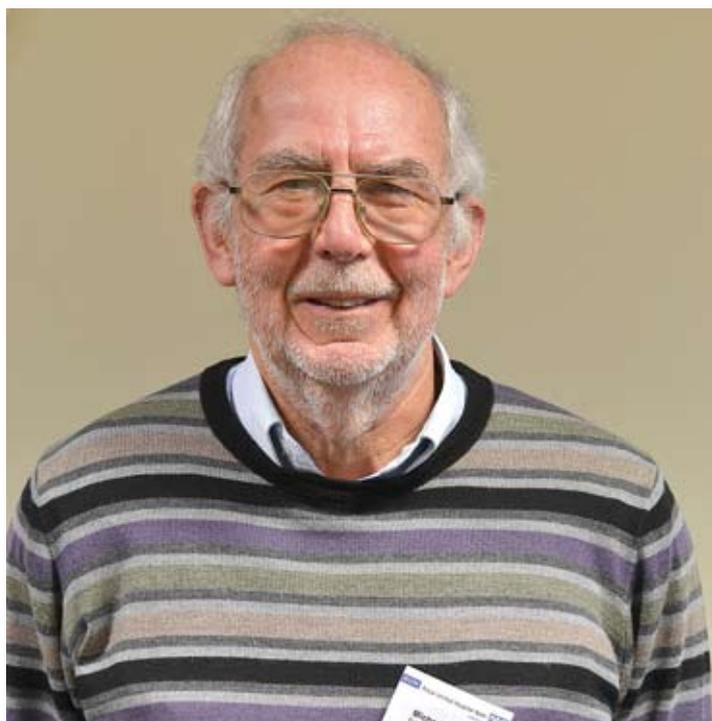
If you live in Mendip and want to contact us about the RUH then please don't hesitate to get in touch via the RUH Membership Office on 01225 826288 or ruhmembership@nhs.net

Yours,

Mike Welton and Ian Bynoe
Public Governors for Mendip



Ian Bynoe



Mike Welton



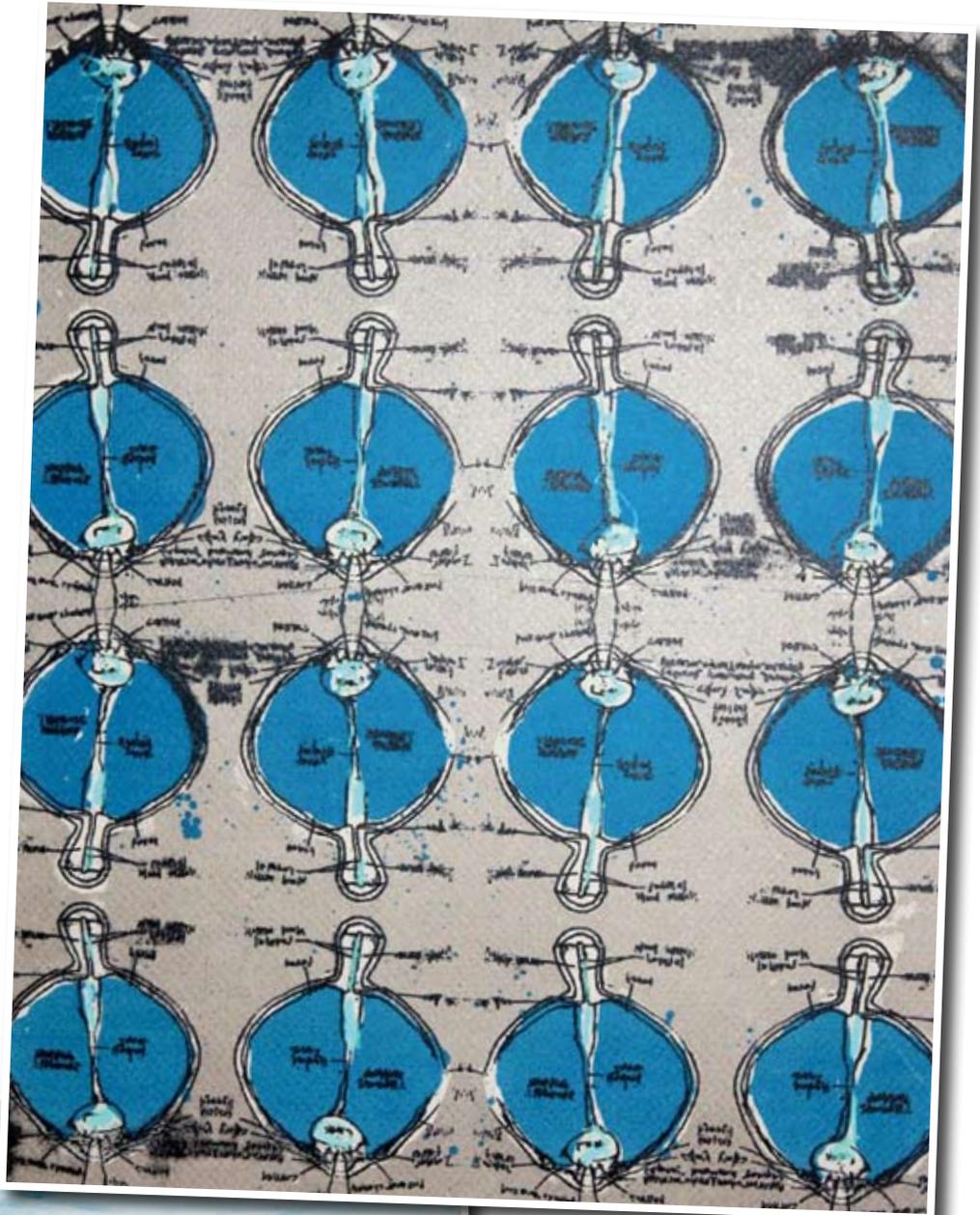
Staff and Volunteer Exhibition 2014

The RUH staff and volunteers' artistic talents are currently on display in the central corridors for patients, visitors and staff to enjoy. Photography, paintings, drawings, prints, textiles, jewellery and mixed media all feature in this fantastic exhibition.

You can vote for your favourite artwork by filling out one of the voting slips available from the Art at the Heart box in the main central corridor (Zone B). The prize giving will be held in the Lansdown foyer on the 17 September 2014 from 5-6pm.

The exhibition continues until 16 October.

'Untitled' by Radiology Porter
Melanie Pozniakow



Fresh Art at Hillview

Also on display in the central corridors is the Fresh Art at Hillview exhibition. Come and enjoy some beautiful and calming landscapes.

Landscape by Anne Marie Bird (Fresh Art at Hillview)

Our changing exhibition programme brings The Royal Photographic Society's Visual Arts Group Exhibition to the RUH from 24 October 2014

Four Seasons: Artsparks Children's Exhibition

Artist in residence, Edwina Bridgeman has been running weekly workshops on the children's ward for children and their carers.

As well as creating work to take home, the children have been making 2D and 3D work with the four seasons as their theme. They looked to different artists for inspiration – including work by David Hockney, paintings and digital images of Yorkshire through the seasons, John Burningham's classic book 'Seasons', and Matisse's cut-outs (in response to the major exhibition at Tate Modern).

An exhibition of their work will be on display in the West Corridor from September.

'Absolutely fantastic idea – distracted Isobel while she was waiting for her operation. She even forgot she was hungry! Thank you' Parent



A young patient gets stuck into the 'Four Seasons' workshop

Soundbite

The Soundbite Music Programme brings a varied line-up of music to patients, staff and visitors at the RUH and there are some great performances to look forward to this autumn...

29 August, Claire Stobie (Violinist), 1-1.30pm

15 September, Superact, 12-12.30pm

26 September, Encaladus Quintet, 1-1.30pm

10 October, Gaulois Brothers, 1-1.30pm

31 October, Hannah Stone, 1-1.30pm

14 November, Marick and Seka, 1-1.30pm

12 December, Encaladus, 1-1.30pm

All performances to be held in the Atrium

If you are a musician and would like to perform at the RUH or if you would like more information about the Soundbite programme please contact Musician in Residence Frankie Simpkins f.simpkins@nhs.net

Become an Art for Cancer Care Friend

The Forever Friends Appeal aims to raise a total of £250,000 for artworks that will help enhance the aesthetics of the pioneering new Cancer Care Centre and complement the high quality cancer care patients at the hospital will receive when the new centre opens in 2017. Art in a range of forms and media could be used to enhance the environment in a number of inventive ways, such as integrally etched windows that act as screens, small ornamental gardens, as well as lovely pieces of artwork. If you are interested in finding out how you can get involved or would like to support the Cancer Care Arts Fund, please call the arts team today: 01225 825558 or 01225 825416

Spotlight on... legacy and wills

Jan Witt is the Legacy Officer for the RUH's main charity, The Forever Friends Appeal. A major part of her role is to promote, administer and process all legacy enquiries and gifts for the RUH. Here she explains how gifts left in wills form a crucial part of the Appeal's fundraising work and tells us about the very big difference they can make to the future of the hospital.

"The subject of legacies and wills can be difficult and sometimes tricky to talk about but, as part of my job, I have the opportunity to not only build and develop wonderful relationships with legators and their families but also to see the impact their gifts have on the hospital.

"The RUH occupies a special place in many peoples' affections – and for many different reasons. Some people wish to give to the hospital in their will because of the treatment they or someone they know has received. Others choose to give to the hospital because they would like to make a gift that keeps on giving and helping long after their own death. However, most peoples' ability to

£503,000 has benefited many of the 70 wards and departments across the Trust and has been used towards the purchase of medical equipment, patient amenities, funding for research and those finishing touches and 'extras' that complement the high quality of care for our patients.

£200,000 helped towards the funding of a Gamma CT Scanner for the Nuclear Medicine Department.

£163,000 has so far been gratefully received towards the existing RUH Cancer Care Campaign that will help to build a pioneering new cancer centre.



Legacy Officer Jan Witt

give what they'd like to within their own lifetime is limited and so they choose to include or add a gift for the hospital into their will.

"In the last couple of years the generosity of legacy donors has helped to fund some valuable projects for many wards and departments of the RUH, and has also contributed towards major fundraising campaigns.

"Whilst many people wish to leave their gift to a specific ward or department of the hospital, it is important to bear in mind that names of wards and departments can change in the future. It is often better for a person to say what area of the hospital's work they wish to support with their gift.

"All gifts, however large or small, contribute to securing the future of the RUH – supporting the millions of patients who pass through its doors now and in the future."

If you would like to find out more about leaving a gift in your will or if you would like to talk to Jan in confidence regarding your wishes, please call her on 01225 825819 or email Jan.witt@nhs.net

Some of the broader categories that can be supported by donations are:

General, Older People, Cardiology, Children, Critical Care, Cancer, Arts, and General Research



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Our charities



Ted's Big Day Out! Wear Some Funky Footwear

Friday 17 October

Ted's Big Day Out is our annual region-wide fundraising day, when adults and children all over the catchment area of the hospital pay just £1 to take their teddy bear out with them for the day. This year it's not just teddy bears taking over – we hope you will also embrace our 'Funky Footwear' theme for the day. Whether you wear silly socks, colourful crocs, wacky wellies,

loopy laces or odd shoes, you can be as inventive as you like! This year we're excited to be working with both Mogers Drewett and The Breeze FM, so make sure you stay tuned for exciting details of all foot themed activities that you can get involved with across Bath, Wiltshire and Somerset.

The Forever Friends Appeal raises money for projects throughout the hospital. If you would like to make a donation or suggest a fundraising project that you think would benefit the RUH, get in touch with The Forever Friends Appeal team on 01225 825691

Ted's Team needs you for **Vitality Bath Half Marathon 2015**

The Forever Friends Appeal is thrilled to have been selected as **Featured Appeal Charity for the Vitality Bath Half Marathon on Sunday 1 March 2015.**

To celebrate, the Appeal has 200 Silver Bond places up for grabs and is looking for people across Bath, Somerset and Wiltshire to put on their running shoes and join what is affectionately known by everyone as 'Ted's Team' to raise funds for the RUH. Silver Bond places are now available to purchase online at www.foreverfriendsappeal.co.uk for just a £35 initial donation, with a pledge to raise a further minimum sponsorship of £175 for The Forever Friends Appeal.



You can never have too many **Friends**

Around 330 volunteers help out at the RUH seven days a week. But we still need more! If you have any spare time or know someone who'd enjoy being part of a friendly team helping to improve the lives of patients, please get in touch.

Whilst we create our new and improved Friends of the RUH website, the existing website will be temporarily out of action. In the meantime, if you wish to contact the Friends please call 01225 824046.

A Feted **Success**

Following months of preparation the Friends Summer Fete was an enormous success. The sun shone and the crowds were entertained by harp and guitar collective Schrodinger's Strings.

The children were wowed by Steve's magic show and beautifully decorated with glitter tattoos and face paint by Anita. Stalls sold plants, cakes, and crafts – with several wards pitching in to help raise funds.

The Ceroc Dance School and the Susan Hill School of Dancing got everybody dancing. After all that activity, the cream tea refreshments proved particularly popular!

We raised a fantastic £5,400, which will go towards the new Friends Coffee

Shop (due to open in September). Thank you to everyone who helped and supported the day.



The annual Friends Summer Fete was a sunshiny success