

The community magazine from the Royal United Hospitals Bath

Shaping your care
(page 4)



Taking steps
to care
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'Fit for the Future'
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insight

ISSUE 27 AUTUMN 2015

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



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Shaping your care

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Welcome



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

Every organisation has to have a clear view of the future if it is to achieve its aims. The RUH is no different – and we have so much to strive for, for the benefit of our patients, their families and carers. Shaping our future cannot happen without your input, and there are many ways for you to be involved...

Our AGM is the perfect opportunity for you to get up to speed with the Trust's achievements, challenges, and future plans. It's also a great opportunity for you to put across your own thoughts, views and suggestions. Your feedback helps us to shape our priorities for the year ahead and beyond (see page 4).

The values we uphold as an organisation shape our behaviour and the care we deliver. We are currently undertaking a piece of work to develop a set of Trust values for the future, and it's important that you have a say in this work – after all we are here for you (see below).

Our plans continue for creating an estate that is truly 'Fit for the Future' (see page 8). The work will happen in carefully planned phases and there will be opportunities for patients and local residents to contribute to the consultation and design processes. We shall keep you updated about these opportunities throughout 2015 and beyond.

Best wishes,

James Scott

Chief Executive

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

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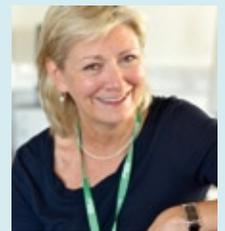
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Chief Information Officer

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Anne Johnson

Clinical Lead for Fatigue Services

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United by our values

Values are a way of describing what is important to us, individually or as a group. Our values shape the culture of our organisation; they describe our character, our attitudes, our way of life.

There have been a number of significant changes in our organisation recently: Within the space of a year we've welcomed the teams from the Royal National Hospital for Rheumatic Diseases, we're now responsible for maternity services in the area, and we've become an NHS Foundation Trust. So it feels like the right time to revisit our values – and we would like your input.

Throughout September and October we'll be hosting a series of listening events, called 'In Your Shoes'. These two-hour-long events are for you to share your experiences of the care you have received over the last two years – what worked

well, and what you think we could improve upon. Staff will be there to listen and learn about how we can make the biggest positive difference to you in the future.

The themes that emerge from these sessions will help us identify a strong set of shared values that are important to us all (you as the patient, family member or carer and us as the provider of care). The dates for the sessions are:

Oasis Boardroom (E6), RUH

Monday 14 September, 2-4pm

Thursday 24 September, 10am-12noon

Friday 25 September, 2-4pm

PGMC Dining Room (B20), RUH

Thursday 8 October, 1-3pm

Places are limited, so do book early. To confirm your place, please contact Clio Walker or Debra Scoplin on 01225 825594 or ruh-tr.inyourshoes@nhs.net

Shaping your care...

Our patients are a expertise when it co care they receive. Listen shape our services so that t are just some of the ways in wh

RUH Annual General Meeting

Our AGM gives us an opportunity to outline future plans of the Trust and share with you our successes and challenges. It's also a great chance for you to tell us what you think of the care we deliver and how we can improve the patient, carer or visitor experience. Your feedback helps us to shape our clinical priorities for the year, and set our strategic goals. Last year's AGM helped us shape our three ambitions:

We aim to be...

A provider of choice. An organisation who listens to what you need, and delivers it every time – we want you to choose the RUH because you know you'll receive the very best care;

A system leader. A centre of excellence that others will be inspired by; we'll share our learning and success with others (see opposite page);

A hospital without walls. We want to extend our reach beyond the hospital walls; to get closer to our patients in their own homes, and in their own communities.

Come to this year's AGM...

Wednesday 30 September
5pm-7.30pm
Assembly Rooms, Bennett Street, Bath, BA1 2QU
Booking essential
01225 826288



A patient helping to shape the new Catheter Passport

Catheter Passport

In the Spring edition of Insight (pg. 19) we told you all about an RUH project to design, test and measure the effectiveness of a 'Catheter Passport' (a booklet containing clear and simple information about catheter management at home). The design phase is now over so testing can begin. From **2 November** until **11 December**, patients who are registered with a BaNES GP and who are discharged from participating wards with a catheter will be given

the Catheter Passport. Patients who are eligible for a passport will be made aware and will have to sign a consent form if they choose to take part.

What can I do?

If you are discharged with a Catheter Passport, you can help by making sure you take your passport with you to all appointments with your GP or Community/District Nurse. Please take time to use the passport; you should find it useful and your feedback will be vital in helping us to perfect the final version.

an invaluable source of knowledge and comes to the conditions they manage and the listening to your views and experiences helps us to ensure they are truly responsive to your needs. Here are some ways in which you can get involved...

Pain Services: Patient Forums

A review is currently underway of local pain services with the ultimate objective of developing better and more consistent services for those living with long-term pain.

What can I do?

If you have been living with long-term pain, and have been seen by pain services in Bath or Bristol within the last two years, then the team would like to hear from you. Later this autumn, the team will be hosting

Patient Forums in Bath and Bristol, explaining the role of pain services in the area and asking for your views on how these services should be developed to further meet your needs. It is an ideal opportunity to make your voice heard by a team of professionals who would like to further improve the services you use.

If you are interested in taking part, please contact Lisa Buckle on lisa.buckle@nhs.net or 01225 473479.



your care
your way

We work closely with local commissioners to ensure that we fit into a health service that works right across the system – from primary, to secondary, social, community, and home care. In partnership with BaNES Council, BaNES Clinical Commissioning Group is currently conducting a bold and ambitious review of community health and care services called 'your care, your way'. They are seeking the input of local people at one of several Area Forum events in September and October. If you live in the Chew Valley, Keynsham, Bathavon or Somer Valley areas come and take part in one of the events. Visit <http://bit.ly/1OQjuik> for more details or contact Mark Hayward on 01225 396975 or mark_hayward@bathnes.gov.uk

Sharing our success...

In June, more than 60 delegates from 26 NHS Trusts descended upon the RUH to learn all about our pioneering ESAC service.

ESAC (Emergency Surgical Ambulatory Clinic) offers patients with emergency clinical problems a streamlined, one-stop package of care – taking them right through from an initial consultation, to diagnostics, and surgery all in one day.

Sarah Richards, Clinical Lead for ESAC explains: "When the Care Quality Commission identified ESAC as an area of good practice, we received a large number of enquiries from other Trusts keen to find out more. We decided to host an event to showcase how ESAC works – with the aim of sharing our experience of how the initiative has worked for us; from how we went about setting it up to the positive impact it's had on patient experience."

Did you know...

Since May 2013, more than 3000 patients have been treated by the ESAC team.

Feedback from delegates...

"Excellent day – left with many ideas for our own unit."

"This is a difficult concept to make work and you obviously have the right people in place."

"Excellent description of unit successes and challenges. Thank you for a very thoughtful programme."

"We travelled a long way but the whole event was extremely useful."

'Great service from ESAC'

I required the services of the Emergency Surgical Ambulatory Clinic and received outstanding care. All staff – from the doctors, nurses, ultrasonographers, porters, to the theatre staff – were great; compassionate and caring. Thank you!

Patient review, NHS Choices

Living with and Cancer treatment

Thanks to major advances in the diagnosis and treatment of cancer, more people are surviving the disease than ever before. As a consequence however, the impact of the disease and subsequent treatments can leave people with enduring symptoms such as fatigue, which may significantly disrupt their day-to-day lives and activities.

Cancer survivor

"A person living with or beyond cancer"

National Cancer Survivorship Initiative, 2010

Cancer-related fatigue (CRF) is one of the most prevalent symptoms to affect cancer survivors. It is defined by the National Comprehensive Cancer Network as "A distressing, persistent, subjective sense of physical, emotional and/or cognitive tiredness or exhaustion related to cancer or cancer-related treatment that is not proportional to recent activity and interferes with usual functioning." CRF has overtaken nausea and pain as the

most distressing symptom experienced by people with cancer during and after treatment, and is reported by as many as 60%-96% of patients living with or beyond cancer.

Anne Johnson leads the Macmillan 'Step Up Fatigue Service' at the Bath Centre for Fatigue Services based at the Royal National Hospital for Rheumatic Diseases (part of the RUH).

She said: "We recognised that there was a real gap in cancer services for patients who had undergone treatment



Anne Johnson, Clinical Lead for Fatigue Services at the RNHRD

beyond...

treatment

or surgery and felt as though they were left to cope with CRF largely unsupported. The Bath Centre for Fatigue Services was already offering a vital service for patients living with chronic fatigue syndrome (CFS) and myalgic encephalomyelitis (ME) – but more and more we were noticing rising levels of referrals of patients living with cancer-related fatigue.

“It quickly became apparent to us that this set of patients needed tailored, cancer-specific interventions. The experience of a person suffering from fatigue related to cancer – whether they have been through a successful treatment, are still living with the cancer, or possibly living with a terminal diagnosis – is going to be very different to the experience of someone living with a long-term fatigue condition such as CFS/ME.”

Luckily, Macmillan agreed that there was a need for a specialised service and, in 2012, the Step Up Service was launched, with the cancer charity's support. It was then, and still remains, the only specialist complex interventional programme for CRF in the UK.

“We focus on dealing with the self-management of the physical, psychological, social and occupational challenges our patients face and have a team of highly specialist occupational therapists, physiotherapists and psychologists working together to address the impact of living with CRF. Our interventions include work and vocational rehabilitation – often on a one-to-one basis – to help people and their employers to manage their return to a former or new occupation.

“Cancer can seriously impact upon a person's identity. Our service aims to help cancer survivors rediscover their sense of self, so that they can learn to love – and truly live – the life they have tried so hard to keep.”



Our patients
are supported
by the 'Step
Up' service

If you or someone you know is struggling with cancer-related fatigue and would like to see if the 'Step Up Service' programme would be suitable, you can talk to your GP or find out more by visiting <http://www.rnhrd.nhs.uk/174> where you can also find details of how to self-refer.

We spoke to Doreen, who told us about her experience of CRF and about the care and support she received from the 'Step Up' programme...

“I had surgery to remove a high grade thyroid cancer back in 2011. I considered myself lucky, at the time, that I was spared chemotherapy and radiotherapy. I remember thinking 'I'll have the surgery then that'll be that – I'll be fine'. How wrong was I? Nothing had prepared me for the overwhelming sense of fatigue that I would experience following my surgery.

“It was difficult to get my head around. After all, I had done all my fighting. And everyone around me was just so relieved that I was going to be 'alright'. But in reality, I felt anything but alright. Nobody talked about rehabilitation during my treatment, at that point the focus is all on beating the cancer. CRF is really distressing. For one, you are really alone with your experience. It's hard to explain to other people – especially those who feel that you 'should' be feeling better now the cancer is gone. Also, every symptom you feel after a battle with cancer makes you worry that the cancer is coming back. Luckily, my doctor knew all about the Step Up programme at the RNHRD and referred me.

“What I remember most about starting the programme was the overwhelming sense of relief – relief that I was surrounded and supported by a group of people – professionals and fellow cancer survivors – who knew absolutely how I felt. People who spoke my language. I could say what I needed to say in front of them, all the things you don't want to say to friends and family in case you upset them, because they understood implicitly. It was a very validating experience.

“The techniques we learned over the course of the programme helped me to break bad habits that were not helping my recovery. I really learned the value of rest and how to pace myself properly. I found the mindfulness techniques especially helpful. I have kept all my notes and refer to them regularly if I feel myself slipping backwards – sometimes I will find a gem that didn't work for me at the time, but is suddenly just what I need.

“I am enormously grateful to the team for all they have done to help me get back on the right path. What they do is truly amazing – and I couldn't be a more willing advocate.”

Fit for the Future

'Fit for the Future', our exciting programme of redevelopment, is now well underway. We have a truly unique opportunity to think and plan creatively to transform the RUH site and improve the services we provide by building new state-of-the-art, flexible facilities in which our staff can provide the highest quality care.

A brand new Cancer Centre sits at the heart of these plans and our hospital charity, the Forever Friends Appeal, has done an incredible job fundraising over £6.6m towards the centre through its Campaign for Cancer Care.

But the plans don't stop there. Work is about to start on the construction of a brand new pharmacy – and the staff who run this vital service, upon which the entire hospital depends, have contributed significantly to the planning and design of the new building.

Rachael Whiteley, Pharmacy Operations Manager at the RUH, says: "Pharmacy continues to evolve, and the service has grown. The population is also growing and changing, so we need to adapt to reflect this.

"This is a once-in-a-lifetime opportunity to develop something from the ground up. There is a mass of legislation that has to be followed when building a pharmacy. It's a huge project and has been a steep learning curve but it

is very exciting to be involved in the decision-making, from deciding how many computers we need to something as significant as the procurement of a pharmacy robot."

The whole redevelopment plan will be phased over several years so that we are able to relocate facilities without disrupting services and patient care whilst building projects are underway.

The good news is that this current phase of the project frees up the space required to address one of the Trust's most enduring issues: car parking.

Plans have been submitted for a new 400-space car park, as well as improvements to the existing parking on the Combe Park site. The plans will improve both the volume and the ease of parking for patients, staff and visitors. As we go to print, the plans are being considered and, if approved, work could get underway as early as October this year.

'Fit for the Future' is an ambitious programme and there is a great deal of work and more planning ahead, but we are excited about what we can achieve for the benefit of our patients and staff, both now and in the future.

Follow our progress and find out how you can be involved by visiting www.ruh.nhs.uk/about/fit_for_the_future



The Dyson neonatal care unit

A number of our successfully completed projects



Pathology lab



IM&T building





Renovations are underway to create a new dementia friendly ward

Waterhouse our new dementia friendly ward

We're just putting the finishing touches to our totally refurbished Waterhouse ward (B55), in time for it to re-open this autumn. Previously providing inpatient beds for surgical patients, Waterhouse ward has now been transformed into a dementia friendly older persons unit, providing care for medical patients. Surgical beds have been relocated closer to the existing surgical wards. Putting the specific needs of patients with dementia at the heart of this project, our revamped Waterhouse ward includes nursing stations in each bed bay, so staff can observe patients more effectively and patients can be reassured by their presence; colour-coded areas to minimise patient confusion; and specially selected flooring and furnishing to create a home-from-home environment. Sensitive lighting on the ward changes gradually throughout the day, to give patients a sense of the passing of time. Taking inspiration from our highly regarded dementia friendly Combe ward, we've created a more homely and welcoming environment on Waterhouse to put patients and carers at ease. This is just one of the many initiatives across the Trust to improve the quality of care for patients with dementia; at any one time up to a third of all patients in hospital may have dementia, and we want to ensure their stay is as stress free and well supported as possible.

Where there's a Will...

Make a Will Month, September 2015

Making a Will is one of the best ways you have of making sure that those you love are provided for once you are no longer here. However, many of us put off making a Will thinking there will be time to do it later. It is estimated that only one third of the population has an up-to-date Will which reflects their current situation. Making a Will or updating your existing one gives you full control over your money and assets to guarantee they go to the people and the causes you care about most.

September is 'Make a Will Month', and to mark that fact the Forever Friends Appeal has teamed up with 16 local solicitors across the RUH's catchment area – all of whom have agreed to donate the fee you pay for a standard Will service towards the work of the RUH.

All you have to do to take part is simply call one of the participating solicitors and make your appointment for September (stating that

you are taking part in the RUH's Make a Will Month) and they will help you plan, write or update your Will so that all your wishes are carried out and your loved ones are looked after.

Our participating solicitors will charge a fee of £100 to draw up a standard Will or £150.00 for a standard double Will and the fee you pay will be donated to The Forever Friends Appeal. For more information, and the full list of participating solicitors, please visit www.foreverfriendsappeal.co.uk/make-a-will-month



Taking steps to care...

Three members of staff, who each perform very different roles here at the hospital, used an app to record their movements over the course of a shift. Here they give us the low down on the steps they took, the distance they travelled, and the things they did to contribute to patient care at the RUH...



Gareth Veal,
Compliance and
Sustainability Manager

Gareth manages the energy, waste and water budgets for the hospital and is also responsible for improving the RUH's environmental performance. He works with other estates officers to develop management processes in order to further improve compliance, safety and performance at the Trust.

Tuesday 28 July

"Today I have been desk-based for a review of our data systems, but I still

managed to cover just shy of 4,500 steps. I had to arrange safe disposal of some hazardous chemicals that a member of the public left behind after attending the Emergency Department with suspected burns. I undertook the daily checks of the VIEs (vacuum insulated evaporators) which supply oxygen to the hospital. I also attended checks of the water quality in our drainage system. Finally, I visited the waste compound to divert a printer from the recycling area, so we could resell it to one of our contractors instead."

Steps taken: 4,487

Distance covered: 2.24 miles



Gareth Veal



Lucy Butcher



Lucy Butcher,
Infection
Control Nurse

The infection control team works to manage and minimise the risk of infections – such as MRSA, *C difficile*, and Norovirus – across the Trust. The role of an infection control nurse involves daily auditing, teaching, and working with wards and departments to ensure infection control best practice is followed at all times. The role also involves the management, reporting and surveillance of certain infections, and meetings for root cause analysis should a patient contract or



Incredible fact...

*An average person takes between 3,000 and 4,000 steps each day (that's roughly 1.5-2 miles). Let's assume our more-active-than-average staff walk 6,000 steps a day each. That would equate to roughly

5,000 members of RUH staff each walking approximately 3 miles a day; which, in turn, equals a total of 15,000 miles walked by our staff each day, or 105,000 miles each week. Which means our combined staff walk

We can only guess at the number of steps our nurses take each day – and the combined miles they must cover – to care for our patients. But it's not just our nurses who pound the ground at the RUH – we have a very busy, very active workforce who walk rings around the Earth each week (literally, ok, probably*) to make sure you get the care you need.



come into the hospital with certain types of infection.

Thursday 30 July

"This morning I went around half of the inpatient wards within the hospital, reviewing side rooms and ensuring there were no infection control issues. Late morning, I completed a ward round with a microbiologist. Early afternoon I went to the Emergency Department to assess whether any patients there needed to be isolated. I also visited several more inpatient wards to discuss patients with the nursing/medical team."

Steps taken: 15,731

Distance covered: 7.5 miles

around the Earth's equator (24,901 miles) approximately 4.21 times each week. Or, put another way, it takes our combined staff just over one month to walk to the moon and back (approx. 476,000 miles)!



Hannah Rieder, Medical Physiotherapy Team Leader

Hannah Rieder leads the Medical Physiotherapy team, which provides physiotherapy cover to nine medical wards (over 200 beds). The patients that the team see will have been admitted for a variety of reasons – from falls, to urine, skin or chest infections, to exacerbations of existing conditions and acute deterioration. The team's main function is to promote physical independence and to optimise patients' chest function, as well as helping the multidisciplinary teams create safe discharge plans for patients.

Thursday 30 July

"Today I assessed nine patients on six wards in order to assess their respiratory and physical function. Most of my day

was spent on the Coronary Care Unit and Cardiac ward where I met a number of new patients, as well as patients requiring a follow-up assessment. I received an urgent referral to attend the Medical Assessment Unit to provide 'chest physiotherapy' to a patient with pneumonia with a background of lung cancer, so I rushed downstairs to see the patient immediately. I spent part of the afternoon discussing staff 'rotations' with the Therapy Manager, Gina Sargeant, before returning to work on the wards. During the day, I managed to discharge two patients and set up plans for discharge the next day for two other patients. I am fortunate enough to live within walking distance of the hospital so I manage to achieve the NHS' recommended 10,000 step target each day by commuting on foot!"

Steps taken: 7,434

Distance covered: 3.24 miles



Hannah Rieder

art at the heart



pARTicipate provides year-round opportunities for patients and their families to engage with the arts

pARTicipate

A stay in hospital can be an isolating and frightening experience for some of our patients. Taking part in creative activities whilst here can help patients deal with and understand their hospital experience, whilst helping them to keep a sense of their own identity throughout their stay. And that is where our fabulous arts charity Art at the Heart of the RUH (AATH) steps in...

AATH's pARTicipate programme provides year-round opportunities for patients and their families to engage with the arts – visual arts, music and more.

pARTicipate includes workshops, residencies, exhibitions, installations and public art commissions. Workshops take place in wards and dayrooms, with groups and one-to-one sessions at patients' bedsides.

Clinical staff regularly help to identify which patients might benefit most from taking part.

"pARTicipate was fantastic. My son perked up in a way that no medicine can do; the hospital turned into heaven in minutes!"
Parent

pARTicipate: The Exhibition

A snapshot of some of the work produced through the pARTicipate programme is now on display in the central corridor at the RUH. All work in the exhibition has been created by patients and visitors to the hospital during workshops led by the hospital's artist and musician in residence.

The exhibition showcases a wide range of our patients' artistic talents – including a large textile commission, reminiscence panels, and Soundbite's very first music album.

Want to know more? Visit <http://bit.ly/1MvYoXy>

Did you know?
pARTicipate Highly Commended from Arts and Health West and continued success of AATH Bath Life Award

"Thank you so much, a lovely addition to the ward, the patients thoroughly enjoyed it and it gave everyone something to talk about" **Visitor**

'Soundbite' the album



of the RUH



'Dream' by Aisha Eveleigh

Fusion: Where Two Minds Collide

Fusion is an exhilarant exhibition dedicated to arts, health and well-being. In collaboration with Bath Spa University, 30 artists have work on display at the RUH exploring their own art practice within a healthcare context. The works range from poetry to painting, photography to contemporary sculpture, projections to outdoor installations.

The exhibition will run until the 16 October. For a complimentary interactive map to guide you around the site, visit <http://bit.ly/1INWu54>

AATH thanks Minuteman Press, Bath for kindly sponsoring Fusion.



'Letters from Kathleen Ainsworth' by Emily Furnell



'Time Trace' by Sae Murai

How can I support AATH?

Volunteering with AATH

Art at the Heart relies on volunteers for a wide range of the work it does at the hospital – from assisting workshops and supporting the artist and musician in residence, to gathering quantitative and qualitative data for evaluation purposes. At any one time, there are all kinds of part-time and ad-hoc opportunities available to suit people of all ages and abilities.

Funding the programme or a specific project

AATH provides creative opportunities to create stimulating and uplifting spaces and experiences for patients, staff and the wider hospital community. On average, AATH enhances the experiences of more than 5,000 patients and their families at the RUH each year. Donations received by the charity go directly into maintaining and

continuing the programme, so that many more patients and families can benefit for years to come.

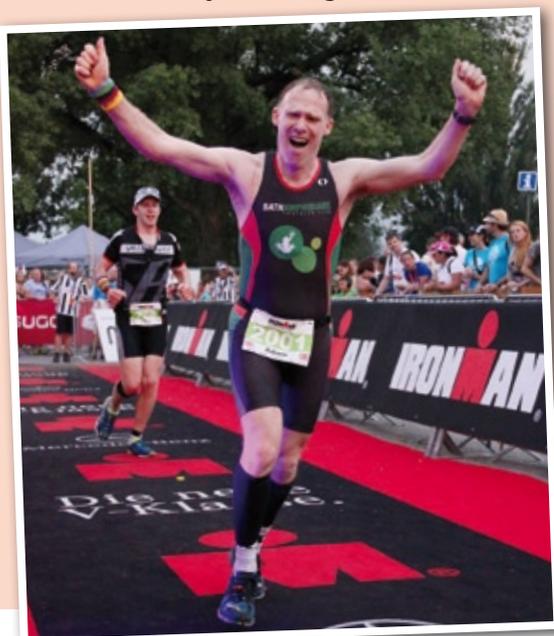
If you are interested in joining the AATH team as a volunteer, or would like to express an interest in supporting the programme as a donor, please contact Hetty Dupays, Art Programme Manager via hetty.dupays@nhs.net or call 01225 824987.

Our Heroes

We think all our staff are heroes – each member of the RUH team contributes to improving the lives of patients, and some save lives on a daily basis. But, in addition to the amazing things they do at work each day, some of our brilliant staff go to incredible lengths to make a difference outside of this hospital's walls...

On 19 July, Respiratory Physician and Director of Medical Education **Adam Malin** completed Ironman Zurich, raising over £1000 for Bikeability Wales – a charity dedicated to adapting bicycles for those with special needs. The race took him just under 14 hours to complete: including a 2.4 mile swim, 112 mile bike ride, and a 26.2 mile run. Temperatures soared to over 30°C and participating athletes were regularly hosed down to keep cool!

www.bikeabilitywales.org.uk



As we go to print, Consultant Head, Neck and Thyroid Surgeon **Stuart Gillett** is preparing to run a staggering 208 miles in 'La Ultra: The High' – an ultra-marathon in the Himalayas. Scaling three peaks, Stuart will be pushed to his physical and mental limits, facing extreme altitudes and temperatures in a race that only one competitor has ever successfully completed. Stuart is fundraising for The Forever Friends Appeal's Campaign for Cancer Care and Macmillan Cancer Support. He said:

"I wanted to do something for the inspirational patients I meet every day."

Sponsor Stuart by visiting <http://uk.virginmoneygiving.com/StuartGillett>



The magnificent Mongolian Steppe



In August, Resilience Manager **Siân Dyson** took part in the longest and toughest horse race in the world – racing across 100km of the Mongolian steppe on semi-wild horses. Siân took part in the Mongol Derby to raise money for the Frenchay After Burns Children's Club (FAB Club) – an independent charity that supports the rehabilitation of young burns survivors across the South West. Siân said: "As a volunteer for the charity, I am struck by the support FAB Club brings to these children. It is a small organisation, run solely by volunteers and every penny raised goes directly into activities and camps for the children."

Sponsor Siân by visiting www.justgiving.com/fabmongolderby



When the devastating earthquake hit Nepal back in April, **Dr Rowan Hardy**, Consultant in Anaesthesia and Intensive Care, flew out to offer his professional services to a hospital in Kathmandu. Rowan volunteered for ReSurge International – a Californian-based charity that specialises in providing reconstructive surgical care for children and adults in developing countries. Rowan said: "It was humbling to see how much the people of Nepal coped with and the scarce, basic resources they



Dr Rowan Hardy working with local team

endure on a daily basis. They were resilient, positive and kind: a real pleasure to work with. I am very grateful to my long-suffering family and all my colleagues in the RUH Anaesthetic Department who freed me up to fly out at short notice."

You can donate by visiting www.dec.org.uk/appeal/nepal-earthquake-appeal



The devastation in Nepal

Home from Hospital

Wiltshire's 'Home from Hospital' service provides free advice, support and practical help for patients from Wiltshire who are not eligible for social care services, or who are self-funding their ongoing care.

The service can provide support for anyone over the age of 18 who lives in Wiltshire and/or who is registered with a Wiltshire GP. Support is provided during the discharge process and

for up to eight weeks afterwards if required. Home from Hospital can help with shopping, welfare checks, arranging telecare, benefits advice, sorting out unpaid bills, and increasing confidence by providing volunteer support at home.

Dawn Langsford is the Home from Hospital Coordinator for the RUH, and is based at the hospital from Monday to Thursday, 9am-5pm and from 9am-2.30pm on a Friday. She says:

"It's important patients and their carers know that the service exists and that we're here to make sure patients receive the ongoing support and care they need.

"Staff can refer a patient directly to us if they feel our support would be helpful. The earlier we receive a referral the better. We would rather assess a patient and discover that they are not eligible than miss an opportunity to provide vital support."

For more information about the Home from Hospital service visit www.carersinwiltshire.co.uk/hfh/ or contact Dawn Langsford on dawnl@carersinwiltshire.co.uk or call 01225 824703 or 07442 490319.

Return to Practice

An experienced and motivated nursing workforce is one of the RUH's greatest assets, so supporting experienced registered nurses to return to practice following a career break is in our best interests.

The 'Return to Practice' initiative was re-launched by Health Education South West (HESW) last year as part of the national 'Come Back' campaign –

designed to make the process easier for nurses returning to the profession. Working in close partnership with the University West of England (UWE), the RUH runs three dedicated Return to Practice programmes each year.

To mark the first anniversary of the initiative, HESW celebrated the achievements of returnee nurses, their mentors and the organisations that have supported them at a

special ceremony.

RUH Staff Nurse Rachel Macmillan – who returned to nursing after taking eight years out to raise her three children – was named 'Returnee of the Year for Bath, Gloucestershire, Swindon and Wiltshire'.

Rachel said: "I was very nervous about starting my placement. Returning to a busy acute environment, having not been on a hospital ward for eight years, was terrifying! However, I need not have worried as I was given such a warm welcome and made to feel that I was a positive addition to the team.

"I would say to other nurses who may be contemplating a return to nursing: take the opportunity. I have found it a very rewarding experience restarting my nursing career here at the RUH."

For more information about our Return to Practice programme, please visit www.ruh.nhs.uk/proudtobeanurse/return_to_practice.asp



Caring for You

Our Caring for You events give our members and the public the opportunity to step behind the scenes and understand more about the work of the Trust and how we support the health and wellbeing of the communities we serve.

Our events are created especially for our Members but anyone is welcome to attend. Why not come along to one of our upcoming events:

Monday 21 September:
Research & Development

Monday 23 November: Dermatology

Thursday 14 January: Neurology

Both events will take place in the PGMC from 6.00pm until 7.30pm. Places must be booked in advance; please contact the Membership Office on 01225 826288 or email RUHmembership@nhs.net



A sound investment

An NHS Foundation Trust (such as the RUH) is an Independent Public Benefit Corporation. An Independent Public Benefit Corporation (IPBC) is run – you guessed it – for the benefit of the public. Or, in this case – more specifically – for its Trust Members (who include both members of the public and staff).

An IPBC runs along very similar lines to the way Cooperatives or Partnerships are run.

John Lewis is a good example of how a Partnership organisation works – each and every one of its employees is a Partner in the business and, according to its constitution, “The Partnership’s ultimate purpose is the happiness of all its members, through their worthwhile and satisfying employment in a successful business. Because the Partnership is owned in trust for its members, they share the responsibilities of ownership as well as its rewards – profit, knowledge and power.”

The Cooperative is a good example of how a membership organisation works; The Cooperative mission statement says that instead of “answering to shareholders” the company answers to the people who use its services. Effectively, the company is under the ownership of its customers, by

their becoming members. It is this organisational structure that enables the company to, as they put it in their mission statement, “fight for the good of members and customers.” Members not only have a say in the way The Cooperative is run, but also get a share in the profits.

So, let’s draw a few parallels with the RUH as an NHS Foundation Trust or IPBC... We also operate for the direct benefit of our members, we are accountable to our members (staff or public), and our members have a say in how we are run. In this sense, we all jointly invest in the RUH – we, as an organisation invest in our services and you invest in us by offering us your voice, your support and, if you want to be more involved, a little of your time.

Our joint investment brings us all one vitally important joint ‘dividend’... a strong, robust, responsive healthcare system that will meet your needs now and for the years to come. As far as investments go, it may be the most important one you’ll ever make.

Don’t miss your chance to have your say and invest in our joint future... become a Member today. Ask a member of staff for a Membership form or contact the Membership Office on 01225 826288.

Watch this space! The 2016 schedule of events is currently being developed with our members and will be announced in the next edition of Insight; if you would like to submit a suggestion for an event please contact the Membership Office on 01225 826288.



Thanks & Thoughts



As part of our coverage of Nurses Day 2015, we asked for nominations of nurses and midwives you felt deserved a special mention. Here are just a few of the lovely messages you shared with us...

"I would like to nominate Christine Walters in the neo-natal intensive care unit. My daughter Ella was born at the end of January and spent five weeks in NICU; Christine taught me how to change a nappy (not easy when the baby is in an incubator and covered in wires), helped me give Ella her first bath, accompanied us to scans and x-rays, and generally tried to give us as much support, and a much-needed sense of normality, as possible. Ella is now a happy little girl, and I am so grateful to all the NICU staff for everything they did for us."

Jo Devine

"I wish to nominate Matt (healthcare assistant) on Forrester Brown ward. I was there for three weeks. He went that bit further to have a chat with patients where time allowed. Generally, the staff on the ward were very caring and attentive."

Lynda Lloyd

"I would like to nominate my mum, Lynette Price. She has worked at the RUH since I was born and has always been committed to her work. We spent a childhood tip-toeing around the house as she often worked nights. I used to love wearing her paper nurses hat when she wasn't looking. When I was a patient myself at the RUH following a serious illness, she looked after me. Even now, she continues to be dedicated to serving her patients, she is a real inspiration."

Rebecca Price

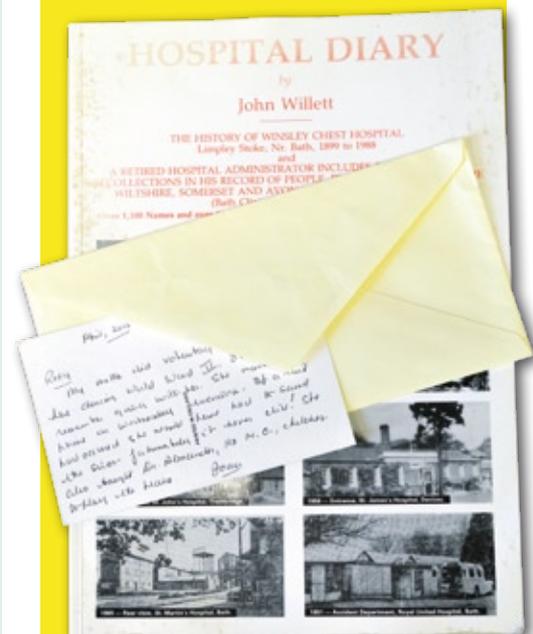


Finally, we love to hear your feedback about the magazine – good or not-so-good – so we were very happy to receive this from new reader, Robin Bradbury of Radstock...

"I must say that I am really very impressed with reading my first copy of Insight. The layout and design is excellent, each page inviting and very clear. Each page is a delight even if only to dip into as you move along. In my lifetime I have been involved in a number of house magazines, local newsletters and the like but I have never seen such an attractive publication as Insight. Well done!"

We received a beautiful letter and this wonderful Hospital Diary from one of our Trust Members, Joan Pearce. She said:

"My mother did voluntary work here during World War II. I can remember going with her. She manned the phone on Wednesday evenings. If a raid had occurred she would have had to sound the sirens – fortunately it never did! She also taught the Medical Officer's children to play the piano."



We're very grateful for the feedback we receive from patients about their experience of the RUH. Many of our patients write thank you letters, but increasingly patients are turning to Facebook and Twitter to tell us how we're doing.



www.twitter.com/RUH Bath



www.facebook.com/RoyalUnitedHospitalBath

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

Carer Hub

This September, our Carer Hub will officially open – providing signposting and support to the hundreds of carers who pass through our hospital each day. We have been busily preparing behind the scenes, training the new volunteers and kitting out the space with comfy furniture and stacks of information.



Su Sealy, Volunteer Coordinator for the Carer Hub

Kerry McNally, from Carer Support Wiltshire has been conducting the training...

"The purpose of the training is to give our volunteers an insight into the life of a carer and the problems that they face. By having a deeper awareness and understanding of carer issues, volunteers will be able to listen with empathy to the carer and signpost them to the help, information and support that is available. Research tells us that a high proportion of carers are not aware of the help and support available to them – we hope our friendly and approachable volunteers will help us to reach this group."



Su Sealy is the volunteer coordinator for the Carer Hub...

"As a volunteer for a carers' charity, I am well aware of the essential role carers play and the challenges they face. I'm now helping to coordinate the volunteers for the new Carers Hub at the RUH.

"There are thousands of unpaid carers in the UK. Caring can have a significant impact on a carer's everyday life. Caring can be an affirming and natural way of showing love for the person you are caring for, but it can also be an isolating and frustrating experience. It was great meeting my fellow volunteers at the recent volunteer training event.

People have come forward from all walks of life to volunteer their time. Being able to direct carers to the help that will support and enrich their lives will give me a lot of personal satisfaction."

A carer is...

Lots of people fail to identify themselves as carers; as they see it, they are simply doing what *anyone* would do, caring for a loved one. But being a carer can be emotionally and physically challenging and carers are entitled to support and information to help them in their role. You are a carer if you look after, or help to look after, a family member, friend or neighbour who needs help due to illness, frailty or disability. If you think this describes you, pop into the Carer Hub at the RUH main entrance for information and support from one of our specially trained volunteers.

The Carer Hub is a joint partnership between the RUH, BaNES Carers' Centre and Carer Support Wiltshire. It has been made possible by the generosity and support of the Friends of the RUH.

Spotlight on...

Health Informatics

Developments in the electronic patient record and NHS computer systems are never far from the public eye. Based in the brand new, award-winning IM&T building, our Health Informatics Service (HIS) is taking steps to ensure that our newly developed eHealth Programme will further improve your experience of healthcare at the RUH.

The HIS is made up of a number of departments including Information Technology, Electronic Patient Record (EPR) and Systems, Medical Records, Information Governance and a Programme Management Office (PMO). The eHealth Programme is a key priority for the team and will ultimately take the Trust to a more modern, 'paper-light' way of operating – eventually becoming paperless in line with the NHS digital information vision.

Chief Information Officer Tanya Beale heads up the Health Informatics Service and is excited about the future developments: "The eHealth programme is a key part of meeting the Trust's new vision: 'To care. To innovate.

To inspire.' Through the programme we hope to help achieve clinical time savings, reduce administration costs, improve the turnaround of test results, and help to further improve patient safety and care by, for example, reducing the length of stay for our inpatients. Our aim is to help the Trust become a more efficient organisation."

There's a great deal of work going on behind the scenes: Soon we'll be upgrading our wired network to improve the way our computer systems run and we'll also be installing a seamless wireless network across the site. Staff will then be able to securely access patient information systems via mobile devices such as iPads (patient information will only be visible when the device is connected to our secure network); we'll make technology improvements within medical photography and other clinical systems located in areas such as Cardiology and the Emergency Department. We're also planning on replacing ward whiteboards with interactive e-whiteboards that will

show much more information and help our wards run more efficiently.

The patient record will also be undergoing some changes; we're currently planning a 'paperless outpatients' pilot with a view to being paperless in our outpatient departments by Spring 2018. A part of your patient record is already electronic and by enhancing technologies, for example in our Emergency Department (ED), future visits to ED will be recorded on a computer rather than in both a digital and a paper record. The electronic patient record team will be working hard with our clinical teams to gradually rollout more electronic patient record components, eventually forming a wholly electronic patient record.

It's an exciting time for a team whose work often happens behind the scenes. The ultimate aim of the digital informatics strategy is to further improve the quality of the care that the RUH provides through the evolving use of technology. We'll keep you up to date with all future developments.



Kelly Tillotson, Chris Ruddick and Tanya Beale

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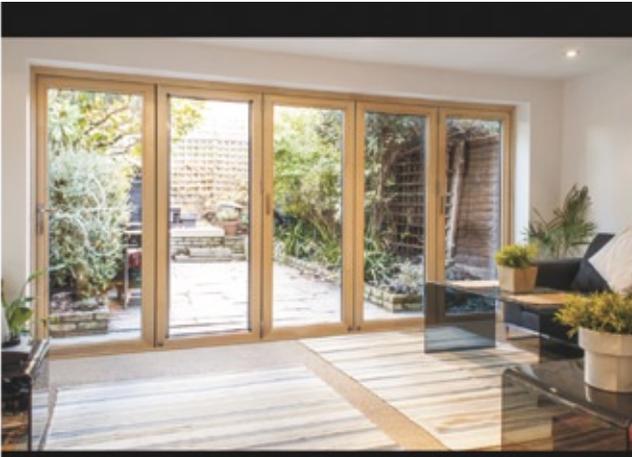
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Bake a difference for the RUH Ted's Big Bake Off

Pop on your aprons and prepare your mixing bowls this October to take part in Ted's Big Bake Off – The Forever Friends Appeal's brand new region-wide fundraising week! Get ready to rise to the challenge and bake a difference for patients and their families at the RUH.

Between **Monday 5** and **Friday 9 October 2015**, the Appeal is asking people all across Bath, Somerset

and Wiltshire to get baking for the RUH. Whether it's holding a bake sale, hosting a bake off competition or organising other baking-themed activities at work, school or with friends and family, you can help raise some dough that will help make a real difference to the lives of hundreds of thousands of people cared for by the hospital every year. Baking is a fun and simple way to raise money whilst

whipping up some delicious treats that everyone can enjoy.

The Appeal has created a **free** charity baking pack filled with tips, tools and tasty ideas. All you have to do is register at www.tedsbigbakeoff.com to get your (oven) mitts on your very own pack.

Ted's Big Bake Off is proudly sponsored by Mogers Drewett Solicitors.



Carer Hub

The Friends are still helping to recruit volunteers to man the Carer Hub (see page 18). If you can spare a couple of hours a week and would like to offer your time to help direct carers to the advice and support that they need, please contact the Friends office on 01225 824046.

A big thank you! The Carer Hub would not have been possible without the very generous support of the Friends of the RUH – the funding they provided got the project up and running and they have taken the new volunteers under their wing.



The Friends' annual summer fete was held on Saturday 4 July. The sun shone and the crowds were entertained by the fabulous Decade Dolls – an all-female harmony group singing songs from the 40s through to the noughties. The children enjoyed all the activities on offer –

including good old 'hook a duck'! – and were wowed by Simon's Magic Show. Six of the wards ran their own stalls to raise money – one being a 'human fruit machine' manned by the cleaning department who donated the £167 they raised to the Friends. Staff from the physiotherapy department gave interactive demonstrations

of their impressive rehabilitation bed bike. There were lots of other lovely stalls selling plants, cakes, crafts, etc. – the creams teas proved particularly popular, as ever. All in all, the day was a huge success and raised a fantastic total of £5225; an amazing achievement!