

insight

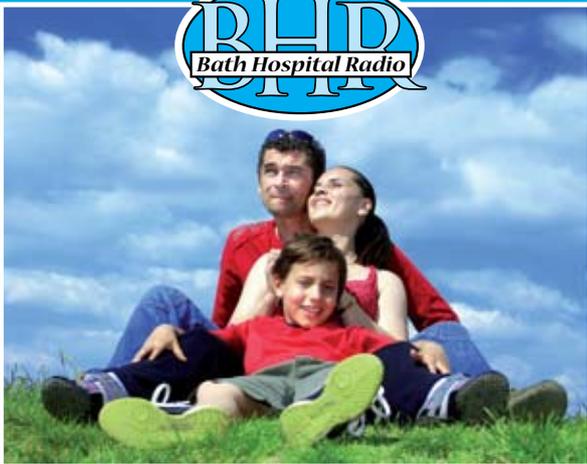
ISSUE 5 SPRING 2010

**New Years
Honours**

Time to care

Recycle zone

United in Excellence



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insight

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Want to advertise your services to hospital staff? Then you've come to the right place! Advertising space is now available in our hospital magazine.

For a very competitive rate, you can reach a diverse audience, both inside and outside of the RUH. 'insight' is produced once a quarter, with a print run of 3,000.

Requests for advertisements will be accepted on a first come, first served basis - so book your space now for the next edition.

For further information, please contact Communications Officer Anita Holding on 01225 825799 or email communication@ruh.nhs.uk

WANTED

Independent Visitors

Can you spare a few hours each month to make a difference to the life of a child or a young person who is in care?

Would you like something enjoyable and rewarding to do in your spare time? Are you able to share hobbies and enjoy activities or sports with a youngster?

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Reconstruct recruit, train and support people to visit and befriend children who are looked after by local authorities. They may live in foster care, residential homes, secure units or live independently.

Reconstruct is an independent organisation and we work with young people across the Avon & Somerset region. We offer reasonable pay and expenses, full training, CRB and reference checking.

If you are fun, friendly, reliable and committed to giving a few hours of your time each month to support and spend quality time with a child or young person we would like to hear from you. There is a shortage of male visitors so we are very keen to hear from any men wanting to get involved.

You need to be able to drive and to be available after school, at weekends and in school holidays.

You need to be flexible and you need to be trustworthy, reliable and able to commit to your match for a minimum of 18 months.

If you would like to find out more please call 01225 780145 and ask to speak to Suzanne or email suzanne.davies@reconstruct.co.uk

**Get in touch and
help Make a Difference**

Welcome



The annual New Years Honours Awards night, held at the Bath Assembly Rooms, was a celebration of staff, who, across the past year, have been nominated by their colleagues for their contributions, achievements and innovation in health and patient care.

There was a new award – Hospital Hero. For the first time the Trust asked the

public to vote for the person they thought had gone that extra mile to help, care for or support them. In partnership with the Bath Chronicle, the winner was announced on the night.

All those nominated fully deserve this recognition of their achievements. To read about the winners, see pages 14-15.

Anita Houlding

Communications Officer / Editor

Editorial dates 2010

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

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Arts Programme Manager

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Patient Safety

Patient safety continues to be our number one priority and the Patient Safety Improvement Programme is helping us to manage our progress in improving patient safety at the RUH.

Safer Surgery

One of the five Patient Safety Improvement Programme workstreams is Perioperative Care Management, which includes the implementation of the WHO Surgical Safety Checklist.

Theatre staff have adapted the World Health Organisation (WHO) Surgical Safety Checklist to include a formal pre-operative briefing. This is particularly important due to increased complexity of cases and the surgery to be performed.

Dr Lesley Jordan says: "We have always undertaken multiple checks before surgery and these still occur. However, the purpose of the WHO checklist is that it is a 'final' check immediately before anaesthesia and immediately before surgical incision. It also checks correct identity and operation and that important processes have been undertaken to increase patient safety and decrease surgical complications. This will assist us in delivering excellent quality of care to our patients."

Taking action against infection

Infection control is an integral part of the Patient Safety Improvement Programme and is a fundamental part of the clinical workstreams.

Often at this time of the year, many healthcare settings will see a sharp rise in the number of patients suffering with diarrhoea and vomiting



(D&V). Norovirus is the most common cause of infectious gastroenteritis (D&V). The illness is generally mild and people usually recover fully within two to three days; there are no long term effects that result from being infected.

However, an outbreak of D&V can result in bed and ward closures as we are unable to admit new patients to beds in affected areas; this puts additional pressure on many areas of the hospital.

The infection control team support ward staff in reducing the risk of the spread of infection, but in order to do that they need to be kept reliably informed. Senior infection control nurses Jackie Cosgrove and Dana Jacomb say: "You know your patients better than anyone - so if you are suspicious of any symptoms which may indicate a possible outbreak, then please contact us.

"We'll come to your ward, give you the outbreak form to complete and

" All staff can help reduce the risk of the spread of infection by good hand hygiene and preferably using the alcohol gel after hand washing "



update every single time a patient has symptoms. We'll also need to know if any staff or visitors have developed symptoms and, depending on the information we receive, we'll make a decision about closing the ward to new admissions and restricting visiting. As a next step, staff should obtain stool specimens to test for Norovirus and C.diff, depending on the symptoms and the clinical circumstances. Results from positive tests inform us how the situation is developing.

"All staff can help reduce the risk of the spread of infection by good hand hygiene, so using soap and water to decontaminate their hands and using the alcohol gel after hand washing. When looking after patients with D&V symptoms, it's essential that all staff wear the appropriate personal protective equipment (e.g. gloves and aprons).

"We'll work closely with the site and bed managers to manage the impact D&V may have on beds, but early, prompt action can reduce the length of any outbreak, help minimise the impact on hospital services and help reduce the risk of more patients, visitors and staff being infected."

Security – working with the community

The RUH, in collaboration with the BANES Youth Offending team, has given a young offender a chance to try to make up for criminal damage he caused on the hospital site last year.

Head of Security Adam Jones says: "In June last year a teenager caused considerable damage to cars parked in the staff car park. I was advised that the youngster would not be attending court but would receive an official final warning that would remain on his record for five years.

"I talked with BANES Youth Offending team and the Police to explore 'restorative justice', which is a new initiative. Basically offenders (up to 18 yrs old) can choose to meet with the victims of their crime to demonstrate their remorse. They don't have to agree to meet."

"I attended a restorative conference with the youth, his dad and the BANES Youth Offending team. We talked about the damage he had caused and he was truly remorseful. He was a first time offender and about to go to university - it was a sobering experience for him. We arranged for him to undertake some voluntary work with some of the environment team to clean up the hospital site, under supervision."



Security – on site

New staff will get to meet the security manager during their induction, when they'll hear more about how they can help with crime prevention, be given useful contact details and know how the security team can provide appropriate advice and response. They'll also find out about the new Conflict Resolution training which will be available to frontline staff.

The Conflict Resolution (Violence and Aggression) policy is also now available on the hospital Intranet, under staff resources, policies and procedures, health and safety policies.

New **Recycle Zone** to launch at the RUH

 **recycle now**
at the RUH

The Royal United Hospital is working on a collaborative project with Bath and North East Somerset Council and Coca-Cola Enterprises, to be the first hospital in the South West to launch a Recycle Zone.

The Recycle Zone initiative, funded by the Waste and Resources Action Programme (WRAP) and Coca-Cola, seeks to improve recycling in public places so that people can recycle when they are away from home.

From mid March over 50 recycle units will be placed at various locations within the hospital making it easier for patients, staff and visitors to recycle paper, cans and plastic bottles and help the hospital reduce the amount of waste that goes to landfill. Research shows that recycling drinks bottles and cans can make a major difference to the environment by cutting the carbon footprint of a packaged drink by over a half.

Staff already recycle much of the waste created, but a lot of this happens 'behind the scenes'. For visitors and patients, this will be the first time they can recycle some of the items they can already recycle at home.

Recycling units will be placed in key public areas including the Atrium, Lansdown Restaurant, Friends Coffee Shop, Bus stop and Education Centre as well as theatres, wards and staff areas. The children's ward will receive some novelty recycling bins in the shape of pencils!

All black bag waste thrown away at the RUH currently goes to landfill, so please help us to recycle as much as we can.

For the latest information please see our website www.ruh.nhs.uk, the RUH staff intranet (home > welfare & facilities > facilities) or, Recycle Now www.recyclenow.com



*Luke Champion,
Environment Manager*

These new bins will let you recycle



Paper – newspapers, magazines, office paper (staples are OK), envelopes including those with windows, (no waxed or plastic laminated paper).

Plastic bottles – any kind of bottle

Cans – aluminium and steel cans

Did you know?

Recycling one aluminium drinks can saves enough energy to boil a kettle 3 times.

Bath & North East Somerset Council

Eating in style at the RUH

Staff and visitors can look forward to dining in brand new, vibrant surroundings at the Royal United Hospital.

The current Lansdown restaurant has closed to undergo complete redesign and refurbishment. The new restaurant will provide a more workable, attractive and up-to-date facility for everyone to enjoy.

The restaurant will be closed for approximately ten weeks whilst works are carried out. Interim catering arrangements will be provided in alternative venues across the hospital site and these venues will be clearly signposted to both staff and anyone visiting the RUH.

Hotel Services Manager Mike Newport, says: "We'll still be offering hot and cold food although the menu will be slightly reduced. We'll also be selling the usual sandwiches, snacks and beverages. We have arranged for food to be served from a variety of different locations around the hospital; such as



the atrium coffee bar, the Oasis café and in the Lansdown foyer.

"We know that the Lansdown restaurant is well used - and appreciated - but it's long been in need

of updating. It will be great for our staff and visitors to eat in new, modern surroundings. We're excited and really looking forward to the completion of this project."

Electronic Staff Record takes off

The new training and e-learning system Electronic Staff Record (ESR) has launched at the RUH. Amanda Gunning, Learning Technologies Lead says: "It's been a great team effort with staff from Information Services, Finance, Education and Human Resources working together to make the implementation a success."

The new system has also brought efficiencies, enabling the hospital to save time and money. ESR hosts over 70 new and improved e-learning programmes which can be accessed at work or from home and has the added benefit of staff being able to update their own personal information such as their change of address or emergency contact details direct into ESR rather than filling in multiple forms.

If you haven't logged on to ESR yet there is training available which you can book via the education centre reception on 5502.

Releasing **time to care**

By responding to the challenge to think 'how can we do it better?' staff at the RUH have released more time to spend at a patient's bedside.



Some of the simplest ideas - from changing the way equipment is stored and accessed, to the more complex - changing how we manage a patient's care, have resulted in freeing-up more time to care for patients.

The ideas have resulted from the Productive Ward project, originally developed by the NHS Institute for Innovation and Improvement in response to the discovery that, on average, registered nurses in the NHS spent only 40% of their time providing direct patient care. So, by implementing the Productive Ward programme, the time nurses spend with patients will increase and, step by step, will improve the quality of the patient's hospital experience.

The RUH has certainly taken up the challenge to 'release time to care'; senior nurses Pete Fox and Anne Plaskitt, led by Assistant Director of

Nursing Sharon Bonson, have been working with staff on the Productive Ward project. Pete says "It's not unreasonable that people should ask us to prove the project has made a real difference. A great example is that by changing the way equipment is stored

and accessed we've measured that 'direct care time' has increased in ITU from 48% to 73%, that's 25% more nursing time spent at the bedside."

The new purpose-built storage system for stock is being used on William Budd, ITU and Charlotte ward. Stock is now stored in bar-coded drawers rather than shelving, with their contents entered on a database. This means that staff can find what they are looking for straight away and it's easier to monitor stock.

Junior sister Dawne Chandler and Healthcare assistant Hannah Wheeler in Endoscopy reorganised their storage space: "We colour code equipment in relation to a specific procedure, which is then organised by colour on the shelves, so you can see what you need at a glance. Also, we've listed the contents of a storage cabinet on the outside of each drawer - now it





takes five seconds to find what we're looking for - simple! We feel very positive about the changes these ideas are generating - we can't wait for our next project!"

All wards are using a new white board system which shows 'patient status at a glance'. Traffic lights (red, amber and green coloured magnets) are used to signify a stage or next step in the patient's care. Junior Sister Joyce Katebe on MSSU explains: "Each patient is listed and then the board is split into columns, with the coloured magnets used to represent something specific, depending on where it's placed. We can check things like MRSA status, if a patient is having physiotherapy, or if a patient requires assistance from social services prior to discharge. Each nurse is responsible for keeping the information about his or



" Each nurse is responsible for keeping the information about his or her patients up-to-date "

her patients up-to-date but it means that any one of us on duty can see the status of any patient at a glance. It saves a significant amount of time and means we are all up-to-date with the needs of every patient."

Nicky Moullin on Charlotte ward said that one of the best things about the Productive Ward project is that it comes

from the bottom up - so that staff at any level can make a contribution. The improvements achieved by staff are tremendous and are such a positive step to support nurses to spend more time with their patients at the bedside. Change should never stop; the benefits are too great for patients and staff.



Thank you to all our 'snow angels'

We would like to say a big thank you to everyone who made such an effort to get in to work during the snow and icy conditions in January.

Staff made extraordinary efforts to get to the RUH, walking for miles in the snow, staying overnight on-site and often working extra shifts to keep hospital services running. Good neighbours, friends and local farmers helped battle the elements to make sure the care the RUH gave to patients continued as normal.

We asked for your stories and were pleased to receive so many; we only wish we had space to tell them all here.

Thanks to:

... **Staff Nurse Beatrice Buckley** who walked from Corsham, leaving at 8am to work a late shift. Fortunately a kind soul gave her a lift from Batheaston; Bea has two children who were looked after by her husband.

... **the ambulance man from FAST** who spent 17 hours driving nurses to and from work in his 4x4. Aisha Sarr was his last ride home at 11:30pm and he even offered to rescue her kitten who was so pleased to see Aisha she fell into a snow drift and got stuck.

... **Mr Roger Brown**, a very kind neighbour who brought Joan in Audiology to work.

... **Kitchen Supervisor Darren Bowen**, who walked from Paulton to Farnborough and then thumbed three lifts to arrive for his late shift on time. He stayed overnight with his brother to be in for his early shift the next day.

Thanks also to the environment porters, whose job was particularly challenging as half their time is spent



outdoors, to staff at the education centre who went out of their way to help accommodate staff by organising bedding, security and refreshments and staff on Waterhouse Ward who made it in and carried out extra shifts without complaint.

We received many more stories which we published on the RUH intranet, but would also like to thank Debbie

Holt, Dave Minchin, Tash Cross, Neth Curtis, Luke Champion, Angie Thomas, Amanda Speed, Claire Diment and Kelly Hinds.

We are all extremely grateful for your efforts and very proud to be your colleagues.

Executive Team and Severe Weather Taskforce

Yours sincerely

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

Ms P Welsh from Melksham wrote "I am writing to express my appreciation for the care I recently received in the Breast Unit. Often press publicity is negative in response to NHS care and I feel that, certainly on this occasion, the objective of 'United in Excellence' was more than achieved. The ability to have scans, meet consultants and have a diagnosis in one day, with less than a one week wait, certainly demonstrates an efficient and effective service. This was immeasurably enhanced by the professional and friendly way in which each and every member of staff treated me and no doubt other patients. Please pass on my thanks and appreciation to your team."

Major J Hordern from Wells wrote "I wanted to express my gratitude and appreciation for the treatment I was given at the RUH. I have had little recent experience of life in hospitals, but, like so many people, have been affected by the constant flood of critical media commentaries. I was therefore uncertain as to what I should expect. I am delighted to say that from the moment of my arrival on Philip Yeoman ward, my reception and the atmosphere of the establishment totally reassured me. Advice, enquiries and explanations were readily answered; the subsequent move, including handover procedures on route to the operating theatre could not have been bettered by even the most efficient airline crews. All I had to do was relax. I fully appreciated what a marvellous team, or teams, were looking after us. Care appeared to be seamless and with available staff almost interchangeable. Individuals were clearly dedicated and highly motivating and always encouraging. I would like to offer my thanks for all your efforts."

Mrs D Beaumont from Bath wrote "Please thank all concerned who looked after me on Victoria ward. You have a great hospital with incredible people."

Mr C Walker from Midsomer Norton wrote "I felt I must write and record my thanks for the care and culture which surrounded my treatment. I was in awe of the workload handled by a very hardworking and undoubtedly experienced team on MAU. On MSSU, excellent nursing and a team of doctors prepared to listen and quickly utilise the specialist resources in the hospital. The extent to which nursing staff were prepared to put themselves out, while committed to other duties was greatly appreciated. My care on CPU and Cardiac Ward was again supportive and caring. The approach and care by Dr Hubbard and his team was exceptional; his willingness to listen, explain and put a patient at ease while leading his team was a pleasure to witness. On all occasions the Emergency Department teams were exemplary. The greatest impression has been made by the positive attitude and culture that seems to surround most of the activities that I have seen within the hospital. I ask you to pass on my thanks to the many who have cared for me and who are providing excellent service within your sector of the NHS."

Mrs M Garside from Radstock wrote "My father passed away on William Budd in September but I am writing to let you know that it made everything much less distressful and difficult for us because the staff there were so very kind and caring and did all they could to make him comfortable in his last hours. They also took care of myself, my husband and my brother as we were obviously very upset and they kept us informed at all times as to what was happening and what we should do. I would especially like to thank all in Emergency Department and Medical Assessment Unit, but most especially Luke and Alex, night nurses on William Budd and staff nurse Alison who looked after Dad before the night staff came on. I would appreciate you thanking them all for me and my family, we so appreciate their great care."

Just a minute...



with **Audrey Hawkins**, Pharmacy Services Administrator

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

A Turn on the PC and get that all important cup of coffee - I can't start the day without caffeine!

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

A Probably Titanic for the storyline and the special effects and the music score. When I saw it in the cinema for the first time I thought it was an amazing film.

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

A It has to be two - my PC and the Pharmacy team - who are the reason I'm here.

Q Name something you have won

A £28 on the RUH lottery.

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

A That I lived nearer the hospital - it would be great to be able to walk to work.

Q Name something you are proud of

A Becoming a published author - holding the book for the first time and knowing it was all my own work was an amazing feeling.

Q List a compliment someone has given you

A 'Thank you so much for always being there for me and all the things you do to help, I'd be



lost without you' - taken from a Christmas card I received from one of the Managers.

Q What's your favourite comfort food?

A I'm definitely not safe near chocolate - it's a must-have, but it's my downfall as the bathroom scales will testify!

September Team of the Month

During the last year, the **Sterile Services team** has undergone many changes in the way that they work. Changes in the equipment used by other departments resulted in the Sterile Services team undertaking extra training and learning new skills in order to be able to process equipment in the correct way. The team has often needed to sterilise hospital equipment at very short notice during an exceptionally busy period, particularly when extra clinics have been provided.

They have constantly risen to the increasing demands on their services, and throughout this period of change, they have demonstrated excellent communication skills with colleagues in other departments as well as external organisations.

Many colleagues have acknowledged that the support of the Sterile Services team has helped them to improve their standards of patient care.



Medical Nurse Practitioners supporting clinicians and patients

“Working with Louise is like having another doctor on the team.” That’s the view of Junior Doctor Jamie Watson, sharing his thoughts on the support that Medical Nurse Practitioner Louise Stenner is able to provide him.

“Louise’s extra training combined with over 20 years nursing experience in both an acute and community setting means that she is able to make clinical decisions and deliver more specialised care to patients than if she was in a general nursing role.

“She has a range of responsibilities and skills that I don’t have. For example she is much more involved in discharge planning, keeps in touch with a patient’s family and liaises with healthcare professionals out in the community - so she has a better insight into who to speak to about what. Her

constant presence on the ward means that the patient gets better continuity of care from someone who knows them and can get them what they need. It’s brilliant working with Louise.”

The Medical Nurse Practitioner is a fairly new role in the NHS, which enhances the role of skilled nurses in hospitals by ensuring they are better qualified to assist clinical teams. They also help Hospital Trusts to comply with the European Working Time Directive to reduce junior doctors hours.

Currently there are four medical nurse practitioners who work in the Older



People’s Unit, as well as Cardiac, Respiratory, Hamilton, Marlborough and Haygarth wards. Some are already advanced nurse practitioners and others are being given a higher level of training so that, by 2011, all nine will be qualified to physically examine patients, make a diagnosis and prescribe medication if necessary.

Louise, (pictured top right with her colleagues) who is based on Victoria ward, says: “I’m really enjoying being able to consolidate all my knowledge and experience in this role and I’m really encouraged by the all the positive feedback.

“I see the Medical Nurse Practitioners acting as a lynch pin, looking after both the medical health and social care of our patients and providing continuity of care. We’ll be focusing on discharge planning to help reduce a patient’s length of stay and we’ll help to improve communication amongst clinical staff.”



Awards c

Beneath the sparkling original Whitefriars chandeliers, amidst the splendour of Bath's largest Georgian interior, more than 200 staff enjoyed the annual New Year's Honours Awards night.



The Myeloproliferative Disorders telephone service team were voted the Most Innovative Team and the Privacy & Dignity Building Team were voted Team of the Year. Personal Achievement Awards were presented to individuals who had made an outstanding contribution and Loyalty Awards were given to staff in recognition of their long service.

There was music from the RUH Choir, talented singer and staff member Samantha Nolan and the incredible Ambling Band. It was a wonderful occasion and well done to all the award winners.

We are grateful to the RUH Charities Committee, the von Essen Hotel group, Molnycke and Unison for their support for the event.

Charles Dickens famously wrote in his Pickwick Papers:
'In the ball-room, the long card-room, the octagonal card-room, the staircases, and the passages, the hum of many voices, and the sound of many feet, were perfectly bewildering. Dresses rustled, feathers waved, lights shone, and jewels sparkled.'



More information and pictures will be available on the Trust's website. Photographs are also available to order, go to www.celiemannings.photography.co.uk, choose event and select RUH from the drop down list. The user name is celiemannings and the password is RUH.

ceremony



Hospital
HERO



The RUH invited members of the public to help them find a Hospital Hero for 2009. We asked "Has someone gone above and beyond the call of duty or made you, a friend or a relative feel especially well cared for whilst at the hospital?"

Director of Human Resources Lynn Vaughan says: "We wanted the help of our patients and visitors to make this Award a success. We had a great response and we are delighted to announce that the winner of the first ever Hospital Hero award is Dr Steve Jones, Consultant Paediatrician. Steve has been recognised for his dedication and compassion in caring for patients and their families and for his support to colleagues at the RUH. He is a shining star – a treasure to Bath and its children."



Enjoy your retirement **Jane**



Jane Cockram retired at Christmas, after working for seven years as the main receptionist in the Education Centre. Jane is partially sighted and she was a familiar sight around the hospital with her close companion guidedog Nena.

Jane was delighted with her gifts of a Bath Aqua goblet and theatre vouchers. Education centre manager David Minchin says: "Everyone was sorry to see Jane leave. We all wish her well in her retirement and we're sure to see her around from time to time as she's quite interested in joining the RUH choir."

Farewell to the **Trust's Chairman**



Trust Chairman James Carine is retiring from his post at the end of March. James joined the Trust in November 2006 and has led the Board through improving times for the RUH, with the hospital going from 'Weak', 'Weak' in the 2006 Annual Health check scores, to 'Good', 'Good' in 2009.

James said, "I have spent three very happy years with the Trust and have got to know a lot of wonderful and dedicated people - both staff and volunteers. I came to the Trust in my early 70s and now I feel, reluctantly, it's time for me to retire. I look forward to watching the Trust continue to strengthen and develop as an important and valued part of a good local health system. It has been my privilege to be Chairman. I shall be leaving you with much fondness and a little sadness."

The post of Chairman was advertised in January and a successful candidate will be selected by the Appointments Commission to take up post from the 1st April. The Appointments Commission is the independent organisation responsible, on behalf of the Secretary of State, for appointing chairs and non-executive directors to a number of NHS organisations including acute trusts.

Just a minute...



with Rachel Burch, Communications Manager

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

A My day starts before I get in to work, watching the Breakfast News to find out if any health or local news stories that might affect us have broken that day. Once here, it's straight down to checking the emails and catching up with Anita over coffee.

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

A Clueless! All time teen classic movie - guaranteed to make me smile.

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

A Post-it-notes - in ever-short supply.

Q Name something you have won

A I once won Monopoly in a raffle, only the street names were all in

Swansea. Wind Street doesn't have the same ring as Mayfair!

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

A I'd like a staff area or restroom where we can get away from our PCs and have a cuppa in peace and quiet.

Q Name something you are proud of

A A few years ago I worked for a charity in Greece. I'm very proud of the work we did but more of the impact it had on our young volunteer's lives, who often found out more about themselves during a four week stint living in a tent in an olive grove than they ever could back at home.



Q List a compliment someone has given you

A Apparently I make a fantastic lemon pudding.

Q What's your favourite comfort food?

A Sausage, mash and beans - the only thing my dad could cook if my mum worked on a Saturday - preferably eaten in pyjamas.



October Team of the Month

Between July and September 2009, the **Emergency 4-hour task force** was successful in making sure the RUH met the national target of ensuring 98% of people attending the Emergency Department were seen and either admitted or discharged within 4 hours of arrival at the hospital.

All staff ensured our patients received timely and appropriate care and the task force supported this by working with social services, community hospitals and care homes to provide a focus on 4-hour delivery. They identified different ways of working, were action-focused and worked as 4-hour champions in the trust.

The 4-hour task force comprises staff from the emergency department, Chair of the Medical division Dr William Hubbard, Divisional team representatives, Great Western Ambulance Service, Business Intelligence Analyst, Site team, the Discharge team and Director of Operations James Rimmer.

November Team of the Month

The **Outpatient Appointment** team developed a system for offering patients a choice to attend one of the new NHS Treatment Centres, which included writing an operational procedure and appropriate information for patients as well as the necessary paperwork to track referrals identified for transfer.

This new process means that patients are being given more choice in where they wish to be treated.

We anticipate that this project will reduce the demand for outpatient services within the Trust and support us in achieving two of the targets set by Government – 11-week outpatient target where patients wait 11 weeks or less for an initial outpatient consultation,



and the 18-week referral to treatment target, when patients must have had or started active treatment or surgery within 18 weeks of being referred to the hospital by their GP. Congratulations to the team.

Panto stars bring a little bit of magic

Two fairies - one good one bad - sleeping beauty and a handsome prince all braved the snowy conditions to spread a little enchantment amongst the young patients at the RUH.

The characters were some of the cast from the Theatre Royal's Sleeping Beauty pantomime. Liza Goddard, who stars as the good fairy, Gemma Bissix (the bad fairy), Natalie Marie Dignam (sleeping beauty) and Tim Bonser (the prince), arrived dressed in full costume. Lisa Goddard said: "We received such a warm welcome and thoroughly enjoyed visiting the brave young patients and the hard-working staff.

"We wore our stage costumes so the children could experience some of the magic of pantomime while they are away from home. It was an uplifting experience and a real pleasure to meet everyone on the ward."



The cast bought in goodie bags to give to the children, supplied by the pantomime sponsors Bath Chronicle. Hospital play specialist Lyn Gardiner said: "We are very grateful to the

cast for taking time out of their busy schedule to visit us. It was a real boost for the young patients to meet the stars of the show and receive a souvenir goodie bag."

Innovation at the RUH

The Myeloproliferative Disorders telephone service team recently achieved national recognition for using innovative ways of working to improve patient care at the RUH.

The team implemented a community scheme which enabled patients to have their blood tests at their local GP surgery and to receive the results by phone from the RUH. This avoided the need for patients to attend haematology outpatient clinics every 2-3 months and freed up appointments for others.

Oncology and Haematology Pharmacist Vicki Clarke says: "We were delighted to attend a ceremony hosted by the Myeloproliferative Disorders in Practice Journal at the Royal Society of Medicine in London. They presented us with a £2,000 cheque which we will use to further develop our understanding and management of Myeloproliferative disorders."

Myeloproliferative disorders are a group of diseases in which the bone marrow produces too many red or white blood cells, or platelets. Patients require medication to control the overproduction of these blood cells.



December Team of the Month

The Swine flu vaccination team worked extremely hard to instigate a major programme of the swine flu and winter flu vaccinations across the Trust with great heart and commitment.

Those that received the vaccination experienced a professional service which was essential in ensuring our staff remained healthy and well protected against the flu virus. This enterprising team worked tirelessly to get all areas of the Trust on board with the programme and, as of December 09, 60% of staff at the RUH had been vaccinated. This is a fantastic achievement and makes us the most successful Trust in the South West at staff vaccination.

Well done to you all.



Customer Service **Award winners**



September 2009

Simon Andrews, Acting Charge Nurse

Simon demonstrates outstanding commitment to his role as Acting Charge Nurse and he is an excellent role model. His colleagues have acknowledged Simon's extremely high standard of care and duty to patients and to staff, and he has directly contributed to the high level of morale on Pierce ward (now Forrester Brown Trauma Unit).

Simon's positive attitude encourages all staff to do the best they possibly can and he is highly respected by staff and patients. Congratulations to Simon on his award which is richly deserved.

November 2009

Lez Goodwin, Porter in Cardiac Centre

Lez has provided an outstanding service to assist both staff and patients. He puts patients at ease, treating them as individuals, building a rapport with them and helping to ensure that the patient's experience is as pleasant and efficient as possible. Lez works hard to ensure that patients arrive on time to the department, which reduces waiting times and patient's length of stay. He's an important member of the team and is a worthy award winner.

Congratulations Lez.



December 2009

Anita Houlding, Communications Officer

Anita offers unwavering support to the Communications department and never fails to deliver on results. Her role includes writing and editing the new Insight magazine which has received many compliments from across the organisation for its new format. She has excellent communication and organisation skills which she uses in a calm, professional manner. When the BBC or other media teams film on site, Anita ensures that our staff, the crew and the actors are all happy and aware of what is going on, which is vital in what can often be a very busy time.

Anita's behaviour helps to ensure that the department runs smoothly and harmoniously as she remembers the things that others forget.

Well done Anita, and thank you.

Celebrating... 25 years of fundraising



The Bath Cancer Unit Support Group has raised over £3,000,000 in the past 25 years to help cancer patients at the RUH.

John Carter, Chairman of Trustees Bath Cancer Unit Support Group said: "It never ceases to amaze me what can be achieved if a community is prepared to pool its fundraising proceeds. Projects which would otherwise not get off the ground because of their cost can be undertaken."

Founded in 1985, the Bath Cancer Unit Support Group has funded many projects at the RUH, including:

£1m on a Linear Accelerator and a new reception area. The Linear Accelerator is a high energy x-ray machine, which allows more targeted and effective radiotherapy treatment to be provided to patients with cancer.

£220,000 for a day-case treatment area on William Budd oncology unit, which enables some patients to receive their treatment as outpatients rather than being admitted as an inpatient.

£25,000 for a new quiet room, which is a private space for cancer patients and their carers to use. The quiet room is dedicated to the memory of Janet Crane, a former member of staff at the RUH.

£35,000 towards the funding of a new prostate cancer treatment called Brachytherapy, which involves planting radioactive seeds directly into the prostate gland and is often used instead of radical surgery.



Staff Nurse Chris Scott catching up with patient Peter in the William Budd Day Case ward.

Ralph Nunn was the first patient to benefit from Brachytherapy, he said: "I would like to formally thank the Bath Cancer Unit Support Group without whose generosity this would not have been possible. Many future patients will have cause to be grateful for their fundraising activities."

A significant percentage of donations come from patients and families of patients. To find out more about work of the Bath Cancer Unit Support Group, visit the charity's website, www.bcusg.org.



Keeping information secure

At the RUH we take a proactive approach to good information governance - ensuring that patient, staff and sensitive corporate information is handled in a secure way.

But it's always useful to do a 'self-check' now and then to remind ourselves of some of the effective controls we have in place to prevent avoidable loss of data.

If you can say a resounding 'yes' to the questions opposite, then you can sleep soundly at night! However, if the answer is 'no' then it's time to take action and help avoid any unnecessary risk.

If you require any further advice on any Data Protection or confidentiality issues, please ask your Line Manager or the Information Governance Manager, Simon Edwards (ext. 5556).

Top 5 Golden rules	Yes	No	If No...What to do
I only use a Trust encrypted memory stick to store Trust information			Request and collect an encrypted memory stick from IT service desk
Any notes, clinic lists or printed confidential information are disposed of in the confidential waste and no 'scrap paper' is removed from site			This is the most common cause of inadvertent losses of confidential data. No scrap paper must be removed from site due to the risk of it holding confidential data
If faxing confidential information I ensure I have the correct fax number, check someone is ready to receive the fax and ensure a receipt is received as confirmation			This is another easy way to send confidential data to the wrong location. Always think and check before you hit the send button
If I use a laptop for work it is an encrypted Trust issued laptop			Data on an encrypted laptop is totally safe
I am aware not to transfer Trust sensitive information to my own PC or mobile device.			Patient identifiable info and Trust sensitive data must not be transferred onto personally owned equipment
Total scored out of 5			

Home IV therapy service

The Trust has established a Length of Stay Taskforce to look at all the issues surrounding the discharge process and how we as a Trust can work smarter to get patients back safely in their own homes as soon as possible.

Over the next few months we will be highlighting actions we can all take; this month focusing on the Out Patient Antibiotic Therapy service (OPAT).

There are a number of conditions for which a prolonged course of IV antibiotics is appropriate. Patients frequently remain in hospital for 4-6 weeks in order to complete their therapy, even though their clinical condition would allow their discharge

home. This can result in bed days blocked which could be freed up, an increased risk of the patient contracting an infection, and patient dissatisfaction.

OPAT is a nurse led service supported by the Microbiology department and the patient's clinical teams. Patients who need long term intravenous antibiotic therapy which can be treated with a once daily antibiotic regime and whose clinical condition is otherwise stable can be referred to the OPAT team. The patient must be capable of understanding the concepts of, and taking some responsibility for, IV therapy and line care.

The OPAT team will risk-assess the patients and, if found suitable, help the clinical team to co-ordinate the patient's discharge for home IV treatment. The service has a great number of benefits including a high level of patient satisfaction with extremely positive feedback already received, a reduction in the risk of infection and the opportunity to release bed days and increase inpatient capacity.

There are detailed criteria for OPAT referral and more information can be found on the RUH Intranet, under 'Antibiotic and other Microbiology Treatment Guidelines'.

To contact the team directly, page 07623914586.

Make a date

The dates for the open staff meetings are set for the whole of 2010, so get them in the diary.

By scheduling these meetings at breakfast, lunch and tea-time, we hope that this will assist and encourage as many staff as possible to attend. It would be really useful for teams to send at least one representative to these meetings so that they can share the latest news with their colleagues.

Please note that the dates may be subject to change, but we will keep you informed of any amendment via the weekly newsletter - intheweek and the intranet. All meetings will take place in the PGMC lecture theatre unless otherwise stated.

Thursday 11 February	12.30-1.30pm
Thursday 11 March	4.00-5.00pm
Friday 16 April	8.30-9.30am
Friday 14 May	12.30-1.30pm
Thursday 17 June	4.00-5.00pm
Monday 16 August	12.30-1.30pm
Monday 13 September	4.00-5.00pm
Thursday 14 October	8.30-9.30am
Friday 12 November	12.30-1.30pm
Monday 20 December	4.00-5.00pm

Friends of the RUH

– where would we be without them

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

The gift of time

Voluntary Services Manager Jayne Creswell says: "We now have 420 volunteers - the highest number ever - who work in a range of areas across the hospital. They provide a listening ear and a welcome cuppa to our patients, offer a smile and a guiding hand to patients or visitors around the corridors, and serve behind the counter in the shop or the coffee shop. On any given day there are around 70 volunteers in the hospital and, over a year, they give some 62,400 hours of their time to the RUH - they're amazing.



"We have volunteers of all ages but there's been quite an increase in the number of student volunteers, who come for a short stint of around six months. Volunteering gives them valuable experience which they include in their CVs. One of our students, Emily,

told me that she volunteered because she wanted to be a children's nurse and being here gave her a good insight into the hospital environment. She really enjoyed spending time with the patients.

"Although a lot of volunteers are attracted to helping out at the RUH because they've talked to someone who is already volunteering, they also contact us by checking out our website. With a click of a button they can register their interest at www.friendsoftheruh.org.uk.

"This is a good time to thank all our volunteers for all they do throughout the year. They were here at Christmas too, helping to give out £3 gift vouchers as a Christmas gift to the patients who spent the festive season in hospital. The money

for the vouchers was raised at the Christmas Fair which - despite the credit crunch - raised a staggering £3,212. A special thanks to all the staff who supported this event."

Generous donations

The Friends of the RUH are hugely supported in their fundraising efforts by donations from generous public as well as from profits earned in the atrium shop and the coffee shop. Since October 2008, some £250,000 has been donated to purchase vital new equipment or to contribute to renovation work.

An exciting development for the New Year is the redesign and refurbishment of the Lansdown restaurant. The Friends of the RUH have agreed a donation of £15,000 towards this project - inviting artists to tender to provide a set of unique murals for the restaurant.

Friends Vice Chairman Richard Ford says: "The successful artist or illustrator will design five large murals to reflect the modern look of the new restaurant, as well as providing a signature design for menus and signage. Their designs will be enjoyed for many years to come."



" We have volunteers of all ages but there's been quite an increase in the number of student volunteers "

Forever Friends – update

Read more about the events that have, or are about to, raise funds for the NICU 'space to grow' campaign.



Celebs take on mastermind

Casualty actor Tristan Gemmill recently scooped the coveted trophy in a Christmas episode of *Celebrity Mastermind*. Tristan, who visited NICU in October, kindly nominated the Forever Friends as his chosen charity. Anyone who watched the BBC programme, which aired on New Year's Day, may have spotted the Appeal's corporate officer Nina Rack sitting in the front row!

2010 Bath Half Marathon and Family Fun Run

Have you got a place in the Bath Half this year? Have you chosen a charity? If not, the Forever Friends Appeal team invites you to run in aid of the NICU 'space to grow' campaign.

For assistance and to obtain a fundraising pack, call 01225 821535.



Human table football competition

This is a perfect opportunity to get a team together for some footie practice with a difference! On Saturday 20 March 2010, at the Olympiad in Chippenham, the whole family can enjoy some inflatable fun and help raise funds for an excellent cause. To secure a place for your team, get your £100 entry fee in today, with a commitment to raise a further £250 sponsorship. **For more information, call 01225 821535** or visit the Forever Friends Appeal website, www.foreverfriendsappeal.co.uk.



2009 Christmas Grand Raffle

A flat screen television, hire of a sports car for the weekend and a brand new Dyson cleaner were just some of the fantastic prizes on offer in this year's grand raffle. **An amazing £13,910 was raised** - beating previous totals - thanks to the dedicated Appeal volunteers Bill Viles and John Hayhoe who sold the raffle tickets in the Atrium. They did a sterling job.



Art

Stand back and admire the latest exhibitions

Our first new exhibition in 2010 is the Bath Photographic Society member's exhibition – from 19 February to 2 May in the central corridors.

The Bath Photographic Society was founded in 1888 and William Fox Talbot's son was an early member. The Society is forward-looking and friendly, embracing new technologies and welcomes new members. The complete programme, a picture gallery and information can be found at www.bathphotographicsociety.org.uk.

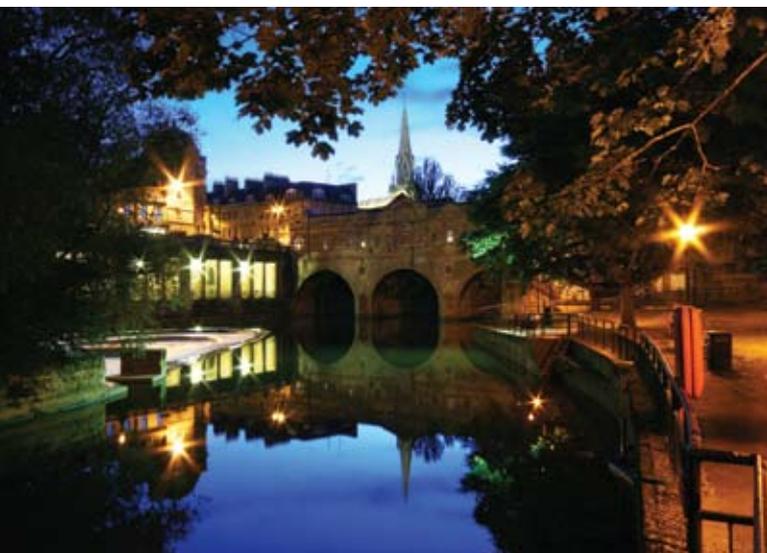
A series of traditional black and white photographs will be on display from the **Crown Monochrome Group**. The group was formed in 1997 by Terrick Meakin ARPS APAGB whose idea was to try and keep alive the skills needed for the making of traditional black and white photographs and to provide a place where those still practicing the art could meet; the initial meetings took place at the Crown public house at Tormarton, hence the name. The group now meets

at St. Anne's Church Hall, Siston, Mangotsfield, on the third Thursday of the month at 7.30pm. For further details please visit www.crownmonochrome.com.

21-year old **James Whitlock** (*below left*) is a self-taught photographer from Bath. The majority of his work is based in and around the city of Bath; he tries to capture the sights people see every day in a unique form.

Former RUH patient **James Tottle** has produced 'Space Cadet 56' (*below*), an illustrated musical about a man on a mission to Mars. A set of cartoon screen shots takes you through a journey from Earth to Mars and back again. Space Cadet will particularly appeal to children and teenagers. For more information visit www.myspace.com/scadet56.

All the work is for sale and a commission is paid to the RUH Arts fund so if you are short of ideas for a present - this could solve your problem!





Soundbite

Soundbite is a lunchtime musical entertainment programme taking place over the next six months. The programme is managed by Lucetta Johnson, a PhD student at the Courthauld Institute in London. Many of the performers are sourced through Live Music Now - a unique resource of specially trained young musicians - as well as the Music department of Bath Spa University. The programme has been generously supported by the Joyce Fletcher Charitable Trust.

Part of the programme includes music lessons to patients from **Rosanna Campbell**. Rosanna is our Musician in Residence and will play saxophone, clarinet and recorder on the wards. Rosanna, who is a music undergraduate at Bath Spa University, has played for the National Youth Orchestra. She is currently researching how taking part in musical activities can benefit health and will work particularly with young and elderly patients. "Learning a musical instrument can improve brain function and self esteem. Recent research has shown that music can improve communication, reduce stress and anxiety and improve the overall hospital environment."

For more information on Soundbite - contact Lucetta.Johnson@ruh.nhs.uk.

Art at the Heart of the RUH is charitably funded and is responsible for the exhibitions of paintings, photography, sculpture, interior and exterior design throughout the hospital and delivers a programme of arts projects for the benefit of patients, staff and visitors.

For more information visit www.ruh.nhs.uk/art or contact Arts Programme Manager Hetty Dupays on 01225 824987 or hetty.dupays@ruh.nhs.uk.



Take a break

This is your chance to win a free cut and blow dry to the value of £40 at Artizan hair salon, Bartlett Street, Bath.

All you have to do is to complete all the puzzles correctly and return this page to the Communications office by the 30 March.



Where am I?

This medieval walled town was of great historical importance, experienced the 'black death' plague in 1347 and according to Arthurian legend, Merlin was born in a cave close by.

In the 16th and 17th centuries agriculture was the dominant business of the town and other related trades included woolen manufacture. In the mid 18th century the iron and coal trades became more important.

James I decreed that the town should have two sheriffs, though this was reduced to one later, and the post continues to this day, though largely ceremonial. In 1555 Bishop Ferrar was burnt at the stake in the market square - friendly!

The town has a number of surviving heritage attractions include a Roman amphitheatre and some lucky soul found a hoard of Roman coins nearby in 2006.

Speedway racing was staged here in the early 2000s, and the town has its own football team, two rugby union teams and boasts two golf courses.

Where am I?

Puzzle

8				5				3
3			2				1	5
		5	3		9	8		
	3			4			5	
		4	1		2	6		
	1			7			2	
		6	7		8	2		
3					4		7	9
2			5					6

Spot the shot



See if you can spot the photo that this picture is taken from in this issue.

To enter, just tell us which page it's on.

Congratulations

Congratulations to last edition's winner, Quality Manager in Pathology Ian Wilcox. His correct entry won him an exclusive evening spa session for two at the Royal Crescent Hotel.

Name:

Department:

Contact No