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insight

ISSUE 25 SPRING 2015

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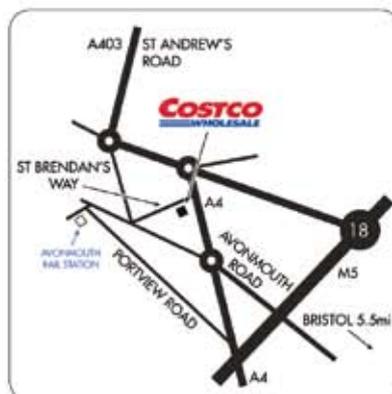
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Welcome



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

Whilst 2015 has only just begun and there's plenty for us to look forward to, the start of the new year also provides an important opportunity for reflection.

The health system, as a whole, experienced significant strain over the winter period – with waiting times

in Emergency Departments regularly making the national headlines. The RUH faced its own share of the pressure, but our brilliant staff rose to the challenge to see us through. We received some truly heartwarming feedback from patients, praising the dedication and care shown by our staff throughout the challenging winter months (page 13) – and I would like to add my own personal thanks to Team RUH for their hard work.

The dedication and achievements of our staff have also received public recognition by our being named as finalists in the Bath Life Awards. As we go to press, we are just days away from discovering if we will be the winners. Fingers crossed!

Finally, at the start of February the RUH officially acquired the Royal National Hospital for Rheumatic Diseases. The well-loved city centre hospital – which specialises in the treatment of patients with complex chronic conditions – officially became a part of the RUH family on Sunday 1 February. You can read more about what this means on page 5. We have already welcomed the staff, we now look forward to welcoming our new patients and building upon the excellent care they are used to receiving.

Best wishes for 2015.

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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Winter Pressures on ED

Recent news focused heavily on the failure of Trusts across the country to meet waiting time targets in A&E – our own Emergency Department's performance came under intense scrutiny from local press as figures published showed that the number of patients seen and treated/discharged within the 4-hour target dropped dramatically at the height of the pressures. During this period the RUH experienced its busiest week on record, with a 17% increase in emergency ambulances coming to the hospital, compared to the same week in 2013.

However, targets and figures only ever tell part of the story

and both the national and local media reflected upon the complex web of factors behind the steep rise in pressure. The situation was partly attributed to a lack of GP access for patients over the Christmas and New Year break – leading to patients attending A&E departments instead of seeking more appropriate treatment elsewhere. Blocks at the other end of the system were also reported as playing their part – with medically fit patients effectively 'trapped' in hospital, unable to be discharged due to a lack of capacity in social and community care settings.

Throughout the period of high demand, we worked closely with our partners in social care and the community hospitals to improve the flow of patients through the hospital and support safe discharge. Our staff, to their enormous credit, worked incredibly hard with a focus on safety and quality at all times.

For more on ED, turn to page 4.



ED Matron Mandy Rumble, ED Nurse Lance Dukes, and ED Assistant Wayne Taylor greet a newly arrived patient



HCA Lucy George updates the bed board in ED

Shining a light on ED

At the height of the winter pressures a journalist and photographer from the Bath Chronicle came to spend some time in our busy Emergency Department (ED) for an inside view on how the department operates under pressure. For the duration of their visit, Health Correspondent Amanda Cameron and Photographer Art Lesniak were taken under the wing of ED Matron, Mandy Rumble who has worked at the Trust for 35 years – 29 of those in ED.

ED is the first port of call for our most unwell patients and, when on shift, Mandy makes it her mission to personally greet each and every patient

on arrival. The area is divided into two sections: Majors and Minors. Once a patient comes into ED, arrangements are made according to their needs. They may receive treatment in ED and be discharged without being admitted or they may be seen by a consultant and admitted to the appropriate ward for further tests and treatment.

It was a busy shift with almost constant new arrivals, but both Amanda and Art came away with an appreciation for the coordination and dedication it takes on the part of staff to make sure patients are reassured, seen promptly and, when necessary, the right bed found for them on the wards.

And it's not just the Chronicle who were impressed by how ED operates under pressure. Throughout 2014, the RUH was rated as being one of the top ten A&E departments in the country based on patient recommendations*. For eight of the ten months from January to October 2014, the RUH ranked in the top five. In addition to this, the CQC's Accident & Emergency Patient Survey 2014 rated us as being better than the national average for patient satisfaction across a number of measures (under headings such as 'Confidence and trust', 'Time to talk', 'Reassurance when distressed', 'Respect and dignity').

***NHS England Friends and Family Test data**

Photos courtesy of Bath Chronicle. Photographer: Artur Lesniak

Welcoming The Min

The Royal National Hospital for Rheumatic Diseases NHS Foundation Trust (RNHRD) – known locally as ‘The Min’ – officially became part of the RUH on Sunday 1 February following several years of detailed work to make the move happen.

Chief Executive James Scott said: “We are delighted to be going forward together, and to be sharing a future that will benefit patients of both organisations. We are very lucky to welcome the RNHRD’s committed, passionate, and professional staff to the RUH. Patients from The Min can be confident that they will continue to receive the highest quality of care for years to come.”

The transaction officially took place on Sunday 1 February, though full integration of services will happen gradually over the next three years.

Both hospitals have always shared the fundamental goal of improving the care and quality of daily life for patients, and have been working jointly now for some time. The RUH intends to build on The Min’s outstanding reputation in the treatment of rheumatic diseases, chronic pain and fatigue; by developing services together we have a unique opportunity to make them even better for the patients that come from all over the country to use them.

The Min’s endoscopy service is the only

service that transferred to the RUH site at the point of acquisition, and considerable groundwork went in to ensure patients benefited from the move.

Tina Thresher, Senior Sister at the RUH, said: “Although Endoscopy is the first service to ‘officially’ integrate, we have actually been working together for almost 18 months with an additional Endoscopist joining the team. The integration was seamless and it feels like we’ve always been together.”

We popped over to The Min to catch up with some of our new colleagues, to see how they felt about the changes...

Matron Chris Harland said: “For many of us, joining forces with the RUH for the benefit of patients has always been part of what we do. Over recent months I have worked closely with my colleagues at the RUH to support the hospital’s Assessment and Comprehensive Evaluation Older Person’s Unit (ACE) and I’m looking forward to building further on the positive working relationships I have already established.”

Occupational Therapist Lisa Small is looking forward to getting to know her therapy colleagues: “I am feeling positive about the two organisations getting together and sharing skills and expertise that will benefit staff and patients.”

Extending the reach of research
As well as the clinical teams and disciplines

joining forces, the research teams at the RUH and The Min will merge to become a formidable force in the arena of medical and clinical research.

“Combining the research and development portfolio of our two hospitals will create the second largest R&D portfolio in the country; that’s an exciting prospect and I’m pleased to be part of it.”

Raj Sengupta, R&D Director and Rheumatology Lead at the RNHRD

“There are many complementary research strengths in both organisations and coming together provides an excellent platform for combining these to make us one of the best research hospitals in our class.”

Mark Tooley, Director of Research and Development at the RUH

Heritage factoids

- In 1742 the Royal National Hospital for Rheumatic Diseases was the first hospital in Bath, it was known then as the Bath General Infirmary
- In 1837 the name changed to the Royal Mineral Water Hospital, and the nickname ‘The Min’ was born
- In 1936 its official title became the Royal National Hospital for Rheumatic Diseases
- In 2005 the hospital became an NHS Foundation Trust



Welcoming our colleagues from The Min

Cardiologist in the Kitchen

In an inspired move, the RUH catering team (led by Head of Hotel Services, Mike Newport) has joined forces with clinicians at the Trust, drawing upon their expert knowledge to make positive nutritional changes.

Consultant Interventional Cardiologist Dr Ali Khavandi

has been heavily involved in the pioneering project and has ambitions to see the RUH as a national leader in applying contemporary evidence to nutritional development.

Dr Khavandi is well-used to treating heart attack patients and unblocking coronary arteries with stents. Although heart disease can occur as a result of various factors, the links between diet and heart health are well-established – in fact 80% of all cardiovascular disease is preventable through our dietary habits and lifestyle. But many of us still make poor choices when it comes to what we eat. Backed by an enthusiastic team, Ali and Mike are on a mission to change all that.

Ali says: "Working alongside Mike and his team has been a really positive experience – they've been amazing. This collaboration between clinicians and the catering team is unique; in many institutions there would be resistance. But joining forces for the benefit of the health of our patients, staff and visitors



Porridge with tasty toppings for a healthy start

makes a great deal of sense."

Mike says: "It's great to have our clinical colleagues on board. They can provide us with a sound evidence-base on which to build as we make healthy changes to our menus. We've already enhanced our breakfast menu with a range of fresh fruit pots which can be enjoyed with natural yoghurt. Our porridge, already a favourite, is now available with new toppings include banana, honey, cranberries and crushed nuts. And our popular homemade soups are now served with a granary roll."

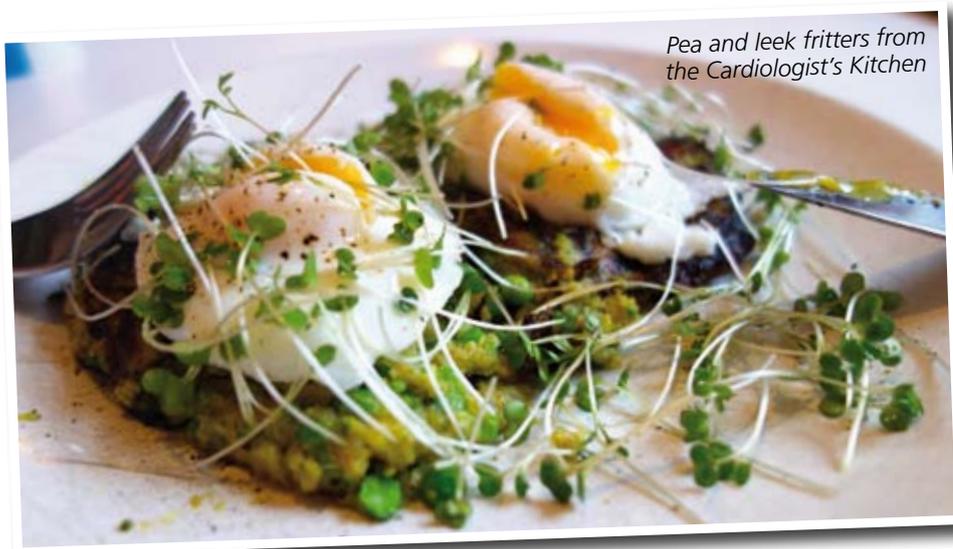
There is a dedicated 'healthy choice' on the menu every day – this is always the first choice on the counter and the

cheapest option available.

In a bold move, chips will now be served on Fridays only. Mike says: "Of all the steps we've taken, removing chips was the one I thought might prove controversial. But I'm pleasantly surprised by how ready staff and visitors have been to accept the move. The fresh-baked jacket wedges now on offer are much healthier than the chips, far tastier, and are proving really popular."

Dr Khavandi says: "There is just too much misinformation regarding diet and health in the public arena. It's time that we, as Specialists, draw on our expert knowledge to provide clear advice and support to enable patients, visitors and staff to make heart-healthy choices."

This is just the start. We will be updating Insight readers as this exciting project develops.



Pea and leek fritters from the Cardiologist's Kitchen

Check out Dr Khavandi's stylish online blog, The Cardiologist's Kitchen. The site provides information, support and delicious recipes – backed by the latest scientific evidence: www.medium.com/@TheCardiologistsKitchen



RUH patients 'Type-1 of a kind'

The Nabarro Medal is awarded by Diabetes UK to people who have lived with Type-1 diabetes for 50 years. The medal is named after Alan Nabarro OBE, who dedicated himself to improving life for people with diabetes.

Three RUH patients – Roger Strudwick, Peter Cousins and Chris Friend – received their medals in private ceremonies held at the RUH. The men were keen to highlight how much has changed in managing the condition over the past 50 years.

Peter Cousins said: "I was diagnosed at the age of seven, following a nasty bout of gastroenteritis. The doctor immediately diagnosed Type-1 diabetes. One of the biggest changes has been in the equipment we use. When I was first diagnosed, the needle I had was so big that I was given a contraption which resembled a 'harpoon gun' to help fire the syringe into me. I still have it at home."

Roger Strudwick agreed: "The needles were terrifying back then. The District Nurse would visit you and say 'shove that in your thigh!'. I was diagnosed at 19 and in some ways I think that was more difficult. I was a young man and I just wanted to get on and live. I didn't always get it right in the early days. But I have my diabetes under control now."



From left to right: Dr Alex Ward, Peter Cousins, Roger Strudwick and Community Diabetes Nurse Specialist Sally Wylie

Chris Friend is a great example of the fact that diabetes needn't be a barrier to a healthy and fully active life. He is a member of Bradford on Avon Rowing Club and still rows competitively at the age of 65.

Peter and Roger's medals were presented by RUH **Consultant Diabetologist, Dr Alex Ward**. She had high praise for the recipients: "I always feel humbled when I have the privilege to present the award to a person who has been managing their diabetes for (almost) longer than I have been alive! It is fantastic to see just how possible it is to live a long, full and active life with diabetes."

Both Peter's wife Wendy and Roger's wife Debbie were there to see their husbands receive their awards and joked that there should be an award for carers too. Debbie said: "You inevitably worry about your partner. But you do get very good at spotting the signs of a hypoglycaemic attack."

Peter's wife Wendy became so good at spotting the signs that she realised she had developed Type-2 diabetes before her condition was officially confirmed.



Needles from the '90s

The men are all now on the road to receiving Diabetes UK's Robert Lawrence Medal awarded for 60 years of living with Type-1 diabetes.

If you or a loved one is eligible to receive a Nabarro or Lawrence medal, you can find out how to apply at www.diabetes.org.uk/About_us/Medals



Roger and Debbie Strudwick



Peter and Wendy Cousins

Life after... a hip operation

*Through The Merry Men of Mey
North of Scotland*



In 2009, Jeremy Warren of Marshfield underwent hip resurfacing surgery at the RUH. Here he tells us about his post-op adventures ...

"My surgery followed years of pain and difficulty, in everything from getting into the car to putting on socks. The effect of the operation was transformational; I went from hobbling and miserable to being pain-free (although my children say I'm still grumpy!).

"The operation itself was a breeze – for me at least! The surgical team even gave me a choice of radio station to listen to in theatre as I dropped off (Radio 4, of course!). I was onto crutches very quickly and out of hospital in less than two days.

"After the op, I was keen to get active again. I did it in style by sailing around Britain in a small open dinghy with my sailing partner Phillip Kirk. Training for the around-Britain trip took two years. To get fit I did a lot of mountain biking around the hills between Marshfield and Bath. The training clearly had the desired effect, as I got my resting pulse well down into the 40s before the trip."

"Altogether, we sailed a total of 1650 nautical miles, with no support boat, no engine – just paddles. We did a lot of paddling! Phillip and I spent 15 of the 31 nights at sea and camped or slept on floors of lifeboat stations for much of the rest. But we smashed the previous record – almost in half – by completing the trip in just 32 days.

"I am extremely grateful to the team who cared for me at the RUH – both for the technical skill they clearly demonstrated but



*Jeremy Warren and
Phillip Kirk set sail on
dinghy 'Hafren'*

also for the advice and thought they put into understanding my situation and needs. I unhesitatingly thank my surgeon Mr Matthew Burwell who, as well as doing the op, helped me to manage my hip's downward progression for the two years preceding it."

Orthopaedic Surgeon, Matthew Burwell said:

"Modern hip resurfacing has been around since the mid-1990s, pioneered by the Birmingham-based surgeon Derek McMinn. The metal-on-metal bearing used in hip resurfacing wears less quickly than standard hip replacements, so can potentially last longer. It's a 'bone conserving' procedure, removing less of the patient's own 'native'

bone. The operation takes about 1.5 to 2 hours to perform.

"A hip resurfacing patient can return to unrestricted activities by 6-months post-op, including running and contact sports. The metal bearing in a resurfacing is more resistant to impact activities and less prone to dislocation due to the larger femoral head or 'ball'.

"As with all surgery, there are risks – some patients experience 'metallosis', a reaction to the metal bearing, and may require follow-up surgery. Also the procedure is no longer recommended for women as the smaller implants lead to increased wear of the metal bearing."

Life after... **premature birth**

Aimee Parkhouse weighed just 2lb when she was born and spent her first three months in the RUH's Neonatal Unit. Now a fighting-fit 8-year old, Aimee was an official mascot in Bristol City FC's FA Cup match against West Ham on Sunday 25 January. Proud dad Matthew has this message for parents of very premature babies: "I would like to say to all parents everywhere 'never give up hope!'"



Aimee Parkhouse

Bright ideas at the RUH

It can be tricky to get good ideas off the ground in a big organisation, but two schemes at the Trust are helping staff kick-start their ideas, big or small, as Project Support Officer Sarah Cook explains...

"We have two routes for staff to share their ideas – they can either send us a 'Bright Idea' which is usually a brief suggestion for an improvement or, if they have something bigger that they are looking for support on, they can make a bid to the Innovation Panel which operates a little bit like Dragon's Den.

"Any member of staff can put an idea to the Panel. Bidders have just 5 minutes to pitch their idea. They then face a tough grilling before the Panel decide whether to back their idea and support them to take it forward. In just those brief few minutes you get to see the passion that staff have for their idea; we've even had one member of staff come in to pitch in her own time before a night shift!"

We've had over 100 ideas so far from staff in all roles, including...

- A jingle which is played on Bath Hospital Radio reminding patients about Deep Vein Thrombosis with helpful advice on what they can do to help prevent it
- A 6-month pilot of a novel psychology service for patients with health-related anxiety as a result of respiratory disease. The service aims to improve quality of life for patients, reducing their anxiety and their likelihood of re-admission
- An app which gives staff easy access to up-to-date local prescribing guidelines via their smart phones. The app helps ensure patients get the correct antibiotic, which is a national priority
- An 'environmental champion' toolkit which gives staff who are passionate about looking after the environment the tools to be able to improve their environment at work and monitor the savings we make as a result
- A 6-week trial of portable 'resuscitaires', a nifty device which allow new born babies who may require resuscitation to stay close to their mothers



Meet the dragons ... staff must get their ideas past our Innovation Panel

Best support

It's important that our patients feel well-supported both whilst they are in hospital and once they leave us. In this special feature we take a look at just a handful of some of the support services on offer from the RUH and the benefits they bring to patients ...

Bath Community Liver Support Group

The liver support group meets to offer support, advice and information to adults affected by liver conditions. The aim is to help people feel less isolated, by providing an opportunity for them to get together to share information and, most importantly, a cup of tea and a biscuit. The group is run by the RUH's fabulous Hepatology Nurses and is open to patients (past or present) and their family and friends. New members will be made to feel very welcome. To join, you can simply turn up.

When: Third Monday of every month (excluding bank holidays) at 6.30pm

Where: Gastroenterology Department (B57) at the RUH, Bath

Contact: Hepatology Nurse Specialists Sara, Fiona or Claire on 01225 826471, email ruh-tr.hepatology@nhs.net or search Facebook for Bath Community Liver Support Group

"Facing a liver condition alone can be a frightening experience for anyone. Simply talking with others going through the same thing, and having support on hand from clinicians who can provide advice and information, can really help" **Sara Gardner, Hepatology Nurse Specialist**



RUH Pharmacy Helpline: getting your medication sorted

Medicines Helpline

The RUH Medicines Helpline supports patients in taking and managing their medicines. The service is run by Pharmacists who can answer any questions about medicines that patients or carers may have. Common queries include questions about side effects, how to take a medicine, and whether a patient's new medicine is safe with any other prescribed or over-the-counter medicines they might be taking. The service is open to patients for up to a month after they have been discharged or for the month after they have received outpatient medicines.

When: Monday to Friday, 3pm-4pm*

Call: 01225 825361

*Access to advice outside of these hours may be limited. There are plans to extend the guaranteed opening hours during 2015.

"We want patients to know that they are not alone in managing their medicines. Patients have a lot to take in upon leaving hospital, so the helpline provides essential support so they can be confident they are taking their medicines correctly and thus getting as much benefit from them as possible." **Matthew Jones, Senior Pharmacist**



The friendly Hepatology Nurse Specialist Team

...ting role...

Supervisory Midwives

Any woman using RUH maternity services can opt to speak with a Midwifery Supervisor at any time during pregnancy. Midwifery Supervisors are qualified midwives with considerable experience and specialist training for the role. Issues most frequently discussed include choices surrounding place of birth, screening in pregnancy, options during labour and birth.

The 'Supervisor of the Day' scheme enhances the support already on offer by making a Midwifery Supervisor available at the RUH every Tuesday to meet with women to discuss issues or address specific concerns.

When: Every Tuesday. Appointments 1pm-2.30pm. Drop in session 3pm-4pm

Where: Study Room in Mary Ward (Princess Anne Wing, RUH)*

Contact: Appointments available by calling Mary Ward on 01225 824662

*If you are unable to come to the RUH, please get in touch as it may be possible for a Midwifery Supervisor to visit you at your local birthing centre or at home.

"We understand that women often need more time than is available within their usual antenatal care pathway. Supervisor of the Day aims to address this by offering women that extra time that is so often beneficial." **Joanne Coggins, Supervisor of Midwives**



ED volunteer, Debbie Bland

Friends on the wards

Friends volunteers provide vital support around the hospital. Their hospital guides have a visible presence around the hospital, but the Friends also provide support in key clinical areas. Volunteers support patients in ED, bringing comfort, support and reassurance during what can be a frightening time. Volunteers also provide a lifeline to patients in Oncology as they undergo Chemotherapy – they can fetch and carry for the patient whose ability to be up and about is limited during treatment, as well as providing support and a welcome distraction. A number of Friends volunteers are also trained to provide breast-feeding support on the Maternity wards, and this has led to a number of volunteers deciding to go on and train as midwives.

Contact: Interested in volunteering? Call 01225 824046

More info: Turn to page 24 for more news from the Friends of the RUH

"There are so many opportunities open to our volunteers. The support they provide in clinical settings can really help take the pressure off of our hard-working clinicians." **Jayne Watkins, Volunteer Services Manager**



Supervisory Midwives, Sarah Marks and Jo Coggins

Watch this space...

Parking at the RUH

Director of Estates, Howard Jones gets a grilling over the contentious issue of car parking at the RUH.

- **There never seem to be enough spaces and I spend ages trying to find a place to park. Do you accept that parking is a problem at the RUH?** "Yes. We fully recognise that parking is a real source of frustration – and has been for some time. We appreciate the anxiety attached to seeking a car parking space and the stress this can cause patients when they visit the RUH."
- **If you know the RUH needs more parking spaces, why can't you just go ahead and create them?** "We do not have final say over how many spaces we provide onsite. We have to apply to the local authority for planning consent – and plans must be approved before new spaces can be created. We recently commissioned an independent report which explored in detail the need for increasing the number of spaces available. The report

findings provide a strong case for additional parking and we are now engaged in encouraging talks with BaNES' Planning Department prior to submitting a formal application. We're confident this will lead to us being able to create extra spaces very soon."

- **Why not build a huge multi-storey car park?** "It is very unlikely that planning consent would be granted for a multi-storey car park – given that we are in a densely populated area surrounded by residential housing – but we are considering the option of a ground floor car park with potential for a single deck."
- **What does my parking pay for?** "The parking fees cover the cost of land ownership, maintenance and car parking attendants. The remaining 25% goes straight back into delivering healthcare at the RUH. All income goes to the RUH as we don't employ outside contractors."

- **Don't you think you should be encouraging patients and staff to use green transport options instead of expanding car parking?** "We encourage staff to use green options wherever possible. As well as promoting car sharing, we also subsidise the Odd Down Park & Ride service to the tune of £70k per year. We have bus stops with real time information on site, and offer discounted tickets for staff. We've installed new bike racks and shower facilities and host regular 'bike clinics' for staff. We also have a number of Bath Nextbikes on site."
- **I am at the hospital having very intensive treatment and can't afford to pay for parking every day. Are any patients exempt from car parking charges?** "We offer a £15 weekly parking pass and we also provide free parking for Blue Badge holders and concessions for patients receiving regular treatment for certain conditions, such as cancer. For more details call main reception on 01225 824884."



Thanks and Thoughts

We received an overwhelming amount of positive feedback from patients treated in the Emergency Department during our most busy period. Many of the letters we received requested that we extend our thanks, so we are sharing a short selection of comments here ...

"My family and I have had some less than satisfactory experiences at the RUH Bath over the years and when given a choice of treatment centres we tend to choose other locations. However, over the Christmas break I developed chest pains and was taken to the RUH. Despite a very busy A&E department I was assessed very quickly. I now have renewed faith in the RUH to look after me. Congratulations on providing a patient-focused, friendly and efficient team."

NHS Choices Review

"Once I reached the RUH, I was dealt with immediately by very competent, friendly and knowledgeable staff. I heard on the

news lately that the RUH has fallen behind in Government deadlines, but with the way they work, I do not believe they could do any more than they are doing. One very, very satisfied short-term patient."

NHS Choices Review

"ED exuded an air of quiet competence and I was visited by many specialists who treated me respectfully and kindly. The various departments coordinated with each other in a smooth and timely manner and I was fully involved in my treatment. The staff were so chatty and friendly and made the experience much more bearable than it otherwise would have been. Many thanks."

NHS Choices Review

Letters to the Editor ... Bath Chronicle, 22 January

"Last week my wife was taken to A&E. She was seen by a doctor and a consultant, had an x-ray and CT scan, and was admitted all within three hours. She received excellent care and attention. The staff could not have done more – indeed they saved her life. They should be given the credit they deserve." **Michael Brown, Bath**

"On Boxing Day I was admitted to A&E due to a heart problem. The department was very busy. Despite this, the staff were unfailingly patient, calm and caring and made me feel safe in a worrying situation. I do feel that whilst people are very quick to complain they are less willing to give praise where it is due."

Hilary Wright, Bath



Last edition's cover star Sam Gillard sent in this snap of his creepy creations



Inspired by Autumn's 'Then and Now' feature, Adrian Cottle sent in this pic from his stay on Helena Ward in 1965

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/RUHBath



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.

Coming in to **land...**



'Helimed 22' in action (credit Chris Watkins Media)

During its first week of operations, Wiltshire Air Ambulance's new helicopter airlifted three patients to the RUH for emergency treatment.

The air ambulance (call sign 'Helimed 22') airlifted a 24-year-old man who suffered a cardiac arrest in a swimming pool near Warminster, an elderly man who suffered lacerations and a hip injury in a road traffic collision near Malmesbury, and a rugby player who suffered suspected spinal injuries during a match at Melksham.

It is the first Bell 429 helicopter to be used as an air ambulance in the UK and, as a dedicated air ambulance, it has two Critical Care Paramedics on board. The helicopter is faster and bigger inside than the previous air ambulance, which was a shared helicopter with Wiltshire Police.

The air ambulance comes in to land on a helipad within the cricket ground immediately adjacent to the RUH. The time taken to unload a patient from the aircraft on to a trolley and into the RUH is usually less than three minutes.

Before arrival, Wiltshire Air Ambulance's Critical Care Paramedics phone the hospital to brief staff about the patient they are transporting. Depending on the nature of the illness or injury, patients are usually taken straight to the Coronary Care Unit or for a CT scan.

Patients airlifted to the RUH by Wiltshire Air Ambulance (WAA) have usually suffered trauma injuries, heart attacks and strokes.

Typically, 40% of patients airlifted by WAA are flown to the RUH. In 2014, WAA flew 45 patients to the RUH, of which 23 suffered heart attacks or strokes, eight were injured in sport or

leisure activities, six were injured in road traffic collisions, two suffered falls, two were injured in industrial incidents and four were miscellaneous.

WAA Critical Care paramedic Richard Miller, who leads the team of paramedics at WAA, said: "The RUH is probably one of the best hospitals we go to for ease of access to its helipad. It's imperative that patients airlifted to hospitals receive excellent clinical care as quickly as possible.

"The cricketers who use the cricket ground next to the helipad are very accommodating to us. They stop the game when we are landing and restart it after we have lifted, sometimes that can be up to an hour."

For more information about Wiltshire Air Ambulance visit www.wiltshireairambulance.co.uk

Puppy power

The Cleaning Team at the RUH is deserving of a huge round of 'a-paws' after their fundraising efforts have led to them sponsoring two guide dog puppies. The puppies (called Angel and Star) will be put through their paces by trainers working for the Guide Dogs for the Blind Association.

Anita Silk is a Puppy Trainer for the Association. We bumped into her whilst she was attending an outpatient appointment at the RUH – with her latest young 'puppy in training' A.J. in tow. Anita and her husband have been puppy training for the past three years. The couple take the puppies in when they are very small and give them basic training, before handing them over to a specialist training centre where they learn



A.J. and trainer Anita Silk

to be fully fledged guide dogs.

Each guide dog partnership involves 20 months of training, seven years of support –

and costs around £50,000. Well done to our cleaners for making a big difference with their own generous donation.

Interested in sponsoring a puppy? Visit www.guidedogs.org.uk

Superstar staff

Throughout the year, our staff are recognised through monthly awards given out at the Trust's Open Staff Meetings; The Chief Executive's Customer Care Award is given to a member of staff who has gone above and beyond to deliver excellent customer service and the Team of the Month Award is given to a team that has achieved something remarkable or made a really positive impact with their work.

This January, the 2014 winners had their success celebrated at a New Year's Honours Awards ceremony held at the Assembly Rooms in Bath. On the night, overall awards were presented in each category honouring staff for their exceptional contributions, achievements and innovations. Awards

for longstanding service were also presented – with 38 staff celebrating 25 years at the Trust and 9 celebrating an incredible 35 years.

And the winner is ...

Team of the Year: 'Rapid Spread' team for their work to eradicate pressure ulcers at the Trust

Most Innovative Team Award: Emergency Surgical Assessment Clinic for their innovative surgical support service

Chief Executive's Customer Care Award: Alison Huxter, Healthcare Assistant on Ambulatory Care who was nominated by a patient for her exceptional care

Research and Development Award: Neonatal Care Environment Research Team for proving the benefits to babies and their families of the Dyson Neonatal Care Unit

Personal Achievement Awards:

Linda Ellis, Sister, Ophthalmology
Dr Anu Garg, Consultant Physician and Clinical Lead, Acute Medicine
David Jennings, Change Analyst, IT
Alexa Poppleston, Pressure Ulcer Prevention Nurse

Bath Life Awards

The Bath Life Awards celebrate the best businesses and organisations in Bath – and as this edition lands we're still in the running. On why we deserve to win, Chief Executive James Scott said: "It's the people who make us. Every improvement we make, every patient we care for, every new life safely delivered and every dignified death, and each and every ward we work tirelessly to keep clean – all of it is possible because of the 4,600 incredible people who make up our staff."

Food for thought at **Caring**

Catering to an industrial scale in the RUH kitchens



Trust members were in for a treat on Monday 19 January, as the first Caring for You event of the year gave an insight into 'Food and Nutrition' at the RUH.

Over 70 members attended the event to hear, from the experts, all about how hospital food has changed over the years and to learn about the importance of nutrition and hydration during a patient's stay in hospital. Those who braved the weather to attend the event were rewarded with samples of hot food and soup. Roxy Poultney, Membership Manager, said: "Our happy and well-fed attendees suggested 'food tasting' might

be a good way to end all CFY events ... no such luck I'm afraid!"

Presentations from a range of professionals from the hospital – including a speech and language therapist, nutrition and dietetic services, a food hygiene trainer and the hotel services manager – highlighted the far-reaching impact nutrition and hydration has on a patient's illness and their recovery whilst they are in our care.

Emergency Department Matron Mandy Rumble gave an overview of how the hospital's Nutrition and

Hydration Steering Group (of which she is Chair) uses patient feedback to set improvements to food and nutrition in motion.

Jill Tuffrey, Nutrition and Dietetics Services Manager, who is also part of the group, talked about patients arriving with malnutrition: "Nationally, 1 in 3 patients admitted to hospital are malnourished. Patients admitted to the RUH are screened for malnutrition and, if needed, are then given an individual care plan. The emphasis is on identifying and meeting a patient's individual needs."

for You Membership News

Mike Newport, Hotel Services

Manager, spoke about the mammoth task his team has of preparing the 1,600 meals our patients consume each day. Over 9000 of the 556,000 meals prepared each year are tailored for special diets. Mike also talked about food sourcing. The majority of our food is sourced locally – including fruit and vegetables from Be Prepared in Twerton, milk from Müller Wiseman's Dairy, and bread products from Bakers of Bath.

Jo Lamb, Speech and Language

Therapist provided an interesting insight into patients' physical ability to eat. People swallow, on average, 600 times a day. The Speech and Language Therapists monitor and support patients who have difficulty swallowing and work very closely with occupational therapists, physiotherapists, doctors and nurses, pharmacists, catering staff and many more healthcare professionals to make sure patients are able to eat the food put in front of them.

Our members (many of whom have been patients themselves) had their own views on food at the hospital. The general consensus was that hospital food has improved significantly over the years and is no longer something to dread as an inpatient. Mrs Boyton from Bath said: "The food at the RUH has improved beyond recognition since I was last an inpatient. I particularly like the fact that there is now a cooked meal in the evening instead of just a sandwich. I felt that a real effort has been made for meals to be of a high standard."

Roxy would like to encourage people to come along to the next Caring for You event: "We tailor our events according to the interests and suggestions of our Members, but of course anyone is welcome to attend. The next event will focus on Pathology and will take place on Tuesday 24 March 2015. We hope to see you there!"



Date	Event Title
Tuesday 24 March	Pathology
Monday 20 April	Organ Donation
Thursday 21 May	Dementia and Alzheimer's
Tuesday 21 July	Mental Health
Tuesday 29 September	Research and Development
Monday 23 November	Dermatology

All events take place from 6pm-7.30pm in our Post Graduate Medical Centre (B20). Places must be booked in advance.

To book your place or to register your email address in order to receive updates and invitations to Caring for You events, please contact the Membership Office on 01225 821299 or email RUHmembership@nhs.net

North Wilts in the spotlight

The first ever North Wiltshire Constituency meeting was held at Chippenham Town Hall on Thursday 5 February. Almost 20 members joined Public Governors Jan Taylor and Adrian Bligh, and also received updates on the future of the hospital from the RUH's Deputy Chief Executive and Director of Finance, Sarah Truelove.

Adrian Bligh said "It was fantastic to meet some of our constituents whom we were elected to represent. During the meeting, we split into focus groups to seek everyone's views and learn about their experiences of the hospital to identify where improvements could be made.

Jan Taylor said "The feedback we received will help us to make positive improvements at the RUH with members' views in mind. It was great to hear that members felt empowered by the meeting."

North Wiltshire Constituency Meetings 2015

Date	Time	Location
Thursday 4 June	6.30pm-8.30pm	Malmesbury Town Hall, SN16 BZH
Thursday 1 October	6.30pm-8.30pm	Devizes Town Hall, SN10 1BN

Places must be booked so for more information or to book your place please contact the Membership Office on 01225 821299 or email RUHmembership@nhs.net



Stand out Art for **Cancer Care**

Innovative design is essential for creating a welcoming and exceptional environment for patients, and good design will play a key role in plans for the new Cancer Care Centre at the RUH. The hospital's charities are working closely together to make a 'Wish List' of art pieces and installations for the centre a reality.

Art at the Heart (AATH), the official arts charity for the RUH, will ensure that a clear art and design strategy is in place for the pioneering new cancer centre that will enhance the environment and complement the high quality care patients will receive. Supporting this work, The Forever Friends Appeal aims to raise a total of £250,000 to be used specifically for the provision of art for the centre.

Art can be used in imaginative ways to improve the whole clinical experience for patients and it can take many forms, including integrally etched windows that could act as screens, clever use of light and colour to brighten waiting areas, small gardens, and, of course, stunning pieces of artwork. AATH intends to include stand-out sculpture in the design, using the landscape as an integral part of the project.

Arts Programme Manager, Hetty Dupays says: "The overall aim is to create a truly holistic healing environment by connecting the outside to the inside, capturing light through glazing and layout, and maximising views. The benefits of incorporating greenery into a built environment to help improve health are well-recognised. With this in mind, landscape will take centre stage in the proposal, driving the design both externally and internally."

AATH are in the process of building a strong collection of artworks for the new Cancer Care Centre, which includes 'Brass Monkey' by Bruce Munro (pictured) – a vibrant light installation that will be incorporated into the



Montefiore Hospital – Chemotherapy pod (Credit: Oliver Perrott)

building's landscape design. But there is still more to do to realise the goal of creating a truly stunning space and support from the local community will be instrumental in helping AATH get there, as Hetty recognises:

"So much of what we are able to do is down to the generosity of people from the communities the RUH serves, and the contributions of that community remain as important as ever as we embark on this ambitious project."

If you would like to support the arts fund



Montefiore Hospital – Quiet Room, Brian Eno (Credit: Oliver Perrott)



Brass Monkey, Bruce Munro (Photograph: Mark Pickthall)

or are interested in finding out how you can get involved, the Cancer Care Centre 'Wish List' is now available on request. Please call 01225 824987 or email hetty.dupays@nhs.net

Soundbite performances take place on Tuesday afternoons in the Atrium. Please check the Art at the Heart website for upcoming performance dates: www.ruh.nhs.uk/art

On the trail for local art this spring

In anticipation of the Open Art Trails in Bear Flat, Larkhall, Newbridge and Widcombe this May, paintings, mixed media, prints, mosaics and photography will all feature along the central corridors of the Royal United Hospital, proudly representing and promoting art and craft makers residing in the city.

Alongside the work of the Bath artists, AATH welcomes the return of Midsomer Norton and Radstock area Art Group Old Bakery Artists. The group will be showing a fantastic array of their latest artwork in a colourful exhibition with something for everyone – from abstract and contemporary to figurative and traditional works.



'The Bird' Olive Webb, Bath Open Studios

Spotlight on... Catheter care

RUH nurses Mel De Jaeger and Jackie Robinson have embarked upon an ambitious research project which aims to improve the experience of patients who leave the RUH with a urinary catheter. Here, Mel De Jaeger fills us in on what the Catheter Passport is setting out to achieve:

"A urinary catheter is a medical device used to drain and collect urine from the bladder. For a health care professional, catheterisation is a normal part of everyday practice. But having a catheter inserted can be a disconcerting experience for a patient – even more so when they are discharged with the catheter still in place.

Up to 20% of patients will have a catheter inserted during their stay at the RUH. Catheterisation does carry a risk of infection – and catheterised patients who develop signs of a catheter associated urinary tract infection can go on to develop more serious secondary infections such as bacteraemia or sepsis, both of which can be life-threatening.

Whilst in the RUH, catheterised patients are supported by staff who, in turn, are supported by the hospital's Continence Team.

However, once discharged, having a catheter can be a daunting experience for a patient and can have a big impact on their physical and mental health. Patients who are not adequately supported to manage their catheter at home or in a care setting may face being re-admitted to hospital.

During my nursing degree, my dissertation explored the experiences of patients and nurses using catheters and it led me to think that there was a better way to support these patients. A Catheter Passport



Nurses Mel De Jaeger (left) and Jackie Robinson (right) help a patient get to grips with his catheter

is a booklet given to a patient which contains simple and clear information about their catheter. It explains why they have been given a catheter in the first place and details about their individual catheter plan. The passport remains in the patient's possession, placing them at the centre of their care.

Jackie and I hit upon the idea of developing our own Catheter Passport by researching those already in use and by drawing upon the experiences of patients and healthcare professionals. Following a successful grant application, we are currently in the 'design phase' of our two-year project. During this phase, we will test our innovative design – seeking the opinions of RUH ward nurses, patients and a selection of community nurses within BaNES

before making the final changes to the Passport in late spring.

The second 'research phase' of the project will involve testing the passport with patients who are discharged with a catheter."

Mel and Jackie are actively looking for patient feedback on their design. A relaxed and informal get together will take place on Friday 22 May from 2-4pm. Refreshments will be provided – and participants will also receive a high street voucher to thank them for their time and input. If you have had experience of managing a catheter at home at some point during the last year and would like to be part of the Patient Panel, please call the RUH Membership Office on 01225 826288 or via email ruhmembership@nhs.net.



Smallcombe House

Smallcombe House is a purpose built Residential Care Home for the Elderly (registered by the Care Quality Commission). The Home is situated on Bathwick Hill, Bath, all rooms are single en-suite with call-bell facilities, with views looking out across Smallcombe Woods.

The ethos of the Home is Christian and has a Chaplain who is an ordained minister.

For further information and a brochure please

Tel: 01225 465694.

Smallcombe House, Oakwood Gardens, Bathwick Hill, Bath BA2 6EJ

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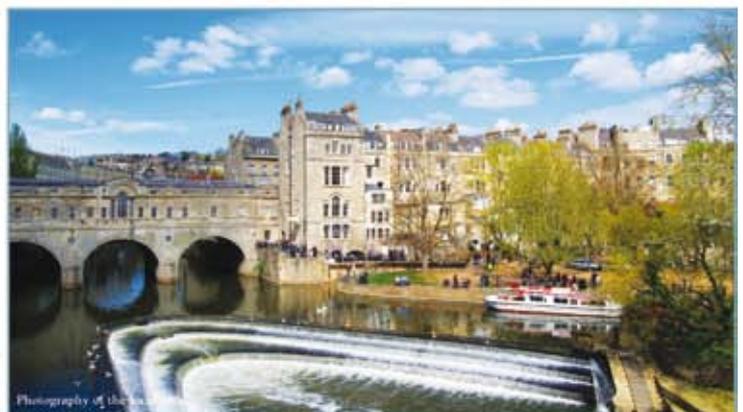
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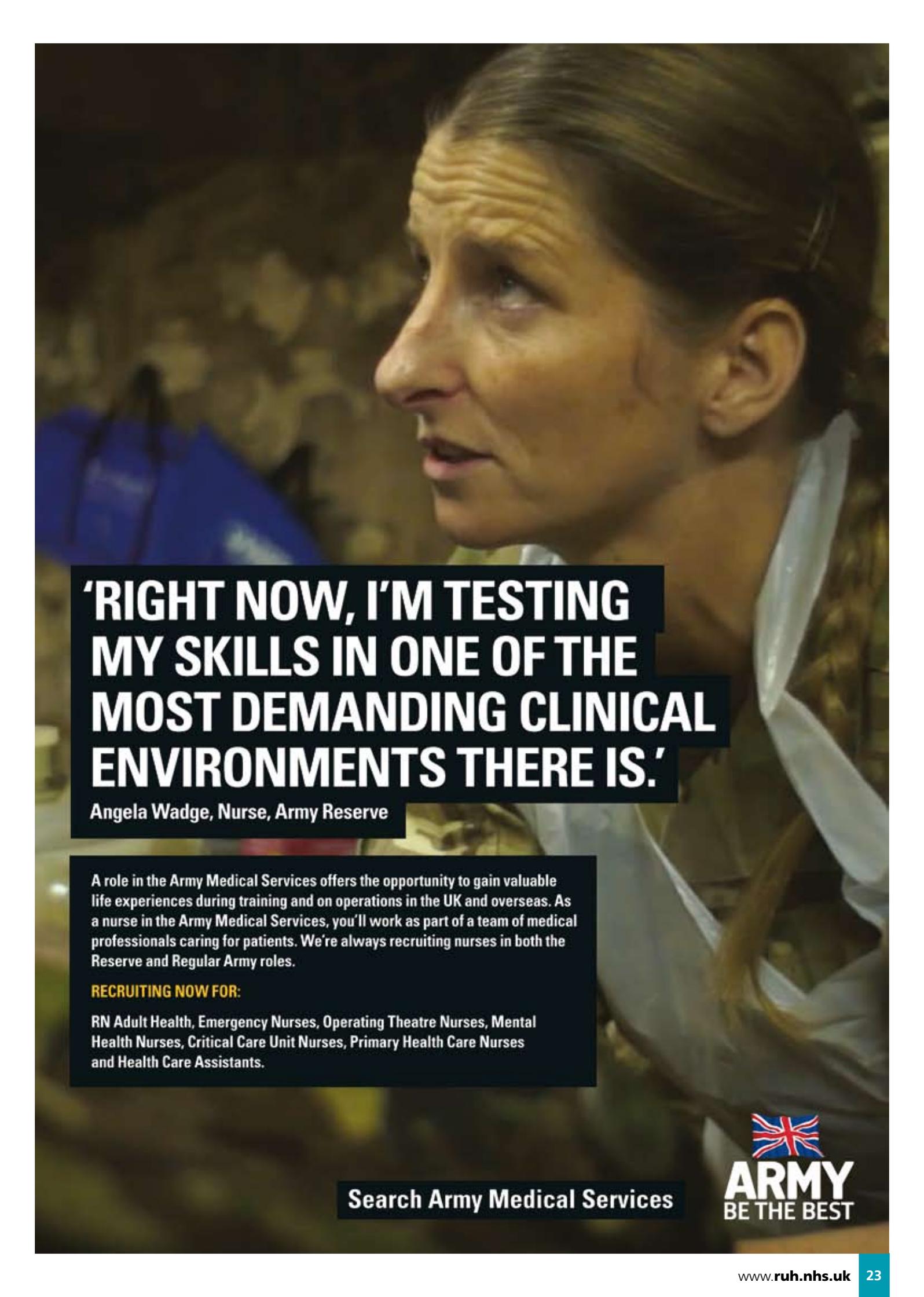


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The Forever Friends Appeal



Join any of the Appeal's events this year, and you'll be taking great steps to transform care for our patients and their families.

Walk of Life

Saturday 16 May
Devizes, Bradford on Avon, Bath

Walk of Life is fast becoming a favourite on the Appeal's event calendar. Join us for 9, 12 or 21 miles along the Kennet and Avon Canal and help raise funds for the RUH. This year's event is once again kindly sponsored by Kier Construction, who are working with the RUH to redevelop the hospital site.

Firewalk!

Sunday 15 March
Alexandra Park, Bath

Face your Fears in the hottest, shortest sponsored walk you'll ever do. Walk over hot coals and make a real difference to the RUH. Support the RUH Cancer Care Campaign or another area or department in the hospital that is close to your heart – it's up to you!



India Dalai Lama Trek

30 October to 9 November

The Appeal has teamed up with Global Adventure Challenges Ltd to offer 15 people the opportunity of a lifetime! This stunning trek in North India will take our intrepid team across 67km in the world's highest mountain range. Your fundraising will help build a pioneering new Cancer Centre at the RUH.

To sign up for the above events contact Events Fundraiser Laura Pearce on 01225 821535 or laurapearce1@nhs.net

For more info, visit www.foreverfriendsappeal.co.uk



Friends volunteers not just for Christmas

On Christmas Eve a team of cheery volunteers visited the wards, offering patients a small gift and warm festive wishes. A special thank you to all the volunteers who gave up their time to make Christmas as special as possible for patients and staff at the RUH over the festive break.

The gift of time is precious all year round, and becoming a volunteer for the Friends of the RUH is a wonderful way to touch lives and to meet new people. New volunteers are always needed.

If you or anyone you know is interested in becoming a hospital volunteer, contact the Volunteers Office on 01225 824046.



Friends volunteers brought festive cheer to the wards

Wanted: Your paperbacks for Bob's book sale!

A charity book sale takes place in the Atrium on the first Monday of every month, between 10am and 4pm. Each book sold pays for an emergency toiletry pack filled with essential items. The packs are delivered to the wards

by Bob Wilkins who runs the sale and volunteers for the Friends.

Book donations can be dropped off at the Friends' shop in the main entrance or in the Friends office (B18).

If you are an avid reader come along, pick up a bargain, and help support our patients!

Don't forget!

The Friends Coffee Shop is open Monday-Friday, 10am- 4pm. Pop in for a spot of lunch or a cuppa and a cake.

