

# insight

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

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## inside this issue

- 4 Celebrating our first year together
- 6 RUH win at Nursing Times Awards
- 7 Your opinion matters
- 8 Our values
- 10 Further research in to Parkinson's disease
- 12 Hospital stars
- 14 Art at the heart of the RUH

### Contributors



**Helen Meehan**  
Lead Nurse,  
Palliative Care  
(Page 9)



**Kelly Spencer**  
Research  
Manager  
(Page 10)

# Welcome



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

I was delighted to be joined by a patient, a carer and one of our nurses to launch our new values in January; a great start to 2016. The values we uphold as an organisation shape our behaviour and the care we deliver, and they were created with almost 1000 staff, patients and carers. Our values guide everything we do, how we work with patients, carers, and each other, now and in the future. Our values represent our aspiration for the type of hospitals we want to be.

Everyone matters, and works together to make a difference, to ensure we continue to improve the quality and standards of service delivered by the RUH. You can read more about our values on our website [www.ruh.nhs.uk](http://www.ruh.nhs.uk)

Time flies, and it is already a year since the RUH and the RNHRD joined together, and what a busy year it has been. Most visitors to the Mineral Water Hospital site won't have noticed anything different; our patients still receive the same high quality care from the same teams. However, behind the scenes a great deal of work has taken place to make this transition go smoothly, and to plan our joint future, where patients and staff will benefit from our shared knowledge and expertise.

If you'd like to learn more about our plans for the future, or you'd like to tell us what you think there is more information on our website [www.ruh.nhs.uk/about/service\\_relocations](http://www.ruh.nhs.uk/about/service_relocations)

Take care,  
**James Scott**  
Chief Executive

PS. We're always keen to hear your feedback about insight – or any aspect of our work. Please email [RUHcommunications@nhs.net](mailto:RUHcommunications@nhs.net)

Cover image: Hospital staff pledging to live our Trust values



Dr Philip Sawyer



## Noticed blood in your pee? Tell your doctor straight away.

Blood in your pee could be an early sign of bladder or kidney cancer, even if it only happens once. Finding it early makes it more treatable.



[nhs.uk/bloodinpee](http://nhs.uk/bloodinpee)



# Beads of Courage

**Our young oncology patients are being given colourful beads as meaningful symbols of their accomplishments at each step of their treatment journey.**

Hospital staff are using The 'Beads of Courage' programme which has been designed to support and strengthen children and families coping with serious illnesses such as cancer. Paediatric staff, including Clic Sargent paediatric oncology outreach nurse specialist Sarah Fay, attended a course to teach them about this novel way of supporting our young oncology patients. Through the programme patients receive colourful beads – 'Beads of Courage' – for every type of treatment that they may have, and the beads are added to a string which is kept in a specially made colourful bag.

Each patient is first given beads which spell out their name and they will then receive a white bead each time they receive chemotherapy, a glow in the dark

bead for every radiotherapy treatment, a glass star if they have surgery and black beads for every blood test or IV start.

There are over 30 different types of beads that can be given to the children, including special glass and ceramic beads for when the children have been particularly brave.

Sarah Fay said: "We have many children enrolled in the Beads of Courage programme.

The beads can be a really good distraction for children undergoing some really difficult treatment, sometimes knowing that they will receive a new bead helps a child concentrate on laying really still for an hour, or undergo a scan.

The beads also get taken into school where they can be shown to friends, they become a positive talking point."



Parents are also given a special bead as a symbol of recognition that they are an integral part of their child's treatment and care.

## Silver Award

**We were delighted to be presented with a Silver award recently in recognition of being an armed forces-friendly employer.**

Chief Executive James Scott and Consultant Radiologist Richard Graham were invited to collect a silver award as part of the Defence Employer Recognition Scheme. The scheme gives awards to organisations that pledge, demonstrate or advocate support to defence and the armed forces community, and align their values with the armed forces corporate covenant.

The award also recognised the Trust for employing reservists and for having an HR policy that includes details of its support for reserve forces and the offer of additional or flexible leave to facilitate training.



Chief Executive James Scott and RUH Consultant Radiologist Richard Graham

# Celebrating our first year

February marked the first anniversary of the RUH and RNHRD joining together, so it's a great time to pause and reflect on what has been very successful year. With a more secure financial future in place, the RNHRD continues to thrive, with notable achievements including celebrating the 100th fatigue management programme, achieving two significant research grants and gaining recognition as a Lupus UK Centre of Excellence.

At the recent NHS Innovation Challenge Prizes, the Therapies team were highly commended for their work on exploring how the RNHRD's highly regarded Fibromyalgia self-management programme could also be delivered elsewhere in the country, in response to regular requests from patients across the UK seeking access to a local programme.

Denise Moorhouse sums up the busy year, saying: "Time has played tricks over the last year – it seems like yesterday that those of us at the RNHRD were



*Dr Lou Farbus, Head of Stakeholder Engagement Specialised Commissioning - NHS England South, listening to service users at the paediatric CFS/ME stakeholder engagement event*

curious about what acquisition would mean. However, now I feel like I can't remember what it was like when the organisations were separate. I expect that reflects the fact that we all want the same things – great services for patients."

If you are a visitor to the Mineral Water site, you might not have noticed anything different in the last year; patients are still receiving the same high quality care from the same teams.

**Mark Tooley, Research and Development Directors** says "It's great to establish a research community together, and celebrating RNHRD success in two significant grants this year. Together we are now top of the research league for medium sized acute Trusts."

Behind the scenes a great deal of work has taken place to make the transition go smoothly and we are busy planning our future, where patients and staff will benefit from our shared knowledge and expertise. We're joining up our IT, so that our services can be better integrated, we're pooling our resources so that we can increase our efficiency without compromising patient care and we've developed a new set of values to underpin how we want to behave as an organisation - you can read more about these on page 8.

Clare O'Farrell, Associate Director for Integration, says: "Joining together has always been about maintaining and enhancing patient care and taking the



*Providing feedback at the Paediatric CFS/ME engagement event*

# together

opportunity to build on the RNHRD's reputation in the treatment of rheumatic diseases, chronic pain and fatigue. It's an exciting time, as one, stronger organisation, we have a shared ambition to improve our patients' quality of life. I'm really looking forward to further developing our services."

## Planning ahead

The long term plan has always been to relocate RNHRD services out of the mineral water site and into the RUH site at Combe Park or appropriate community based settings, to maximise patient benefit. We're taking a phased approach in planning these moves, it won't happen overnight. To make sure we have the best possible new home for each RNHRD service we're engaging with patients, staff, healthcare partners, and community groups – anyone who has an interest, and using this information to shape our plans. We're asking people what they think about relocating, what might be the benefits or drawbacks of moving and how can we continue to develop the service in the future. Over the past few months, we've been focusing on the RNHRD's Paediatric Rheumatology and CFS/ME services. We put forward a proposal to move these services to the RUH site, so patients and staff can benefit from being part of a dedicated children's centre whilst continuing to be seen and treated by the same team. We had some great feedback, with many of our younger patients in particular keen on the idea of being in a friendly space especially designed for them, as one patient noted: "I can't wait to move to RUH because they have patients my own age here....."

If you'd like to learn more about our plans for the future, or you'd like to tell us what you think, there is more information on our website [www.ruh.nhs.uk/about/service\\_relocations](http://www.ruh.nhs.uk/about/service_relocations)



Staff gather to open the unit: Doctor Bernie Marden, Mel Gittins, Mary McDonagh, Eve Bassett, Beverly Boyd, Abigail Nye and Luai Mare

## Improvements in Paediatrics

### A very proud group of staff recently opened a brand new part of our Paediatric Assessment Unit (PAU).

The PAU works in a similar way to our adult Medical Assessment Unit (MAU); children may have been seen by their GP for wheeziness or dehydration and the GP may decide that they want someone to have a more detailed look or investigate what may be causing or contributing to the problem. Rather than the patient being admitted straight to the children's ward they can be seen and treated in the PAU. The child may undergo an examination, may be given some medication or observed. From here the clinical team then make a decision about whether or not to admit the patient. The team also have patients referred directly from the Emergency Department or Urgent Care Centre.

Previously, all PAU patients were seen in one room together, with curtains used to protect privacy and dignity, but staff recognised that there was room for improvement. Following a visit to the Gloucester Hospitals NHS Trust Paediatric Assessment Unit, the RUH team made plans to create a separate examination room next to the existing PAU where patients could be seen in a more private environment, and could then go back into the main room for observations or to wait for results. This new examination was officially opened by Speciality Registrar Luai Mare and will

make a big difference to some of our youngest patients, further protecting their privacy and dignity.

Senior Sister Mel Gittins is really proud of what has been achieved by the team, she said: "The new room will provide more privacy and allow us to provide a faster and more efficient service for our patients. We saw how effective the PAU in Gloucester was and we have adopted some of their ideas."

The team has achieved this by using a room previously occupied by two ward beds, the room now has facilities to examine and treat some of our young patients in either a cot or a bed. The room can also be put back to its original use easily when the ward is busy. This significant change was achieved with no budget, just some clever thinking.

As with any new project it is important to measure and evaluate its effectiveness. So far, feedback has shown us that our patients prefer being seen in a more private area and parents have been saying that the experience is much less stressful. We have also found that our adolescent patients are more comfortable answering personal questions in this more private room. Mel adds: "We're really pleased to see the new PAU room in use, but it's a work in progress so we'll continue to evaluate how it's working to make sure we're doing the best job possible for our patients."

# RUH win at Nursing Times Awards

**We are delighted that the RUH has won a coveted Nursing Times Award. Late in 2015 we were announced as the winner in the Patient Safety Improvement category for our work to reduce the incidence of avoidable hospital-acquired pressure ulcers.**

In early 2014, an ambitious Trust-wide project was launched – the aim of which was to unite the whole organisation in a culture change to eliminate avoidable pressure ulcers. We were praised by the expert judging panel: “This project demonstrated a very impressive, new way

of rethinking patient safety with a whole system approach. It has both scale and pace. Others would benefit from learning from what they have achieved.”

Helen Blanchard, Director of Nursing and Midwifery said: “I was honoured to accept this award on behalf of all of the staff who had a hand in the success of the project. Reducing the incidence of pressure ulcers is not just the work of our nurses and healthcare assistants; it involves the hard work and dedication of our porters, medical equipment library staff, audit team, physios, occupational therapists, and dietitians. It has been a truly Trust-wide project and I am proud of everyone who has been involved.”

The results of the Nursing Times Awards 2015 were revealed at a prestigious ceremony at Grosvenor House, Park Lane, where the nursing and healthcare profession came together for a night of recognition and celebration of the sector’s achievements.



## ‘Food for Life’ Award

**Staff who work in and help run the Lansdown restaurant were presented with the Soil Association's prestigious 'Food for Life' Bronze Catering Mark for the food served to patients, staff and visitors in our public restaurants.**

The Catering Mark provides an independent endorsement for organisations who demonstrate a continued commitment to serving food that is seasonal, sustainable, free range, local, traceable and healthy. Organisations awarded with the mark must meet strict criteria and are regularly audited to ensure standards are kept high.

Lizzi Testani from the Soil Association presented a plaque to the team responsible for meeting the high standards required to obtain the mark. The RUH is one of just 29 hospitals in the UK to have achieved the accreditation.

In order to meet the criteria the catering team spent six months changing menus and recipes, finding new suppliers and also receiving training. Following all the changes a full-day inspection took place with the Soil Association and our Kitchen Manager Richard Bray, to demonstrate our compliance for each of the twelve standards.

There are a number of requirements that we have had

to meet in order to be given a bronze award, (this is not an exhaustive list!)

- A minimum of 75% of the menu must be freshly prepared
- All meat and poultry must be Farm Assured
- All eggs are from free

range hens

- Demonstrable use of local suppliers
- Seasonal fruit and vegetables
- Providing free drinking water.

Achieving a Soil Association award is part of the Trust food and drink strategy.



# Your opinion matters

**If you have some time to spare you could really add value to the maternity services we provide at the Royal United Hospital.**

Our patients are an invaluable source of knowledge, and listening to your views and experiences helps us to shape our services so that they are truly responsive to your needs. Here are just some of the ways in which you can get involved:

## Positive Birth Forum

This monthly forum aims to make improvements to our service which promote and assist a positive birth experience for all women. The forum is co-chaired by Clinical Midwifery Manager Amanda Gell and Midwife Karen Patrick. To find out more please contact Amanda via [Amanda.gell@nhs.net](mailto:Amanda.gell@nhs.net) or Karen via [Karen.patrick1@nhs.net](mailto:Karen.patrick1@nhs.net).

## 'In Your Shoes'

'In Your Shoes' is a rolling programme of listening events held at the RUH and in our Birth Centres in the community. At these events we listen to and learn from women and their families about their care with us, what has worked well, and ways we can improve. If you wish to share your experiences, please contact Midwife Rachel Pass via [rachelpass@nhs.net](mailto:rachelpass@nhs.net) for details of the next event.

## Friends and Family Test

If you are currently receiving care with us, please complete one of our Friends and Family Test cards; they give you an opportunity to share your experience of your care with us. Patient Experience matters at the RUH and feedback is very important if we are to provide a quality service which meets the needs of patients, families and carers. Please ask your midwife to make sure you are given a Friends and Family Test card which is available on our wards.

## Maternity Strategy and Liaison Committee (MSLC)

The Wiltshire, Swindon and Bath MSLC bring together users of our services and professionals involved in the



*Listening to your experiences of the care you have received, will help us learn about how we can make the biggest positive difference in the future.*

commissioning and delivery of maternity care. The group advises on the strategic direction of maternity services and ensures that the views of women and families using local services are taken into account. For information on how to get involved with this group, please contact [PublicHealth@wiltshire.gov.uk](mailto:PublicHealth@wiltshire.gov.uk)

## Clinical Effectiveness Forum

Our Clinical Effectiveness Forum meets monthly to review our policies, guidance and information leaflets. Your ideas and experiences will help us ensure that information is relevant and appropriate for women and their families. To get involved please contact Practice Development Facilitator Hannah Bailey via [hannah.bailey3@nhs.net](mailto:hannah.bailey3@nhs.net)

## Social media

For those of you who enjoy using social media, you can also find us on Facebook and follow us on Twitter @RUHBath.

If you are unable to get involved on a regular basis, but have an interest in helping us to improve our Maternity Services, please contact our Maternity Services Administrator Ceri Sanders via [ceri.sanders@nhs.net](mailto:ceri.sanders@nhs.net) to register your interest.

We welcome your involvement; listening to your experiences of the care you have received, will help us learn about how we can make the biggest positive difference to you in the future.

# Our Values

Our values convey the things we heard make the most difference to patients, carers, and staff, and the ways people said we can keep improving. They were created from 1000 hours of listening to almost a 1000 patients, carers, families, and staff who shared their experience of being cared for and working at the RUH.

They set out our ambition for how our patients, carers, families, and staff said they want each and every one of us to behave now and in the future. They represent our aspiration for the type of hospitals we want to be.

Our values are: Everyone Matters, Working Together, Making a Difference.

# Everyone Matters Working Together Making a Difference

## Everyone Matters

### We will:

- **Treat everyone as an individual** – see the person, understand their needs, respect their views
- **Take time to care** – be attentive and considerate, notice the little things
- **Value and respect others** – recognise people's contributions, say thank you
- **Be kind and caring** – put yourself in other's shoes, show empathy and compassion
- **Be friendly and polite** – smile, introduce yourself, welcome everyone and build relationships
- **Be calm and reassuring** – put people at ease, create cheerful and welcoming environments.

## Working Together

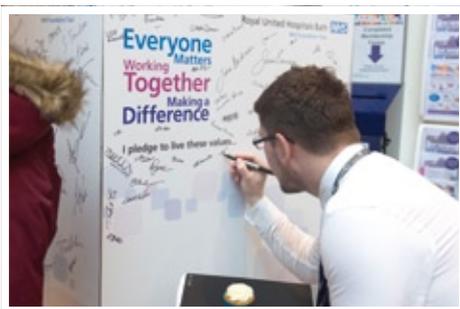
### We will:

- **Communicate** – clearly, openly, honestly, sensitively and in a timely way
- **Actively listen** – make time to listen, hear people and respond
- **Share information** – be transparent, keep people informed, explain clearly
- **Involve and empower others** – share learning, welcome people's ideas and give choices
- **Be helpful** – be aware of others, ask people if they need help, follow things through
- **Support each other** – cooperate to provide the best possible service.

## Making a Difference

### We will:

- **Be proactive** – prepare, take responsibility, influence whenever you can, focus on solutions
- **Speak up** – encourage everyone to have a voice and help people to be heard
- **Take pride** – in ourselves, what we do and where we work, celebrate achievements
- **Contribute** – share ideas, be curious, challenge yourself and others to continuously improve the way we work
- **Be willing to learn** – develop yourself and other's skills, knowledge, confidence and ability, be prepared to learn from others, give and receive feedback
- **Be responsive and efficient** – take the time to do things effectively and be respectful of other people's time.



Our values are displayed throughout our hospitals. They are actively promoted among staff and will be embedded in the hospitals through the way we recruit and induct, in our performance management and reward and recognition systems, at team meetings, in skills based development programmes for managers, leaders and teams. They will be aligned with our quality assurance processes, existing and future strategy, and in our communications.

They set out what we expect of ourselves, and importantly, what our patients and anyone who comes into contact with the Royal United Hospitals Bath NHS Foundation Trust can expect of us.



**Ward Manager Sister Tanya Harris, Lead Nurse Palliative Care/End of Life Helen Meehan and Lead Nurse End of Life Care Rachel Davis**

## Living our Values

**Helen Meehan, Lead Nurse, Palliative and End of Life Care, shares how the Values support all of us in the care we provide to patients nearing the end of life, and their families.**

*We can make a difference to the quality of life for patients when we care for them at end of life.*

Helen says: "Everyone matters; caring for people nearing the end of life is one of the most important things we do in hospital. Many of our patients will receive support from us in the last year of life and we really do only get one chance to get it right, to treat patients as individuals, to care with compassion and dignity, and to support their families.

"Working together; staff and patients developed the Conversation Project, which supports patients nearing the end of life and their families to have the opportunity to talk about their care wishes, as part of advance care planning. It has helped clinical teams to work together to communicate and to share information to support patients when there is uncertainty about recovery, or the focus of care changes to comfort at end of life. End of life care is not the remit of one service, but is our collective responsibility; it's about how we work together to support and care for patients and their families, as well as how we support and care for each other.

"Making a difference; the hospital makes a difference to people's lives every minute of every day. We can make a difference to the quality of life for patients when we care for them at end of life. How we communicate, how we give advice and information, how we care, how we support, how we give time, how we listen, how we 'be with' someone – all can make such a difference. We care for the person as they live, as they die, and we care after they have died. We can make such a difference not only for the person that is dying, but also for their families and those that will be bereaved. The differences we can make live on in the memories of those left behind."

# Thanks & Thoughts NHS Choices

"I attended the RUH delivery suite and maternity ward for the birth of my first son in 2014 and attended the various scans and appointments in the maternity department for my recent pregnancy in 2015/16. Each time I have always been impressed at the welcoming atmosphere, professional and skilled staff and brilliant treatment. My first son's birth took a long time and I was privileged to have a lovely birth room, three great midwives during the time, and access to dedicated care. The second birth was a home birth and I can't rate the home birth team highly enough. It was a great experience. The post-natal home visits from the midwives have also been excellent. I've been lucky enough to see the same midwife who attended the birth which has meant great continuity of care. Thank you!!"

**Maternity patient, NHS Choices [www.nhs.uk](http://www.nhs.uk)**

"During my one-off assessment and treatment in dermatology outpatients last week, I found all staff to be friendly, reassuring and efficient. This was reflected in the pleasant and calm clinical atmosphere. Thank you to all in bookings for finding an urgent appointment and to all in dermatology for their care."

**Dermatology patient, NHS Choices [www.nhs.uk](http://www.nhs.uk)**

"I had the first of three planned eye injections yesterday. This morning I woke with no more gritty feeling in my eye, so was very happy that it had not bothered me for too long. I was very happy with the way I was treated and how caring the staff were. Couldn't have wished for better. Special thanks to the nurse who was especially kind and held my hand throughout the procedure."

**Ophthalmology patients, NHS Choices [www.nhs.uk](http://www.nhs.uk)**



"Absolutely amazing service from @RUHBath locating and returning my mums glasses. Members of staff went well above the call of duty #thanks"

"From staff to patient massive thank you to all a&e staff and staff on SAU for the care I received at @RUHBath on my overnight stay. Fab..!!"

"Always amazed by the NHS & esp @RUHBath. Unforeseen attendance this pm - fast, efficient, caring. (Just hope the steroids do the trick...)"

"@RUHBath had an ultrasound appointment today and was in on time, the doctor was very reassuring and put me at ease, great work from the NHS"

"Spent most of today @RUHBath with my husband. Thank you to wonderful staff for looking after him, especially Rachel & Caterina post-op."

# Further research into **Parkinson's disease**

We have been finding out about a ground breaking research study investigating the prevention of falls in patients with Parkinson's disease.

**Consultant Geriatrician Dr Emily Henderson, who is also a Clinical Research Fellow at University of Bristol, recently published the results of a clinical trial - called Rivastigmine to stabilise gait in Parkinson's Disease, known as RESPOND - and we spoke to her about what it could mean for RUH patients.**

"We conducted a complex trial that examined whether a drug called Rivastigmine, which is used to treat people with Parkinson's, could be used to improve walking and balance in this patient group. We know that falls often occur when people are trying to pay attention to more than one thing at once and so they don't pay enough attention to staying steady and upright. Around 70% of people suffering from Parkinson's experience a fall at least once a year, with more than a third (39%) saying they fall repeatedly.

"We recruited 130 patients to take part,

making this the biggest trial in this area, with a large proportion of the participants being referred from the RUH. It's the first trial to examine this drug which is already used in people with memory problems, so we already know a lot about the side effects. Participants took the drug for eight months and recorded any falls they experienced throughout this time. They attended two appointments where we did in-depth testing of their thinking, their mood, and Parkinson's symptoms, and walking using accelerometers.

"We found that treatment with the drug, compared to a placebo, improved walking speed and steadiness, improved balance and most importantly of all, this led to a 45% reduction in the rate of falls. We published these findings recently in *Lancet Neurology*, one of the world's leading journals, and were really pleased by the reaction it got from researchers across the world, the press,

and people affected by Parkinson's."

Emily, who is currently based at the RUH, is now working on the next phase of this research with many more patients and with centres across the UK; if positive, the trial would provide sufficient evidence to change clinical practice both nationally and internationally.

Emily adds: "These were hugely exciting findings that may have a benefit to a wider group of patients in the future."

Roger Cann is pictured here with Clinical Trials Assistant Lola Dali-Kemmerly. For three years, he has been involved in a research study which aims to increase our understanding of the condition and improve the lives of others with Parkinson's disease: "It is essential that we continue to raise funds to support more research into this condition."

*It is essential that we continue to raise funds to support more research into this condition.*



## Sniffing out Parkinson's

There are a number of studies taking place on Parkinson's within the Older Persons Unit (OPU) at the RUH.



One such study relates to an unusual finding of a lady from Scotland who could smell Parkinson's Disease on her

husband's skin, and on others

with the disease. RUH patients will be offered an

opportunity to take part in this interesting study; swabs taken from the

forehead or upper back will be sent for chemical

analysis to see if there are particular compounds present in

those patients with a diagnosis of Parkinson's. If positive, this could lead to a non-invasive method for early diagnosis of the disease.

Consultant Geriatrician and Clinical Lead Dr Chris Dyer is keen to continue research into important areas affecting our ageing population: "It's recognised that people who participate in research have better outcomes and improved experience. Offering increased opportunities for patients to participate in research, allows us to gather data and evidence that could potentially change practice, which could lead to further improvements in the quality of care we offer."

Other studies include looking at the role of statins in slowing progression of Parkinson's Disease, and another involves assessing patients and their relatives for many years to allow us to better understand the reasons for variation in the symptoms and response to medication that patients with Parkinson's disease frequently report.

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## It's an honour

**Professor Mark Tooley, Head of Medical Physics and Bioengineering, and Director of Research and Development, has been elected as a Fellow of the Royal Academy of Engineering. This is a prestigious national honour, and he has been elected in recognition for his outstanding contribution to engineering related to medicine over his career. Only 50 new Fellows are elected each year, which represent 'the cream of the UK engineering profession.'**

Professor Tooley was presented with his Fellowship Scroll by Prince Philip,

who is the Senior Royal Fellow of the Academy, at a special dinner at the Draper's Hall in London. In addition, Mark was one of five new fellows invited to give an overview of their work.

Professor Tooley said: "I was absolutely delighted, and surprised, to find out that I had been honoured in this way. It is a huge thing for me, the highest honour in my profession. I am very pleased that our hospital is strongly associated with me in my citation, and that the role that physics and engineering plays in making medicine better is strongly acknowledged."

## Increased Register Office Service at RUH

**The addition of a full-time registrar to the team has enabled the Register Office service at the RUH to be extended.**

The Register Office, run by Bath and North East Somerset Council, will operate Monday to Friday, from 9am until 4pm to register births and deaths. It is sited in Bath and Wessex House, Department E12, RUH.

We hope that being able to register the death of a loved one at the hospital

will continue to help the whole process run smoothly at such a difficult time for relatives. Likewise, mothers and fathers will also be able to register their new-borns' births here.

We're proud to have another essential service in the heart of the hospital, strengthening our links with local partners.

To book an appointment with the Register Office at the RUH, please contact 01225 477234.

# Hospital stars

Throughout the year, our staff are recognised through monthly awards; the Chief Executive's Customer Care Award is given to a member of staff who has gone above and beyond to deliver excellent customer services 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 2015 winners celebrated at a special 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 31 staff celebrating 25 years at the Trust and 8 celebrating an incredible 35 years.

The awards were presented by stage, film and television actress Anita Dobson and former skeleton racer and Olympic gold medallist Amy Williams MBE.

## And the winner is ...

**Team of the Year:** The Environment Porters in recognition of their work to introduce new initiatives to standardise the safe handling of waste. Their excellent working practices have improved performance and safety in waste management across the hospital site.

**Most Innovative Team Award:** Maternity



Team for the Prevention of Cerebral Palsy in PreTerm Babies Project (PreCEPT). In collaboration with the West of England Academic Health Science Network, the team adopted the latest research into practice; research which shows that giving women at risk of a preterm birth, a dose of magnesium sulphate when in labour can act as a neuro-protector for the baby's brain, helping to reduce mortality and cerebral palsy.

**Chief Executive's Customer Care Award for 2015:** Specialty Doctor Judy Towers, and Interim Senior Sister Nancy Mitchell for their care of a patient in his final days; they were thanked by the family for their compassion and outstanding empathy at a very difficult time.

**Research and Development Award:** Pain Research Group based at the RNHRD site, and their partners from the University of the West of England, for their research into a prototype digital tool that patients can use to communicate alterations in their body perception to clinicians. This new tool



contributes to innovative research and clinical care that puts the Trust at the forefront of pain management internationally.

**Patient Safety Award:** Practice Development Midwife Hannah Bailey for her role in implementation of the PreCEPT project in recognition of her contribution to patient safety.

**Personal Achievement Award:** Patient Support Assistant Anne Bonnie and Senior Sister Rosie





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in recognition of their outstanding achievement throughout the year.

Hospital Chairman Brian Stables said: "It was a fantastic evening which showcased the amazingly talented people we have at the RUH where everyone matters. Our staff work incredibly hard together to make a difference to our patients, and to ensure we continue to improve the quality and standards of service we deliver. We are very, very proud of them all."



Grateful thanks to photographers Peter J Stone and Tony Smith



# Membership News

**We've finalised our Caring for You programme for the year ahead and we hope you'll agree it's an interesting mix, with something for everyone. We've listened to your suggestions, but as always if there is a service or topic you'd really like to see covered please contact our membership team. Our events give our Members and the public the opportunity to get behind the scenes of the hospital, understand more about our work and how we support the health and wellbeing of our local communities.**

Our most recent event focused on Dermatology, in fact our original Dermatology event last year was so popular, not everyone could attend and we were asked run a second session.

Members were given the opportunity to tour the department, including the Dermatology theatre suite, hear more from consultants about the day to day life of the department and get an insight into patch testing, a method used to work out if a specific substance causes allergic inflammation. We received some really positive feedback from the event: "The whole session was very informative and presented very well. A very good insight in to how and why the Dermatology Department works so well", "Another highly motivated caring department in RUH – well done again!"

**Step behind the scenes and understand more about the work of the hospital and how it supports the health and well-being of the local communities**

## Caring for you



Our events are created especially for our Foundation Trust Members, but of course anyone is welcome to attend. Each year the Membership Team work hard to bring you a fresh and varied selection of topics, why not come along to one of our remaining events for 2016:

| Date         | Topic                    |
|--------------|--------------------------|
| 12 May       | Cardiology               |
| 14 June      | Rheumatology & Arthritis |
| 6 September  | Pain Services            |
| 17 November  | Stroke                   |
| January 2017 | Emergency Department     |

All events begin at 18:00 (until 19:30) and take place at the RUH in the Post Graduate Medical Centre (dept. B20).

**Places must be booked**, so please contact the Membership Office on 01225 826288 or via email at [RUHmembership@nhs.net](mailto:RUHmembership@nhs.net)

Why not encourage your friends and family to come along too – the more the merrier! Just let the Membership Office know prior to the event and we can add them to the guest list.

# art at the heart

Art at the Heart has a brand new website [www.artatruh.org](http://www.artatruh.org)

The new Art at the Heart website is faster and easier to navigate; its fully responsive design is aimed to improve your viewing and browsing experience. It also has a new 'What's on' page to keep you up-to-date with the latest exhibitions, music performances and events, and there are quick and easy ways to support the programme. To find out more about this charity Art at the Heart please visit [www.artatruh.org](http://www.artatruh.org) and consider signing up for the mailing list to receive news of events in 2016.

## Making an impression

Construction of our new two-storey Pharmacy building is moving at a pace, and Art at the Heart (AATH) will be involved in softening some of the internal working areas with sensitive and imaginative additions of colour and art. We are teaming up with artist and researcher Dr Michele Whiting, and Sarah Bailey who is Head of Bath University's Pharmacy Department; researching how plants and marine life have been, and still are being used in leading ground breaking treatments for conditions such as cancer and depression. Drawings of plants used in the research will be transferred onto



Finished wall



Stitch in Time puppets

the interior walls of the building.

AATH is helping to transform the environment which will house a new PET/CT Scanner, to make it welcoming and uplifting for patients. Katy McIntyre Brown is designing a series of images based on the natural environment, which will be transferred to a washable vinyl wallpaper and installed on many feature walls. There will also be a sky ceiling – created from six panels - in the scanner room, to add another dimension and distraction to the room.

## First World War Centenary Project

### Call for WW1 Bath War Hospital Memorabilia

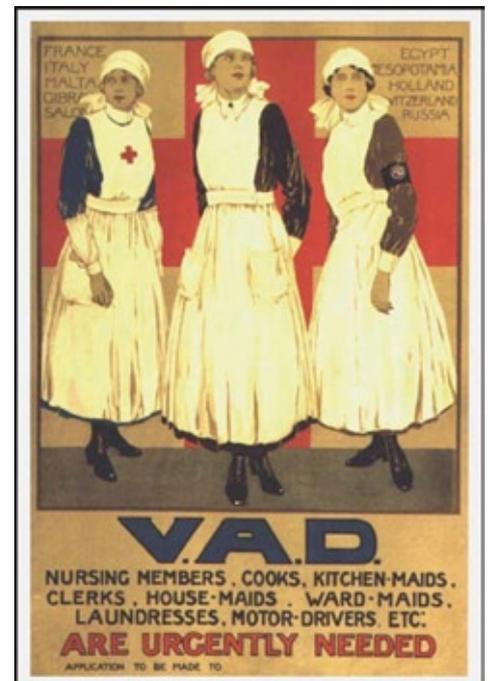
AATH has secured Heritage Lottery Funding from 'The 1st World War, Then and Now' fund to help commemorate the history and heritage of Bath's War Hospital, which used to be sited where the Royal United Hospital Bath is now.

Traces of the original Bath War Hospital have disappeared and there are few people in the local community aware of its significant role in the care and

rehabilitation of soldiers during WW1.

In partnership with the local community, we hope to change this and intend to create a lasting legacy in recognition of the centenary of the first soldiers arriving at the Bath War Hospital in 1916. We will be working closely with the Weston Heritage and Research Society who are holding an event in the village to mark the centenary on the 23 April.

We are accepting any memorabilia relating to the Bath War Hospital, to feature within





# of the RUH



'Physical therapy at Bath Hospital' watercolour by E Horton, 1918

the exhibition 'Acts of Kindness'; dates for our exhibition and other related events to be confirmed.

Photographs, slides, film, postcards, correspondence, scrapbooks, newspaper articles, programmes, or pins, catalogues, directories, handbooks, newsletters, flyers, or booklets could be included. Please call 01225 824516 or email our Arts Programme Manager Hetty Dupays on [hetty.dupays@nhs.net](mailto:hetty.dupays@nhs.net)

The Theatre Royal Bath Creative Fund has also awarded funding for Artist in Residence Edwina Bridgeman to deliver a unique inter-generational project through weekly creative workshops on both the Children and Adolescent's ward and

Combe ward (a Dementia friendly ward for elderly patients). Patients will have the opportunity to explore the history of the War Hospital and the many stories recounting community support and even incidents where animals provided therapeutic comfort for soldiers. During the workshop Edwina will create a 3D tapestry with patients and it will be displayed alongside the main WW1 Hospital 'Acts of Kindness' exhibition and remain at the RUH as a permanent legacy.

## How can I support AATH?

You may wish to donate an artwork,

volunteer on an AATH project, sponsor an exhibition or make a single donation. Donation envelopes are available across the hospital site.

If you are interested in joining the AATH team as a volunteer, or would like to express an interest in supporting the programme as a donor, please contact Hetty Dupays, Art Programme Manager via [hetty.dupays@nhs.net](mailto:hetty.dupays@nhs.net) or call 01225 824987. Whichever way you chose to support us, you will be helping us to continue to improve the healing environment for everyone who uses the hospital.

## And finally ...

Art at the Heart is delighted to be a finalist in the Bath Life Awards 2016; Arts Category, sponsored by Fidelius. We haven't looked back since winning the 2014 Bath Life Arts Award. Thank you to everyone who has contributed or supported our work over the last year; we wouldn't be here without you.



Colourful Conversations workshop on Combe



Pharmacy colour workshops

The Forever Friends Appeal



yourself, increase your confidence and overcome your fears, whilst making a real difference at the Royal United Hospital. You can choose to raise funds for the RUH Cancer Care Campaign or a ward or department of your choice."

Sign up today visit [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk)

## Walk of Life – a positive walk to celebrate life

Saturday 14 May, Devizes, Bradford on Avon, Bath

We're calling on people to join us for a walk along the beautiful Kennet & Avon Canal. By taking part in the tenth annual Walk of Life, you can choose to raise funds to help build an exceptional new Cancer Centre for the RUH, or a ward or department of your choice. The event starts in Devizes and heads through Bradford on Avon, following the

canal to finish in Bath.

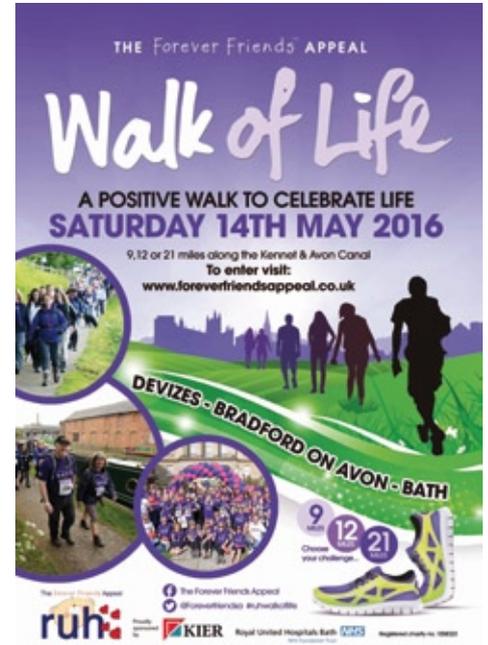
You can choose to walk the full 21 miles from Devizes to Bath, 12 miles from Devizes to Bradford on Avon, or 9 miles from Bradford on Avon to Bath – it's completely up to you.

Visit [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk) to find out more.

## Firewalk!

Are you brave enough to walk barefoot over red hot coals smouldering over 1000 degrees Fahrenheit? Back by popular demand, The Forever Friends Appeal's Firewalk will take place on Sunday 20 March at the nearby Lansdown Cricket Club.

Events and Community Officer Emily Lynch says: "We encourage all of our supporters to take part. A firewalk is a great way to challenge



## Calling all knitters

We have a team of knitters who whip up items such as bed jackets and socks for our patients, which are always much appreciated. Recently the team were asked to put their skills to use in knitting twiddlemuffs – these are woollen muffs with items such as ribbons, large buttons or textured fabrics attached which the wearer can twiddle with. These are very therapeutic for patients with anxiety, particularly patients with dementia, who often have restless hands. Twiddlemuffs provide a source of visual, tactile and sensory stimulation,

whilst also keeping hands snug and warm. If you'd like to knit for the RUH we can provide you with patterns for useful items, just contact 01225 824046 or email [ruh-tr.volunteers@nhs.net](mailto:ruh-tr.volunteers@nhs.net)



Anne Dawson, knitter and volunteer with twiddlemuff

## Freshen Up

Imagine being admitted to hospital as an emergency, with no time to pack a bag or gather your essentials together. Sadly, every day we have patients who find themselves in this situation so our volunteers distribute emergency toiletry packs to all our wards free of charge, providing simple but important items such as a toothbrush, shower gel and comb. We provide around 5,500 of these packs every year, a small gesture that we know makes a big difference; a patient told us: "I so appreciated the bag of wash things given to me so I could have a shower and wash after my sudden and unplanned stay in the RUH recently. Thank you."

Find out more about the Friends of the RUH at [www.friendsoftheruh.org.uk](http://www.friendsoftheruh.org.uk)

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