



insight

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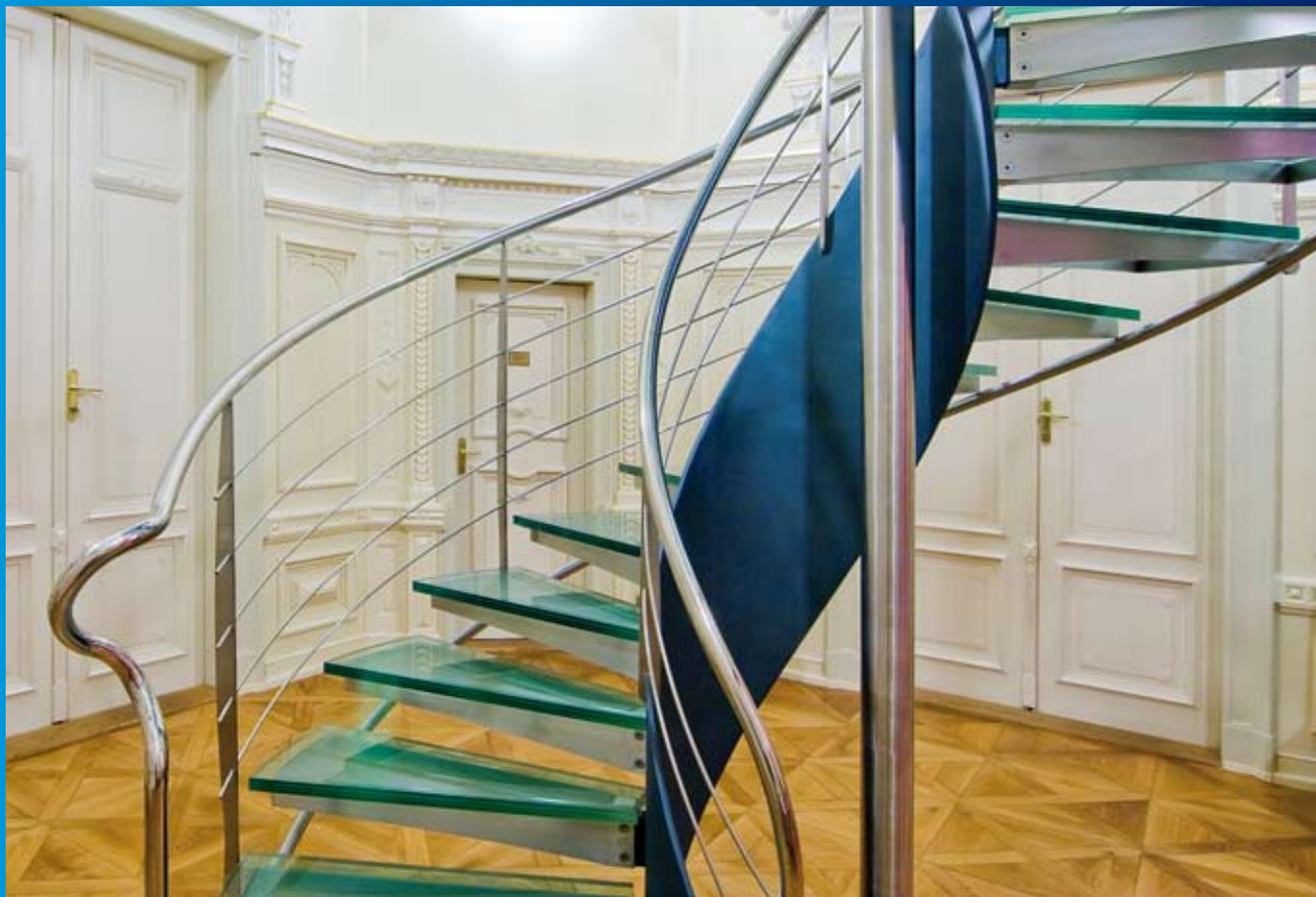
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NHS Trust

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Welcome



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

I'm delighted that we have now taken over the running of maternity services – for the first time since 1992 – and the first 'RUH babies' have been delivered in the Princess Anne Wing and at the community birthing centres. A great deal of work has gone into ensuring a smooth transfer of the management of these services to the RUH, and welcoming maternity staff into our Trust.

You can read more about our plans to develop these services in the future on pages 10-11.

We've had a great year of delivering quality care, as highlighted by our good Care Quality Commission report earlier this year. We're also up for a total of four Health Service Journal awards this year, as well as having won best UK Hospital for Nurse Placements at the National Student Nursing Awards. It's great to see that the excellence of our work is being recognised, but there's always more to do and improvements to be made – and so the work continues!

These are exciting times at the RUH, with so much going on to benefit our patients. One of the ways patients can truly benefit is to become a member of the Trust and have more of a say in how we are run (read more about how to get involved on pages 16-17).

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

James Scott
Chief Executive

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NHS Foundation Trust application restarts

Our application to become an NHS Foundation Trust has been re-activated and the regulator, Monitor, began its assessment of the RUH in May.

NHS Foundation Trusts are still very much part of the NHS, but have a greater degree of freedom and have a strong membership base with an elected Council of Governors.

Chief Executive James Scott said: "Achieving NHS Foundation Trust status is the next step on our journey of continuous quality improvement.

"We aim to become a real member-led organisation, with better engagement with staff and public members, and will involve our governors and members in setting our strategy.

"We've done extremely well with managing our finances in recent years and being a Foundation Trust will mean we can retain our surpluses, and borrow to invest in new, improved services.

"We will use all of the many benefits of being a Foundation Trust to continue to improve patient safety and the overall patient experience."

We believe we are in a strong position to become an NHS Foundation Trust having made significant progress in the last year. This includes being assessed as delivering safe and effective services by the Care Quality Commission, which also placed us among the lowest risk hospitals in the country. We have also delivered on our plans to improve quality while saving money.

In recognition of our innovative work to improve patient safety, we were selected by the Secretary of State for Health to be among the first 12 Trusts to help lead the Sign up to Safety campaign, which aims to embed an open, compassionate and transparent culture within the NHS and to reduce incidents of avoidable harm to patients.

We already have almost 7,500 members and our shadow council of governors has been in place since November 2012. Read more about our Foundation Trust news on pages 16-17.

Winning times

The RUH is on a winning streak, thanks to the hard work and innovative approach of our staff.

A recent flurry of awards shortlistings and a significant win, reflect the desire our staff have to find new ways of delivering even better care and creating a better experience for patients.

We are immensely proud to have been named the best hospital in the UK for student nurse placements. Despite fierce competition from 38 other entries, we scooped the award from the Student Nursing Times. The award recognises those hospitals that provide a structured learning environment that helps the student to flourish and manage the anxieties that nurses inevitably face during their training. Every day up to 115 student nurses are on a work placement at the RUH, with students spending between five and 12 weeks on site learning important skills that they will continue to use throughout their careers.

Our success continues with not one, but four shortlistings in the Health Service Journal's Patient Safety Care Awards 2014. We received nominations for

our work in three categories: Diabetes care, Patient Safety in Hospital care (two nominations), and Safety in Surgical Recovery. Dr Lesley Jordan, whose team was nominated for their work in the Safety in Surgical Recovery category, said: "Being selected as a finalist for the National Patient Safety and Care Awards from over 600 entries is a fantastic testament to all the hard work and we are delighted to be acknowledged in this way."

Finally, the Chronic Obstructive Pulmonary Disease team has been shortlisted for a national award in Innovation and Excellence by the British Thoracic Society.

Winners will be announced in July, so fingers crossed!



Dr Lesley Jordan and team have been shortlisted for an Health Service Journal Award

RUH chosen national campaign

Our innovative work to improve patient safety led to Health Secretary Jeremy Hunt selecting us to help lead a national campaign.

In a major speech on patient safety, Mr Hunt said that the RUH would be one of twelve Trusts in England who will form the vanguard of 'Sign up to Safety' – a campaign which aims to embed an open, compassionate and transparent culture within the NHS and to reduce incidents of avoidable harm to patients.

Dr Tim Craft, Medical Director, said: "This is tremendous news for the Trust and reflects the hard work of all our staff in ensuring we are recognised as one of the leading lights in pioneering patient safety in England.

"We have been extremely innovative in the way we have worked to improve patient safety, involving staff at all levels. Patient safety is everyone's responsibility and we are absolutely committed to continually improving."

The Sign up to Safety campaign will focus on the following five pledges:

1. We will put safety first

At the RUH, patient safety is already our main priority, and we are committed to the overall aim of helping the NHS to reduce avoidable harm by half.

2. We will continually learn

We are committed to listening to what our patients have to say, and improving our services as a result.

3. We will involve people in improving safety

We are committed to being transparent about our progress. If something does go wrong we will be open with patients and their families, and learn from what has happened.

to help lead campaign

4. We will work with partner organisations

We have taken the leading role in supporting local collaborative learning, so that improvements are made for patients. We host the South West Quality and Patient Safety Improvement Programme, which involves Trusts in the area working collaboratively to further develop a culture of patient safety and quality improvement, and we share learning regionally, nationally and internationally. This five-year campaign has seen harmful incidents halved and hospital mortality cut by a fifth across the South West.

5. We will support our staff to champion safety

We hold 'mini-collaboratives' involving both clinical and non-clinical staff, at senior and more junior levels, working together to find solutions to patient safety issues such as pressure ulcers and falls.

Professor Carol Peden, Associate Medical Director for Quality Improvement, said: "We work very closely with our counterparts in other NHS Trusts to share what we've learned.

"In quality improvement we use the phrase 'steal shamelessly', which essentially means if there is a good idea which improves patient safety we should all use it.

"Our success in driving forward improvements has come from providing good leadership which empowers all staff to take action. Staff on the frontline are the ones who know patients best, and understand what the barriers might be to delivering great care.

"We believe that every member of staff has a role to play in improving patient safety, for example we have had cleaners say 'I never knew I could save a life too' after sharing their ideas during one of our collaboratives. Patient safety is everybody's responsibility."

Patient thanks RUH for great stroke care



Nigel Lownds visits the RUH

Nigel Lownds was just 45 years old when he suffered a stroke on a train just outside Bath Spa railway station, while travelling with his son and wife, who was eight months pregnant at the time.

A quick-thinking passenger recognised the visual symptoms and called the ambulance that met Nigel at the station and transferred him to the care of the RUH.

Nigel said: "The staff at the RUH were a credit not only to the hospital but the whole NHS and the country; my experience was faultless. The doctors and nurses ensured that I was supported as an individual and also supported my wife and son. The staff constantly explained to us what they were doing and ensured we understood. They supported me but also encouraged me to take steps on doing some things on my own, which I believed helped me to quickly move forward step by step, hour by hour."

Five months down the track and Nigel has made a remarkable recovery. He recently stopped by the RUH to thank the staff on the Acute Stroke Unit, and brought with him a lovely little surprise – the daughter who arrived exactly three

weeks after he suffered his stroke. "I remember thinking at the time, 'three weeks ago I couldn't talk, walk or even know basic details about myself', but now I am running between my wife and newborn daughter and communicating with doctors. I think back on how amazing my recovery has been and thank the exceptional work that all the staff at the Royal United Hospital have done to aid me in my recovery."

FAST – the national campaign which aims to make the public aware of the outward signs of a stroke – is already helping save lives. Consultant Geriatrician Dr Louise Shaw said: "I can't emphasise strongly enough how important it is every single person knows about FAST. I have seen people spared a lifetime of disability because when they were unlucky enough to have a stroke, they were lucky enough to be with someone who knew about FAST. The quicker we get someone into hospital when a stroke happens the better the chance of a good outcome."

Do you know the signs of Stroke?

The **FAST** test is an easy way to test for the most common symptoms of stroke or transient ischaemic attack (TIA or 'mini stroke') – Face, Arms, Speech and Time to call 999.

Face: Can the person smile? Has their face fallen on one side?

Arms: Can the person raise both arms and keep them there?

Speech: Can the person speak clearly and understand what you say? Is their speech slurred?

Time: If you see any one of these three signs, it's time to call 999.



Ann Wilde and David Dix (right) with Matron Neil Boyland (centre) and Simon Edwards and Theresa Hegarty (left) – all of whom took part on the See it My Way event

See it My Way: organ donation

See it My Way is a series of events run by the RUH all about getting staff to see things from a patient or family perspective. At the latest event, the highly sensitive topic of organ donation was up for discussion – and it proved to be an emotional couple of hours with some inspirational and frank words from guest speakers, Ann Wilde and David Dix.

Ann spoke movingly about the death of her son, who had learning difficulties. Following a choking incident, medics at the hospital where her son was being treated prepared Ann for the fact that her son would not be waking up. Even during this most difficult of times, Ann wondered why no-one had spoken to her about having Michael's organs donated. Finally, she managed to make her wishes known and the process began. Speaking of the day her son died, Ann said: "The hardest thing was saying goodbye whilst he was still on life support. After that, he was taken away so that the operation to retrieve his organs could take place. But still, in the middle of all that unimaginable grief, it

was a comfort knowing that something could come from his death. And in the years that followed it is still the only positive thing to come out of Michael's death – it gives us something to hold on to." Ann urged the doctors and nurses present to talk to families about organ donation, however hard or inappropriate it may feel to bring the subject up: "I imagine it is the last thing you want to do as a nurse or a doctor. I imagine you worry you'd be adding to the family's grief. But nothing can add to the grief. In fact, if you deny them the opportunity to consider donation, you may take away the one chance they have to make something positive come out of the situation. It would be cruel not to ask."

David Dix's daughter Rebecca was studying abroad in America when he received the phone call that would change everything. His daughter had been killed in a car accident. In a moment of clarity amidst the grief, David's wife reminded him that when their daughter was just seven years old she'd said that she wanted to be an organ donor if she died. David made

the call to the hospital in Connecticut and requested they use whatever organs they could. "When Rebecca's body was returned, we didn't have a funeral; we had a celebration of her life", David recalls. "Three weeks later, we received the first letter of many telling us how Rebecca's organs had been used. All in all, over 74 transplants took place using her organs. But it's not just the recipients those 74 transplants touch – I like to think of all the family and friends whose lives have been touched by Rebecca. I was proud of Rebecca in life and even more proud of her now that she's no longer here." David went on to set up the Donor Family Network which offers comfort, connections and advice to the bereaved families of organ donors.

Make your wishes known; sign the organ donor register today:
www.organdonation.nhs.uk

If you have been affected by organ donation, visit the Donor Family Network's website:
www.donorfamilynetwork.co.uk

Making a meal of it!

Great nutrition is an important part of patient recovery at the RUH and making sure that each and every patient has the opportunity to enjoy a hot evening meal has long been a priority for the Nutrition and Hydration Group; additional funding received last year made that priority a reality. However, we found that some patients were still missing out as a result of the timing of their surgery and staff were keen to find a way to meet these patients' nutritional needs.

The iWave – an intelligent microwave that uses a barcode scanning system to safely heat nutritionally-balanced, ready-prepared frozen meals – provided a neat solution. Mike Newport, Hotel Services Manager, said: “The system is designed to provide flexibility to mealtimes at the RUH. We recognise that, following surgery, patients may not feel up to

eating at prescribed times but will often be hungry later. With the iWave, patients have a choice of six meals which can be heated up for them by ward staff, so there is now something a little more substantial than toast for the patient to look forward to in the important early stages of recovery.”

There are currently two iWave machines in use (one on Robin Smith ward, the other on Philip Yeoman), but the plan is to install an additional two which will be strategically placed on the Medical Assessment Unit and the Princess Anne Wing, so that they can be used to cover all wards.



Senior Sister Irene Richards prepares a hot meal on Philip Yeoman ward

Non-emergency patient transport

Transport provider Arriva has written to us to apologise after staff and patients reported significant issues following the transition of patient transport services to the company on 1 December last year.

Ed Potter, Head of Service at Arriva Transport Solutions, wrote: “I’d like to start by thanking you for your patience and perseverance during the transition of non-emergency patient transport arrangements since 1 December.

“Combining the work of over 30 previous providers to a single contract across BaNES and Wiltshire has been exceptionally challenging and despite months of careful planning, some patients have waited much longer than we would expect. We appreciate this has not only had an impact on our patients, but also the hospital staff who have been looking after these patients whilst they have been waiting. We all share a common goal to provide a quality service to our patients and we acknowledge how frustrating and challenging this has been for the staff at the hospital as well as our own staff. Please be assured that we will continue to work with you to ensure that we provide a safe, caring and timely service to all patients.”

Mr Potter added that more patients were now being collected on time and said Arriva’s performance would continue to improve.

Our Deputy Divisional Manager for Medicine, Fiona Bird, said: “We welcome the apology from Arriva and will continue to work with them to improve the service. We have asked staff to let us know about any further delays their patients experience so that we can continue to monitor the issue.”

What our **patients** are saying

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

Many of our patients write thank you letters, but increasingly patients are turning to Facebook and Twitter to tell us how we're doing. Follow us on Twitter at www.twitter.com/RUHBath.

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

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

Professor Felicity Wikeley praised the RUH by writing to her local paper:

At a time when all stories about the NHS are ultra-critical I would like to use your pages to say thank you to all the practitioners involved in my husband's care over the weekend. Being woken at 4am by your husband with the words "I have pains in my chest" is every wife's nightmare. For the nursing night staff (Adam) at the Royal United Hospital's Emergency Department and the day staff (Cara) who took over, Tristian and colleagues from the surgical team, and all the staff on the Surgical Admissions Unit and Robin Smith ward, I have nothing but praise. It turned out to be gall stones and an inflamed gall bladder but they were all so caring, professional and considerate and very deserving of our gratitude. My husband also praised the hospital food, so thank you all very much. The NHS has always given me and all my family a phenomenal service and this time I wanted to be public with my thanks.

We received a beautiful handwritten letter from a gentleman from Frome who was delighted with the care he received:

"I am so pleased to be able to tell you, that following my surgery, I am feeling very well. It is so pleasant to be able to work around the house and to walk in the park listening to the birds and enjoying the spring flowers. I must thank you and your devoted team for making this possible."

This letter came from a Bath man who was treated in the Audiology department:

"I write to say how delighted I was with the treatment at my recent Audiology appointments. Charm and courtesy are the words that spring to my mind in describing my appointments in that department."

A man from Wiltshire wanted to share his thanks:

"I recently attended the RUH on a number of occasions. On all my visits and in all my communications with the hospital, I have found those that I have been in contact with to be friendly and professional. The staff in the Medical Therapies Unit (B45) and those in Dr Lowe's team were very caring, kind and supportive making the whole experience so much easier. In particular, I was impressed with the leadership and attitude of Sister Elizabeth Richards. She was friendly and informative and one could see her developing and monitoring her staff as she also carried out her care role. She leads an excellent team. When one hears such negative things about the NHS, it is such a pleasure to be able to see how different it can be in reality."

**NHS
Choices website:**

Everyone I met during my stay was professional and helpful and the care I received was excellent. I would be very happy to recommend this hospital to my family or friends. 5*

Posted by patient who was treated in orthopaedic surgery and received care on Philip Yeoman ward in April.

I was admitted in March 2014 and was very nervous, but all the staff I encountered were helpful and kind. From the minute I was wheeled into the pre-op room to my waking in recovery seven hours later, I felt I was in safe hands. The nursing staff – from the healthcare assistants to the staff nurses and sisters – were lovely and above all kind to me. They helped me through my down-in-the-dumps moments as did my fellow patients. In short, I would recommend anyone to be confident they will get good treatment at the RUH. 5*

Maxine Hill, visited in March 2014.

This gentleman thanked the RUH for the care his mother received but also highlighted his concern over transport arrangements ...

“Our thanks and appreciation go to the staff of your hospital who cared for my mother during her stay with you in April. Throughout her stay she was treated with professionalism, kindness and respect by all of the staff she encountered. All of your staff retained a cheerful disposition and nothing was too much trouble for them. The one area of disappointment was that her transport [booked to arrive between 12am and 2pm] did not arrive until 5pm. I appreciate this is not your responsibility but Arriva’s. But we thought you should be aware...”

Arriva has subsequently issued an apology and has reassured the RUH that they are committed to improving the service they provide. For the full apology and our response, see page 7.

Keren Hayden from Frome sharing on Facebook

“Massive respect for the amazing team currently looking after my Dad in the RUH. He is on top form thanks to the nurses, doctors and drugs team, and nothing is too much trouble for them. They’re getting him match-fit for a bypass over the next few days. Meanwhile, he’s having a lovely time. Thank you, you lovely people.”

This man emailed to express his thanks for the treatment he received:

“I recently stayed at the RUH and just wanted to say a big thank you to the many staff who looked after me so well. The NHS gets some unfair press in my opinion after what I experienced. From the Emergency Department to the Surgical Admissions Unit in the day time, and on to the Surgical Short Stay for the night, I was treated very, very well by all your staff.”

Mo Beechinor sharing on Facebook

“Thank you, RUH. Today I am being discharged from your hospital after a knee replacement operation. The staff were all kind and considerate and nothing was too much trouble for them. Once again, a big, big thanks to you all.”

@waynelindsy: Thanks to all the staff @RUHBath for the excellent treatment & care for my brave boy over the last 2 days. #safehand #brokenbones

@rachshillreilly: Great support from @bathnes, @PTOTSLTdept and @RUHBath means having longterm chronic back issues makes day to day life a little easier!

Do you want to be part of the team responsible for delivering such great care? We are constantly recruiting clinical and non-clinical staff, so there are plenty of ways to join the team and make a difference. Visit: www.jobs.nhs.uk and search for Bath in the location tab to see what jobs are available.



In Focus: Maternity

Whilst thousands of babies are born at the RUH every year, not everyone knows that the Trust has not actually run maternity services at the hospital since 1992 as they were managed by different NHS organisations.

So it was exciting news at the beginning of the year to learn that the RUH had won the bid to provide maternity services for the next three

years, not only at the hospital, but at community birthing centres in Wiltshire and Somerset.

We took over on 1 June and it has been 'all hands on deck' over the past few months to ensure a smooth handover from Great Western Hospitals NHS Foundation Trust, who previously ran the service. Whilst expectant mothers will probably not have noticed, behind

the scenes there has been a hive of activity: transferring of staff to the RUH, putting new policies in place, setting up computer systems, ordering new uniforms, re-branding documents and updating our website.

Vicky Tinsley, Directorate Maternity Lead, worked hard with her team to make sure the transfer was as seamless as possible. She said: "My team has

Maternity services at community hospitals

As well as running maternity services from the hospital's own Princess Anne Wing, the RUH has also taken on the running of maternity services at a number of Community Hospitals in the hospital's catchment area. Maternity units at **Frome, Paulton, Trowbridge, Chippenham, and Shepton Mallet** are now run by the RUH, and staff at these units became employees of the RUH Bath NHS Trust on the 1 June. James Scott, Chief Executive at the RUH, took a day out in May to visit the community centres and meet some of the staff ahead of the transfer. Statistics indicate that more babies are born on Thursdays than any other day of the week and that certainly proved to be the case on the day of the team's visit – with a number of births in progress and plenty of expectant mothers due to arrive. Home births also form part of the RUH's maternity provision.



Baby Jaxon, born on the day of James Scott's visit

been very positive about the move. We are continuing to provide a very good service but see this as a great opportunity to develop and improve."

The new head of the Women and Children's Division, Consultant Paediatrician Dr Bernie Marden said: "This organisation is all about family and patient-centred care, and we believe that we will now be able to look after mothers and babies together much more effectively.

"This has given us the opportunity to streamline a lot of the processes involved in looking after patients. For example, previously, babies born in the Princess Anne Wing who needed to be admitted to the Neonatal Intensive Care Unit would have had to undergo an inter-hospital transfer because they were moving from one Trust to another.

"I am passionate about what can be achieved when we put the needs of patients and their families at the heart of what we do. There is an exciting confidence that we can give women and their families real choices in their health needs through designing and delivering services that are truly joined up, modern and accessible."

For more information about maternity services visit the RUH website: www.ruh.nhs.uk/maternity



James Scott and Dr Bernie Marden with RUH midwife Melinda Adcock

- Every day we deliver about 13 babies
- We deliver more boys than girls
- Thursday is our busiest day
- Every day we see
 - 182 antenatal women
 - 75 postnatal women
- Mothers' ages range from 14 to 50
- Average birthweight is 7lbs 10oz
- Total births per year = 4,952
- 78% of women give birth in hospital
- One in five women give birth at home or at a community birthing centre
- 21-24% of women in labour are transferred from home or a birthing centre to hospital
- 23% of women have a caesarean

Smoking shelters installed

In response to feedback from patients, visitors, our neighbours and our own staff, we took the decision to install three smoking shelters on the RUH site.

All members of the public and staff are being asked to only smoke within the shelters which are located by the main hospital entrance, by the entrance to the Princess Anne Wing, and near our boilerhouse.

Howard Jones, Director of Estates and Facilities, said: "We have tried for many years to stop smoking on the site but the numerous 'no smoking' notices and verbal requests are frequently ignored.

"We would prefer to be a completely smoke-free site but it has proven impossible to maintain this position. We are not prepared to accept patients, visitors and staff having to walk through smoke to enter or leave our hospital. We have received many complaints about the mess left by discarded cigarette butts."

The security team will still continue their regular patrols of the site, and visitors and staff found to be smoking outside of the designated areas will be asked to put out their cigarettes or move to one of the shelters.



New £12m pathology lab

Staff moved into our new £12m pathology lab and mortuary in a phased transfer to ensure that services continued with minimum disruption.

What will the move mean for patients? Firstly, the new Mortuary incorporates a sensitively designed bereavement suite and private garden, so that families can view their loved ones in a peaceful and dignified setting.

The location of the new lab should help to streamline services; a dedicated pneumatic tube – which zips blood samples quickly and safely around the

hospital – will serve the Emergency Department exclusively and the transfusions department is now conveniently on the same floor as the operating theatres. These considerations will all contribute to a service that can be delivered more swiftly and efficiently and this will have a knock-on effect for patients awaiting results.

The move also paves the way for the demolition of many of the older buildings in the north of the RUH site – originally built in the 1930s to house wounded US servicemen – so that work can begin in earnest towards the complete redevelopment of RUH North.

Making a splash

It's a little tucked away, and you may not even be aware of its existence, but the RUH's very own open-air swimming pool has been given a new lease of life and is ready just in time for keen swimmers to put on their togs and enjoy a dip in the sunshine.

The pool is heated, with sun loungers and outdoor furniture

provided, and will stay open until 30 September.

Season passes are available for staff at the RUH, as well as for GPs working in BaNES and RUH volunteers with over a year's service. For details on how to submit an application for a season ticket, and for opening times and prices, call the Oasis Fitness Centre on 01225 824561.

Forging a **bright future** for the RUH

We've unveiled our ambitious new plans for a £110m transformation of the RUH site over the next five years.

Central to this is the new Estate Strategy, which will see old buildings demolished, paving the way for the construction of a new Cancer Centre, pharmacy building and integrated therapies unit – enabling us to deliver a first-class diagnostics service and the highest quality patient-centred cancer care.

James Scott, Chief Executive, said: "The Trust is on the cusp of one of the most exciting periods of development and improvement in its history.

"We now have an exciting five-year plan firmly in place which will help us to build upon our reputation for providing the half-a-million people we serve with highest quality care. Transforming the site means we can transform the services



we provide our patients, and our newly-approved Estate Strategy will enable us to do just that – sweeping away poor quality buildings and providing a hospital estate that we can all be proud of. We are now poised to take the first step in what will be a very exciting journey. These plans will ensure we are in the best position to deliver excellent care now and in the future.

"In addition to the money the Trust itself has set aside for these exciting developments, we are also immensely grateful for the contributions being made by members of the public to The Forever

Friends Appeal's Cancer Care Campaign that is raising £8.5m towards the new Centre. These, together with a number of large donations, have enabled us to think big and work towards creating a truly state-of-the-art facility providing an holistic approach to the treatment of cancer patients at the RUH."

Howard Jones, Director of Estates and Facilities, added: "The investment will not only cover the costs of the new Cancer Centre, it will also enable us to make a considerable investment in medical equipment, IT infrastructure and extensive re-development of the whole site. We are on track to build a new pharmacy, therapies centre, and a new records and IT centre, as well as allocating additional patient and visitor parking due to the restructuring of the site.

"The next five years will see many changes at the hospital that are possible because of the hard work of all our staff."

Urgent Care Centre opens

A new Urgent Care Centre (UCC) opened at the RUH in April, for patients who have an urgent need to see a GP or nurse but whose illness or injury is not life-threatening and does not require a visit to the Emergency Department.

The UCC, which is located adjacent to the Emergency Department and shares the same entrance, may be accessed by phone (by dialling 111) and a walk-in service is also available 24 hours a day,

seven days a week. Upon arrival, patients will be assessed by a UCC nurse who will refer them to the most appropriate service or recommend an appropriate course of action. This could mean being provided with self-care advice, being referred to the UCC, the Emergency Department, your GP, or on to the relevant community or social service.

Services at the Urgent Care Centre are provided by Bath and North East Somerset Doctors Urgent Care.



Dr Dom Williamson, lead consultant Emergency Department and Alan Whitmore, local clinical director at BaNES Doctors Urgent Care

It's OK to ask

'OK to ask' is a campaign to encourage patients to ask if there are clinical trials they can take part in. Clinical trials can benefit patients by giving them access to cutting-edge treatments but also benefits the service by providing the all-important evidence base needed for using new treatments, drugs and methods.

Our very active Research and Development team marked International Clinical Trials Day on 20 May by highlighting some of the great research projects already underway at the RUH and, most importantly, by prompting patients to ask the all-important question 'how can I be involved?'. We caught up with Research and Development Manager Kelly Spencer to find out more:

What kinds of trials take place at the RUH?

"We undertake a wide variety of research studies and clinical trials; these range from studies in which patients simply complete a questionnaire to those trialing cutting-edge medical treatments for diseases such as cancer, diabetes and stroke. We also conduct research in paediatrics, surgery, A&E and cardiology, in fact most departments are, or have been involved in research over the past few years."

Which patients should ask about trials?

"All patients should feel able to ask about what research is being done for their particular condition. We conduct a wide range of research studies in lots of specialities and areas, it may be that at this time there is not a trial suitable for all patients who ask, but there may be in the future. Asking about research may also help patients to understand



what research and evidence is available about the treatment they are currently receiving."

Who should patients ask?

"Patients can ask their doctor, nurse or GP. All healthcare staff have an understanding of research and the evidence surrounding the treatments they provide."

What are the benefits of taking part in research?

"Some patients who take part in clinical trials may get access to new treatments that would otherwise not be available to them. Other patients report feeling more informed about their condition or a feeling of taking control in a difficult personal situation. Many patients also feel that they are more closely monitored during a clinical trial. Not all research will directly benefit the patients that take part, but may benefit people with the same condition in the future. Research helps us to understand the most effective way to treat disease or provide healthcare efficiently and safely. Many of the treatments we use every day would not be available if it wasn't for people taking part in research in the past."

For more information on being involved in clinical trials visit www.nihr.ac.uk and click on the 'OK to ask' logo.



Coffee and chat for Glaucoma outpatients

Glaucoma patients being treated by the Eye Unit are invited to a coffee morning where they can listen to informal talks from medical professionals and chat to other patients with the condition.

It will take place on Saturday 21 June at 10.30am in Eye Outpatients (B29) at the RUH.

Diane Kilgour, Head Optometrist, says: "I hope this event will help provide a relaxed setting for people who are newly diagnosed, or those who are adjusting to living with the condition, to come and find out a little bit more about Glaucoma. Understanding the condition can really help allay some of the fears associated with it and talking to others with the same condition can be a reassuring and useful experience." BEUAF (the Eye Unit's own charity) are hosting the event. To support BEUAF or to become a friend of the charity, please contact sallywebber@nhs.net

All change at Bristol

It was all change for our neighbours in North Bristol this May, as the brand new Brunel building at Southmead Hospital Bristol opened. Services previously run at Frenchay Hospital transferred over to the newly built Brunel building (part of a £420m major development for North Bristol NHS Trust) during the month of May. Find out more by visiting www.nbt.nhs.uk

Dementia Awareness

The RUH believes that an empathetic understanding of the patient's experience is vital for delivering great quality care – and, for delivering great care to patients with dementia, a specially designed 'ageing suit' is proving to be a useful training tool.

The neurological symptoms associated with dementia – forgetfulness, confusion, a sense of frustration – are commonly known, but the physical challenges dementia sufferers face are often less widely understood. Impairments in coordination, strength, dexterity, and visual ability can make the world a difficult and sometimes frightening place for dementia sufferers to navigate.

A special 'ageing suit', created by health solutions specialists Hill-Rom Liko, was developed to give wearers an opportunity to experience the physical impact of dementia. Mary Chapman, Manual Handling Advisor at the RUH, was so impressed by the suit that she decided to create one for use in training at the RUH.

The suit consists of a padded and weighted upper-body protector,

weighted leggings, thick gloves, and goggles. For the wearer, the suit mimics extra weight, increased heaviness of limbs, alters the centre of gravity and mobility, and changes walking gait. The gloves and goggles alter perception.

Mary Chapman is no stranger to wearing the suit herself: "When I wore all this gear, it was difficult to walk up and down steps or even just sit on a chair. The gloves made it difficult to grip, to hold a knife and fork, a cup of tea, or pick pills out of a pot. My spatial awareness was altered and that made me realise just how important it is when carrying out personal care to let the patient know what we are doing. We need to think about what the dementia patient understands and how they interpret what we are doing and saying to them."

A series of events and training initiatives took place at the hospital throughout National Dementia Awareness Week in May, and a number of projects are already underway to improve dementia care at the RUH, including:

- Specially designed dementia garden for Combe, Pulteney and Midford wards



Antonio Magalhaes experiences the suit as part of his training

- Re-evaluation of and renewed focus on the successful Charter Marks scheme
- Dementia Champions training as part of the Alzheimer's Society's drive to see 1m Dementia Friends trained by 2015
- 'The Parlour' – a specially created cosy retreat on Forrester Brown ward for elderly patients and patients with dementia.

You can read more about these and other exciting projects in forthcoming issues of Insight.

Riding the crest of the waves

Bath Hospital Radio turns 50 this year, celebrating half-a-century of delivering high quality broadcast services to the patients of the RUH and the Royal National Hospital for Rheumatic Diseases.

Established in 1964, the station and its presenters have won numerous awards over the years, including the coveted Hospital Broadcasting Association's Hospital Radio Station of the Year.

Though the station started out in the city centre, it is now housed in Manor Lodge on the RUH site, which is handy for gathering song requests from the wards.

Ten years ago, the station began broadcasting 24 hours a day, seven days a week and fills the schedule with a mixture of live and pre-recorded shows. As a charity, Bath Hospital Radio relies completely on fundraising and donations, plus its dedicated team of volunteers, in order to stay on the airwaves. Chair of Bath Hospital Radio Ian Martin, and his team love to encourage new people into the studio: "Our volunteers range in age from their 20s to their 60s and beyond, and get involved both behind the mic by presenting shows, and behind the scenes in helping maintain our huge archive of music."

So what are the plans for the next 50 years? "We'll continue to play those special requests for our listeners, but would love to extend our range of programming with live recitals, the spoken word and more in the way of storytelling."

Stay tuned – the future of Bath Hospital Radio looks – or rather, sounds – bright.

If you are interested in volunteering for the station or if you wish to make a donation, call 01225 824151 or email chairman@bhbs.org.uk. For more information about the station or to listen live, visit www.bhbs.org.uk

Members wanted!

Become a member and help us make positive changes

“Our vision is to be recognised for delivering the highest quality hospital care for the people of Bath and North East Somerset, Wiltshire and Somerset, as assessed by patient safety and clinical outcomes and evidenced by patient surveys. Becoming an NHS Foundation Trust is the next step towards achieving that vision. FT status will give patients and the wider public the opportunity to be involved and have a say in shaping future services and strategic planning.

“We recently reached a major milestone of 7,000 public members, but we’re still looking to recruit more. Our membership community is made up of a public constituency

of local people and a staff constituency for all permanent members of staff. As a member, you decide how involved you want to be – you may simply want to receive a newsletter about the Trust’s activities or you may want to attend our members events. You may even wish to stand for election to the Council of Governors, which works with the Board of Directors. It is through the Council of Governors where Members are given a greater say in the development of the hospital and can have a direct influence in the development of services. By becoming a member, you can help us make positive changes to the hospital – we couldn’t do it without you!”

Roxy Poultney, Membership and Governance Manager

Meet a Member



Name: **Christine Gibson**
Age: **54**
Lives: **Near Melksham in Wiltshire**

Why I became a member:

“A few years ago, I had a very good experience of care at the RUH. The responsiveness and professionalism of the staff prevented me from sustaining permanent hearing loss. I was so happy with the care I received that I felt compelled to write a letter of thanks to the Chief Executive of the RUH. I

received a reply and it was then that I learned I could give something back to the hospital by becoming a member.”

Being a member is important because...

“I am always kept up to date with what’s going on at the hospital and receive an insight into practice at the hospital. Events like the Caring for You sessions we went to are such a fascinating glimpse into how the hospital works. It’s amazing to get behind the scenes and see what a remarkable job the staff here are doing.”

Why the RUH is important to me:

“Because the hospital has cared not just for me but for my teenage daughter and my elderly parents as well. It really is our local hospital and it’s wonderful to know that we have such great services on our doorstep. In fact my 15-year-old daughter Katy was so impressed by her time in the RUH that it’s inspired her to become a paramedic when she’s older – and she is keen to become an RUH Trust member when she turns 16, as she knows her voice can make a difference.”

Become a member and...

- Help the Trust to improve services by sharing their views and indicating where improvements could be made or how things could be done differently
- Be involved and consulted on issues such as changes and improvements to services
- Keep up to date with Trust news by receiving your quarterly digital copy of Insight via email
- Vote for a representative in Governor elections
- Be eligible to stand for election as a Governor
- Receive invitations and attend exclusive member events to get behind the scenes at the RUH
- Have exclusive online access to health service discounts

News from our **North East Somerset Public Governors**

Insight caught up with Governors Nick Houlton and Helen Rogers to find out about their involvement with the Trust.

Helen chairs the Strategy and Business Planning Working Group: "The aim of this group is to help us, as Governors, to contribute and add value to the vision and strategic direction of the RUH and to ensure that membership interests are represented and taken into consideration when strategic decisions are being made. In simple terms this means that the Governors have an important role in helping the Trust plan its services now and for the future.

"A typical meeting could consist of an update on key issues – such as our application for Foundation Trust status, updates on our business plan, clinical service updates (in cancer services, for example) or a session on how the RUH is paid for the services it provides.

Nick is involved with the group who focus on patients' experiences, and the safety and success of treatment: "My own personal interest has always been in patient experience, so I am very happy to



Helen Rogers & Nick Houlton, Public Governors, North East Somerset

be involved as a patient representative.

"I take part in annual patient-led inspection surveys undertaken by teams made up of equal numbers of hospital staff and patient representatives. The purpose is to ensure that the wards, clinics and any areas which the public visit are safe, clean and fit for purpose.

"An important aspect of the inspection is to check the hospital food service and, since I started these surveys, I have been very impressed by the effort the staff put into keeping standards as high as possible. Helen and I were delighted to be invited to join staff and patients at a ward tea party as part of International

Nutrition and Hydration Week. Cakes were provided by the kitchen and by staff, and the focus was on the enjoyment of food – which can be just as important in patient recovery as the nutritional value of the food itself. I came away at the end of the day feeling very proud of our hospital and its staff and it was a privilege to be part of this tea time celebration.

"We both believe that if we are to be successful as Governors then we need to know what is happening in the hospital and we need to have a visible presence for patients and their families."

Something else worthy of celebration is the move of maternity services back to the RUH. This is an issue which is very dear to Helen's heart: "As a practising midwife who once worked at the Princess Anne Wing I was delighted to be involved in the successful bid which meant that maternity services will now be managed by the RUH."

Helen looks forward to working with the Trust to ensure that women and their families continue to receive an excellent service.

Dates for the diary

Date	Time	Venue	Event Title
29 July 2014	18:00 – 19:30	Department B20, RUH	Caring for You: Cancer & Survivorship
15 September 2014	18:00 – 19:30	Department B20, RUH	Caring for You: Men's Health, focusing on health promotion and backs
24 September 2014	From 17:00	Assembly Rooms, Bath	Caring for You: Annual Members Meeting, combined with the AGM
27 November 2014	18:00 – 19:30	Department B20, RUH	Caring for You: Patient Safety, Privacy & Dignity
19 January 2015	18:00 – 19:30	Department B20, RUH	Caring for You: Food & Nutrition

If you are interested in attending any or all of the above events please do let us know. Places must be booked, so please contact the Membership Office on 01225 826288 or via email at RUHmembership@nhs.net

Sign up online via www.ruh.nhs.uk/foundationtrust, pick up a membership form when visiting the hospital, or call the membership office on 01225 826288 who will happily send you a form.



*'Spring Tour (Quail)'
Yu Chungyou (Reed
Contemporary Art)*



'Garden, Martock' Ros Ford

Spring into art at the RUH

The RUH hosts a series of impressive print exhibitions. This season's exhibition includes a 30 year celebration of Bath Artist Printmakers, Bath's only fine art print making group. The prints are made by various techniques, ranging from etching (still produced using the same methods that would have been familiar to Rembrandt 400 years ago), through to woodblock,

lino, monotype, silkscreen, and mixed media.

Contemporary Chinese woodblock prints from Reed Contemporary Art from two centres of Chinese printmaking – Harbin in the North East and Puerh in the South West – are also on display alongside prints by Bristol-based painter and printmaker Ros Ford. Ros Ford's etchings are based on hidden industrial landscapes close to her home and studio.



'Winter Hares' Rosemary Farrer (Bath Artist Printmakers)



Credit: Pixel Photography

Welcome back **Artsparks!**

Artist in Residence Edwina Bridgeman is back to run the Artsparks Programme. The programme aims to help children feel more at home in hospital, make friends, continue to learn outside of school, stretch their creativity and give them an outlet for their emotions. In 2014, Artsparks will run 80 art and music workshops and reach over 1,440 children and their families in the process.

Later in the year, workshop participants may get an opportunity to be a part of Edwina's forthcoming show at the Victoria Art Gallery in Bath. Edwina's own artistic practice is inspired by and intrinsically linked to her work with young people, and artwork produced by young workshop participants will form part of the exhibition. The participants involved will not only get the chance to see their work hanging alongside the work of a professional artist, but

will also receive free entry passes to the gallery for the duration of the show.

Edwina Bridgeman is thrilled to see the difference art can make to the lives of patients: "We've had a lot of positive feedback and there is a good feeling amongst patients and families in the workshops. Workshops make a real difference and are a welcome asset to the ward."

For further information on Art at the Heart and the exhibitions on display, please contact:

Hetty Dupays, Arts Programme Manager on hetty.dupays@nhs.net

Jessica Shoemack, Marketing Assistant on jessicashoemack@nhs.net

01225 824987

www.ruh.nhs.uk/art

Follow us on Twitter @artatruh

ROYAL UNITED HOSPITAL, BATH **STAFF & VOLUNTEER OPEN ART COMPETITION**

2014

Free entry

Patients and visitors at the RUH will recognise the professional expertise of our staff, but from July 25 through to October 16 it will be the artistic talents of our staff on show, as their works will cover the walls as part of the Staff and Volunteer Open Art Competition 2014. Photography, prints, textiles, paintings, drawings and illustrations will make up the exhibition, and prizes will be awarded to the winning entries – with a Royal Photographic Society workshop voucher worth £95 for the best photograph and a framing voucher from Meltone Gallery worth £75 for the best original artwork. The winners will be chosen by a People's Choice vote, so browse the exhibition and vote for your favourites.

Be 'Thrombosis aware'

It wasn't so long ago that we were all being advised to slip a pair of compression stockings in with the paperback and boiled sweets in our hand luggage. But did you know that the risk of developing a deep vein thrombosis (DVT) in hospital is almost 1,000 times higher than the risk of developing one on a long haul flight? You may also be unaware that DVT can affect younger people who are generally fit and well.

The good news is that there is much that patients can do to reduce their risk of thrombosis during a hospital stay – and afterwards.

Josephine Crowe, consultant in Haematology at the RUH, said: "We already have a good system in place for assessing, preventing and treating thrombosis. All patients admitted to the RUH have a risk assessment to determine the likelihood of them developing a blood clot. Those at high risk are treated with an anticoagulant drug. A second risk assessment is performed after 24 hours.

"If a patient has reason to believe that they are at an increased risk of developing thrombosis we would encourage them to tell the ward staff upon being admitted to hospital. We would rather prevent a thrombosis than have to treat one that develops during a patient's stay."

People can self-assess their risk of developing thrombosis by visiting the NHS Choices website and taking a short and simple online quiz (visit www.nhs.uk and search 'VTE self-assessment').

Susan Scott, recently appointed as nurse specialist in prevention of hospital acquired thrombosis, added: "As well as ensuring that we give the best treatment to try and prevent clots, we want to



educate staff, patients and their families about how we can work together to help reduce the number of people who get a clot.

"If yours is a planned procedure, losing a little weight (if you are overweight) and giving up smoking ahead of your visit could help to decrease your risk. If you are on the combined contraceptive pill or are on a course of HRT then you should talk to your doctor, as this can also increase your risk."

Patients can further reduce the risk of developing thrombosis whilst in hospital by:

- Drinking plenty of fluids to keep hydrated
- Getting up and moving around as soon as advised to and exercising legs in bed
- Wearing any compression devices given (such as stockings) and following the directions of staff about when and how long to wear them
- Taking and completing the full course of any blood-thinning medicines prescribed.

Information and advice about thrombosis can be found on the NHS Choices website www.nhs.uk and on the Thrombosis Charity website www.thrombosis-charity.org.uk

International recognition for safety work

A team from the RUH showcased our excellent work to improve patient safety at this year's International Forum on Quality and Safety in Healthcare.

The team, which included three of our junior doctors, met other delegates from around the world to compare best practice, while developing their knowledge and skills by participating in a varied programme of courses and experience days.

Our Associate Medical Director for Quality Improvement, Prof. Carol Peden – who has recently been recognised with the Macintosh Professorship from the Royal College of Anaesthetists – led a whole day course on quality improvement for over 100 international delegates.

The conference in Paris focused on the theme of inspiration and change and hosted over 3,000 guests from more than 75 countries.



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4626 Aeromedical Evacuation Squadron have recently moved to brand new, purpose built, state of the art training facilities at RAF Brize Norton in Oxfordshire. We continue to support Operations in Afghanistan where our Doctors, Nurses and Paramedics deliver an outstanding level of care to those that need it most. We have received high praise and justifiable recognition for our individual and collective efforts over many years, and we will continue to progress and build on our success.

If you are a Doctor, Nurse, Paramedic, Physiotherapist, Dentist, Dental Nurse, Healthcare or Emergency Care Assistant interested in finding out more about what you can offer, and what you can gain, now is the ideal time to arrange a visit to us.

Forthcoming Information Days are 28 May, 11 & 21 June, 2 & 26 July, 6 & 27 August – to book your place simply call the recruiting team on 01993 842551 ext 4260 or 4261.

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Our charities

The Forever Friends Appeal



Movie magic

Movie by Moonlight is back! Last year's open-air screening of Dirty Dancing drew the crowds and raised a whopping £6,552.86 for The Forever Friends Appeal. This year's film choice is yet to be confirmed but one thing's for sure: it'll be a great night out.

Movie by Moonlight will be held at Bath's Victoria Park on Saturday 30 August from 8pm till late. For more info visit www.foreverfriendsappeal.com or contact Laura Pearce on 01225 821535

Excalibur to the rescue!

Swindon-based business, Excalibur Communications, has committed to raising £50,000 towards The Forever Friend's Cancer Centre Appeal. The significant pledge was kick started with a £25,000 cheque presentation to the charity, from Excalibur's Chief Executive, James Phipps.

Mr Phipps said: "The Forever Friends Appeal was something we very much wanted to get involved with. The new Cancer Centre will benefit



Excalibur Chief Executive, James Phipps hands over the cheque to staff the Forever Friends Appeal and staff of the RUH oncology department

so many people all over the South West, and the teenage area was an ideal project for Excalibur as they'll be using lots of the technology we provide. We're very committed to our challenge and are looking forward to achieving our goal."

For more information about Excalibur's planned fundraising activities, visit their website: www.ex-c.co.uk

From teddies to readies...

Ted's Big Day Out! is The Forever Friends Appeal's annual region-wide fundraising day. This year's theme is Big Ted's Funky Footwear, so you can customise your ted with silly socks, wacky laces and outrageous shoes and take him out for the day!

Ted's Big Day Out! is on Friday 17 October 2014. This year's TBDO is proudly sponsored by Mogers Drewett Solicitors. www.tedsbigdayout.co.uk



Maternity volunteers

On 1 June, the Friends of the RUH took over the management of the Great Western Hospitals NHS Foundation Trust's maternity ward volunteers, following the RUH taking over maternity services on this date. We've now welcomed 34 volunteers to the RUH's maternity services. The volunteers offer their help in a number of ways such as meeting and greeting patients when they arrive at the midwifery station, befriending patients on the wards, and helping with breastfeeding support. The Friends are thrilled to be involved with this project and look forward to continuing the brilliant work already established.

Friends Summer Fete

The annual Friends Summer Fete is to be held at the RUH on Saturday 5 July, from 1-4pm in the Lansdown Restaurant and in the parking area to the front. There's an exciting programme of events, live music, ward stalls, cream teas, and children's entertainment. This great event is popular with staff and visitors alike. All proceeds will go towards the Friends Coffee Shop and the Combe Ward Landscape Garden.



Olympic medallist, Amy Williams opening last year's fete



New place for coffee

Construction will start shortly on the new Friends Coffee Shop and Combe Ward Landscape Garden. The works are scheduled to be completed by September 2014. The intention is to create a wonderful space in the courtyard for patients, staff, visitors and relatives.

Become a friend of the RUH
www.friends-of-the-RUH.co.uk