

# insight

ISSUE 4 WINTER 2009



**RUH in Good Health**

**Ted's Big Day Out!**

**Have your say...**

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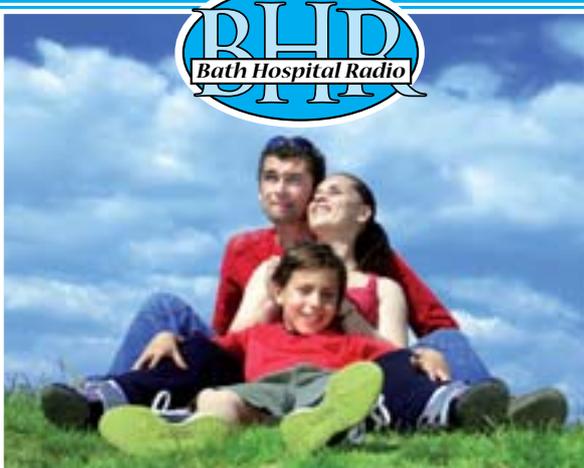
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# insight

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

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For further information, please contact  
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# Welcome

**We hope you enjoy the latest edition of insight, do continue to give us your feedback.**

As insight went to print, many staff, visitors and supporters of the RUH were entering into the spirit of the Forever Friends biggest fundraising event of the year - Ted's Big Day Out! See what all the fuss was about in the centre pages. Here's something to whet your appetite!



## Anita Houlding

Communications Officer / Editor

## Editorial dates 2009/10

You can send your articles for insight via email to Anita or [communication@ruh.nhs.uk](mailto:communication@ruh.nhs.uk) or you can send a paper copy via the internal mail.

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Week commencing 1 February

## Contributors



**James Scott**  
Chief Executive

**RUH is in 'good' health - p6**



**Sue Smith**  
Assistant Director of HR

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**Ben Amor**  
Mental Health Liaison Nurse

**Exploring dementia - p5**

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# Patient **Safety** Improvement Programme

The RUH used Patient Safety First week back in September to launch our involvement in the South West SHA's Quality and Patient Safety Improvement programme.

The Patient Safety Improvement programme is aimed at making healthcare in the South West of England safer. This initiative will enable us to improve safety for our patients and to become respected leaders for others to learn from.

The Patient Safety Improvement programme will build on the work we've already achieved over the last year in improving

patient safety and will be a new way of managing our progress.

We will turn our eight existing workstreams into five new workstreams, whilst adding a number of extra areas of focus. Each new workstream will have two identified leads to drive forward progress.

## The five Patient Safety Improvement Programme workstreams



### Leadership

- led by James Scott
- Executive Patient Safety Visits
- Embedding a safety culture
- Safety briefings



### General ward

- led by Gareth Howells and Jess Moss
- Deteriorating patient
- Infection prevention and control
- Reducing pressure ulcers
- Care of patients with congestive heart failure
- Care of patients with myocardial infarction
- Preventing falls



### Perioperative care management

- led by Dr Lesley Jordan and Heather Cooper
- Prevention of surgical infection
- Perioperative cardiac protection for high risk patients
- Safer surgery checklist



### Medicines management

- led by Regina Brophy and Gayle Wynn
- Anticoagulant use
- Venousthromboembolism (VTE)
- High risk medication
- Reconciliation of patients' med lists



### Critical care management

- led by Neil Boyland and Yvonne Pritchard
- Complications from mechanical ventilation
- Central lines
- Infection prevention and control

For more information on any of the workstreams or Patient Safety at the Trust, please contact Jo Miller on ext. 4238

# Freewheelers

Freewheelers Emergency Voluntary Service is a registered charity, providing an out-of-hours emergency motorcycle courier service to hospitals in the South West of England.



Their service is available from 19:00-07:00 Monday to Friday and 24-hours over weekends and Bank Holidays, and is free to NHS users for runs within the coverage area (roughly Bath-Bristol-Taunton and outlying NHS units).

Freewheelers' fleet of specially adapted motorcycles are equipped with high-visibility markings, plus blue lights and sirens for emergency use, which enables them to help save lives by delivering urgently required items safely and promptly.

**Freewheelers will deliver any of the following items:**

- Blood for transfusion, platelets, or other blood products which must be

supplied in the appropriate insulated packaging

- Blood, urine, or other tissue samples for analysis by pathology and microbiology laboratories, all transported in accordance with UN3373
- X-rays, scans and CD-ROMs
- Patient notes
- Any other medical items or small pieces of medical equipment.

Freewheelers use motorcycles equipped with panniers and an external rack, so don't ask them to carry large items.

Requests for deliveries of medically required items to patient's addresses may be accommodated, if they can

be completed before 21:00hrs and the Freewheelers Coordinator has been able to talk to the recipient in advance.

**If you wish to use Freewheelers, please phone the Freewheelers Duty Coordinator on 07050 601315 (or backup number 07005 993957) within the hours of operation. All collections on behalf of RUH wards are made from the A&E Reception Desk where a log of all tasks is kept. Please do not ask riders to collect from wards.**

The service is provided by volunteers. If you want to know more, please visit [www.freewheelers.org.uk](http://www.freewheelers.org.uk)

## Caring is what we do make sure you are the best

**Up to 70% of acute hospital beds are currently occupied by older people and up to a half of these may be people with cognitive impairment, including those with dementia and delirium. It is now part of our core business - whether you work on a surgical ward or cardiology!**

The RUH has been working in partnership with Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) to develop a programme to improve support for patients in hospital who suffer with dementia, and for their carers.

Now you can book your place on an interactive training programme, a 3-hour session run by the Mental

Health Liaison Team at AWP exploring all areas of dementia and how to care for people with mental health problems. The workshop is intended to help you talk around some of the issues involved in managing patients with dementia and how better to understand their needs.

Ben Amor, Mental Health Liaison Nurse at AWP says: "Dealing with patients with dementia can be tough, and challenging behaviour can be difficult to understand and manage.

Understanding the person behind the dementia can help to understand their



actions. We hope these awareness sessions will help staff to come up with strategies to care for patients with dementia better."

A National Dementia Strategy for the NHS was launched in February 09. Dr Nick John, Consultant Geriatrician and the RUH dementia clinical lead said: "One of the key messages in the Strategy is the need for better education and training for professionals, not just for people providing dementia services but for the many other members of staff who come into contact with people with dementia and their carers."

Training places can be booked on MLE or through the education centre directly (ext. 5502).

# Annual Health Check

We are one of just 13 health trusts to have been rated as among the best in the country by the national health watchdog, the Care Quality Commission (CQC). Our hospital is one of an elite few to be rated as 'most improving'.

For the first time since the Annual Health Check system was implemented, the CQC has scored the RUH for 2008/09, as 'good' for Use of Resources and we retained the score of 'good' for Quality of Care. These last year's results show how far we've come since 2005/06, when we scored 'fair' and 'weak' and it's down to the hard work of every single member of staff that we're now in such a good position.

Chief Executive James Scott praised staff for their commitment and hard work in delivering this high quality of care. "Thanks to the efforts of all of you, the Care Quality Commission has recognised that, based on the 2008/09 result, we continue to go from strength to strength. Two years ago we were rated as 'weak' for Use of Resources and for Quality of Care.

"The Commission has officially acknowledged the tremendous efforts and developments we've made. For the RUH to be rated as 'good' in both areas is fantastic news. Our top priority remains patient safety and the quality of patient care - we have made significant improvements in both these areas in the past year as the detailed results indicate. However, we know there is more to be done, for example continuing to make improvements in how efficiently and effectively we treat the patients who attend our Emergency Department.

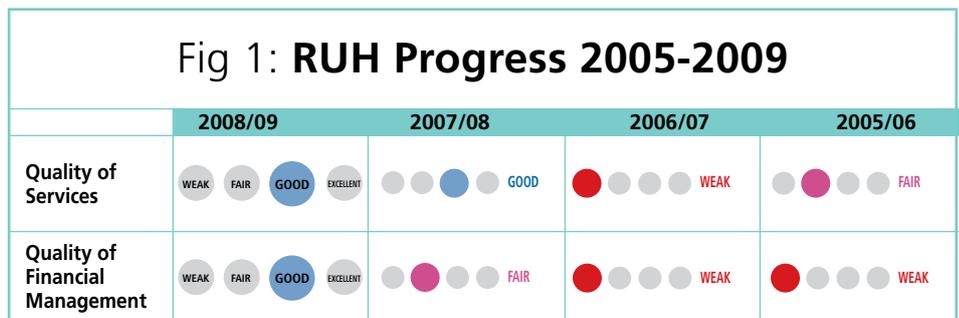
"This national recognition can give patients confidence when they

are choosing where to have their treatment and it rewards our staff with the praise they justly deserve."

The Care Quality Commission, which has replaced the Healthcare Commission, has assessed how well healthcare organisations perform in a number of different areas of interest

to patients and the public. The full report is available on our website and that of the Care Quality Commission [www.cqc.org.uk](http://www.cqc.org.uk)

The table below shows the progress the RUH has made in recent years in these national health ratings.



**Fig 2: AHC Hospital Comparison**

Trust	Quality of Service	Use of Resources
RUH	Good	Good
Swindon	Good	Good
Salisbury	Good	Excellent
North Bristol	Weak	Good
UHBT	Good	Excellent
RNHRD	Good	Fair

**"Thanks to the efforts of all of you, the Care Quality Commission has recognised that, based on the 2008/09 result, we continue to go from strength to strength."**

# Yours sincerely

The Trust frequently receives letters in praise of the care our staff give to patients. Some also appear in the local press. Here are extracts from a few.

**Jane Otaqui from Bath** wrote "I was astonished by the quality and dedication of the staff. From hospital porters to domestic staff, nurses and doctors, we were met with such kindness. One hears so many people complaining but we found nothing but excellent care. In particular I wish to thank Tracy Miles - cancer liaison nurse - and Mr Johnson (Gynaecology Consultant) who were obviously both so busy but were so dedicated and reassuring; they inspired confidence that went far beyond professional competence. I must also mention an especially kind young trainee nurse Natasha (?) on Charlotte ward who will make a really wonderful nurse that any hospital would be proud of. We could see that all the staff are under pressure yet we never felt rushed or that staff didn't have time to care and do what needed doing. Congratulations and many thanks to all at the RUH."

**Malcolm Brown from Batheaston** wrote "I want to say a very big thank you to all the staff at the RUH Urology department who treated me. From the initial tests to the operation, everyone involved was so professional and caring. I would personally like to thank the consultant surgeon Mr J McFarlane and his team, together with the nurses and staff in Cheselden ward. No-one looks forward to going into hospital, but it is made so much more bearable when you know there are such wonderful people working within the NHS at Bath. Again, thank you."

**Dorothy Pattle from Dilton Marsh** wrote "I would like to thank all the staff at the RUH. I recently spent almost a year in the orthopaedic section of Forrester Brown ward. The kindness and expertise of my surgeons Mr Pope and Mr Pozo and their team of doctors was second to none. All the nurses were wonderful too, and ancillary staff worked so hard and were cheerful and friendly showing great teamwork. I enjoyed my regular records in the evenings on hospital radio. It is wonderful to be home but I confess I rather missed the RUH for a time after the superb service over my long time there. In short, I am the hospital's number one fan and thank them with all my heart."

**Mr W R Girven from Melksham** wrote "I am writing to offer my sincere thanks to all those who were involved in my care and treatment. The care, calm professionalism and consideration that we were shown by all members of staff in Phillip Yeoman ward, associated departments and the operating theatre was superb. Despite coping with a busy schedule, the staff were meticulous in their duties and in ensuring that I was properly supervised, treated and comfortable throughout my stay."

**Ms Moira Lain from Walsall** wrote "Please accept my sincere thanks to your staff in Emergency Department unit and the chest pain ward for the wonderful care shown me. They were all so kind, each and everyone who dealt with me - full of kindness, care and professionalism. They are a credit to the hospital. I am so very grateful to them all."

**Professor Mike Salmon based in Chelmsford** wrote "I am writing to thank your staff for the outstanding treatment I received whilst a patient in your hospital. The care, commitment and motivation of your team, from consultant to ward orderly are second to none. I was brought into the Emergency Department and was not only seen but treated within ten minutes. I was swiftly transferred to the MAU where I could not have wished for better treatment, including in passing, extremely appetising food! The rest of my stay was on Marlborough ward. I have seldom experienced a ward which combines efficiency and professionalism with team spirit, humour and real caring. The team leadership provided to the non-medical team by Declan Howard is a module to emulate. I would be grateful if you would pass on my sincere thanks to the colleagues who looked after me."

**Mr Michael Cooper from Frome** wrote to Don Foster MP who then shared his letter with the RUH. Mr Cooper said: "I would like to sincerely thank Dr. Inma Mauri Sole in Dermatology and also nurses Alison and Gloria for assisting. The staff that ministered to me showed great concern, caring and professionalism and should be congratulated."

## Just a minute...



**with Sue Murray, Consultant Clinical Scientist in Microbiology** – giving advice on the diagnosis, management and treatment of infectious diseases

**Q What led you to work in Medical Microbiology?**

**A** I love the detective work to find out the cause of the patient's infection and being a part of their management.

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

**A** Switch on the PC to see if there are any overnight emails and make myself a cup of green lemon tea.

**Q What book are you reading right now?**

**A** The Rough Guide to Evolution by Mark Pallen (also a Medical Microbiologist), background reading for a Certificate in Wildlife

Biology Course I'm taking in my spare time.

**Q What's your dream holiday destination?**

**A** Diving in the Gallapagos - I understand the wildlife is phenomenal and unique.

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

**A** Unfortunately the telephone! It gets red hot sometimes.

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

**A** I'd like to be able to walk or cycle to work but it takes too long and is too hilly!



**Q What makes you laugh?**

**A** I am a Radio 4 panel game/comedy fan, I enjoy shows like I'm Sorry I Haven't a Clue, or QI on TV.

**Q What do you do for fun?**

**A** Relaxing with my family; watching them play sport or music at school and supporting Bath Rugby. Also enjoy tennis, kayaking and hill walking. I love walking my dog - except pre-dawn in the winter!

## July Team of the Month

Even though the Oral Surgery team has been through a few difficult years, they have always managed to continue to deliver a top service. The staff have been successful in improving the environment for patients and staff and they have developed standards for competencies to ensure that patients continually receive safe and high quality care.

The Oral Surgery Team has also worked extremely hard to ensure that they meet their targets. To be able to achieve all this, they have needed to work together and by doing so, they have improved and developed communication routes and team morale has increased significantly.

Congratulations on your achievement and keep up the good work.



# Breaking through!

**Bina Mistry is Principal Clinical Pharmacist at the Trust, pictured here working with colleagues on the wards to provide the best care for patients, her favourite part of the job.**

Bina says "I've worked at the RUH for seven years and in the NHS since 1985. Recently I attended a transformation leadership programme offered by the NHS Institute of Innovation and Improvement, called 'Breaking Through'. I was at the point in my career where I felt I needed a bigger challenge – I really enjoy my job but wanted to improve my leadership skills and learn about leading teams."

The National Breaking Through Programme works by identifying, supporting and guiding people from black and minority ethnic (BME) backgrounds with the talent and potential essential to assuming senior leadership roles.

Bina adds: "The programme works in two parts – one around improving managerial and leadership skills i.e. business planning, leadership and strategic thinking. But there is also



a big personal element to it; looking inside yourself and reflecting on what might be holding you back. The belief is that anyone can be anything they want to be, but it is about understanding what the barriers are and how to overcome these.

"The course has improved my own self belief and had a huge impact on my life – whenever I say I can't do something, I ask myself why. I no longer accept that I can't do things – nothing is impossible!

"One of the things I did recently was to volunteer to facilitate the BME

listening event in the Trust. One of the key requests from the group was to have regular meetings to discuss issues, share ideas and support each other. I am really looking forward to taking forward some of the ideas that came through and building an active and participative group that can make a real difference to staff in this Trust."

For more information on Breaking Through, visit [www.nhsbreakingthrough.co.uk](http://www.nhsbreakingthrough.co.uk) or contact Bina or Sue Smith to find out more about the BME events going on in the Trust.

## Customer Service **Award Winner**

**Sue Manktelow, Deputy Chief Pharmacist (right) accepted her award from Director of Nursing, Francesca Thompson.**

Sue ensured that the Pharmacy department continued to deliver a seamless service, whilst undergoing significant change throughout the installation of a new robotic system.

Sue's dedication to the project and her detailed planning resulted in continued service delivery, with patients receiving their medicines during a very difficult time. Congratulations to Sue on her achievement.



# Just a minute...



with **Heather O'Callaghan**, Senior Material Management Co-ordinator



**Q** What led you to work in supplies?

**A** I had been made redundant from a previous job and a friend told me of a job in Stores for one month. That was 28 years ago and I am still here!

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

**A** Deal with the queries left on the answer machine.

**Q** What book are you reading right now?

**A** I've just finished *Lovely Bones*.

**Q** What's your dream holiday destination?

**A** Anywhere as long as it isn't raining.

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

**A** I couldn't be without a pen, which is usually behind my right ear.

**Q** What makes you laugh?

**A** Good comedy on TV and many of the people who work here.

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

**A** That we all had time to finish our job at the end of day - very rarely happens in Supplies.

**Q** What do you do for fun?

**A** I absolutely love concerts and go to many with mates.

## Improving services for patients

**A former Healthcare Assistant is now qualified to administer chemotherapy to her own list of patients - a role which previously has only been within the remit of registered professionals - as a result of successfully qualifying as an Assistant Practitioner.**

Fiona Murrant, who works in the Chemotherapy Day Unit, previously worked for many years as a healthcare assistant and as a doctor's assistant before qualifying as an Assistant Practitioner earlier this year.

Fiona says: "Since completing a two-year foundation degree at the University of the West of England, I am now better qualified to assist clinical teams and to provide a more enhanced individual service to patients.

"I am really fortunate to be working in a post that is so well championed by the senior sister and matron, who challenged traditional boundaries at the university and within the hospital to develop the role of Assistant Practitioner, in order to improve the chemotherapy service we deliver to our patients."

The NHS is increasing the number of Advanced Practitioners (health professionals such as nurses who have been given a higher level of training to make clinical decisions and deliver more specialised care such as non medical prescribing) and Assistant Practitioners (such as



physician assistants, radiography assistants).

These changes are part of a workforce modernisation scheme, which aims to enhance the role of support workers in hospitals by ensuring they are better qualified to assist clinical teams.

# Project SEARCH

The RUH is the first hospital in the South West to welcome teens with learning disabilities into the workplace as part of Project SEARCH.

Project SEARCH is a programme to help young adults with learning disabilities learn skills necessary for future employment and ten students are taking part in the school-to-work internship at the hospital over the coming academic year. You may recognise the group's purple polo shirts around the hospital; particularly near the Oasis which houses the students' new classroom.

Fosse Way School, in Radstock, is the first school in the UK to pilot Project SEARCH. Head teacher David Gregory said: "Project SEARCH is a really important development for young people with special needs in their last year of schooling. For the first time in this country they will have the opportunity to be supported in their introduction to the work place with a real prospect of full employment by the end of the year."

The internship provides real-life work experience combined with training in employability and independent living skills to help students with disabilities make successful transitions from school to productive adult life.

Sue Smith, Assistant Director of HR, said: "A teacher and a teaching assistant from Fosse Way School and two job coaches from BANES Council will work with the students as they rotate around a number of key areas. From HR to the Emergency Department, from Oral Surgery to Finance, each day the students will spend time in the workplace and in their classroom to



assess how their day has gone and learn other valuable skills such as writing CVs and attending interviews.

"We're committed to creating an environment in which everyone feels valued and able to give their best, and we believe that a diverse workforce can have a positive impact on both the everyday running of the hospital and

our quality of patient care."

The Project SEARCH model was first developed in the USA at the Cincinnati Children's Hospital. Now running in over 120 American organisations, the project has proven success in supporting people with moderate to severe learning disabilities into work and staying there.

# Choice!

Love it or loathe it, the **50+ Club** has generated a massive response and the listening event organised to launch the club (Friday 13 November 1.30-3.00pm in the PGMC) is guaranteed to generate a lively debate.

Feedback has indicated that a big concern for many older workers in the Trust is the fact that their employment can end at the age of 65 - even if they don't want to retire. You can request to continue working beyond your 65th birthday, but this must be with the agreement of your manager.

Legally it is ok to refuse to recruit anyone over the age of 65. Age

Concern and Help the Aged recently challenged this rule, and although they were unsuccessful in arguing that the default retirement age is discriminatory, the judge involved has said there is a compelling case for the compulsory retirement age to rise. As a result, the government will bring forward a review of the retirement age.

Many of you have said you want to carry on and that you would like the default retirement age in the Trust to be raised. But you have also said that



you want to have a **choice** i.e. go when you can financially afford to retire rather than when you have to.

This is one topic the **50+ Club** will be debating and we look forward to the discussions!

## August Team of the Month

The Privacy and Dignity Building Team were tasked with refurbishing areas to make them single sex use, bright, spacious and workable, whilst working to tight timescales and with a limited budget.

The team project managed the building, electrical and plumbing works to improve privacy and dignity in bathrooms and toilets for patients in six wards, providing a more comfortable stay for patients. These areas are now easier to clean and access is improved due to automated doors and lights. Matrons, Nurses and Ward Managers were highly committed to this project and ensured that patient care was not affected during the refurbishment.

The quality of the work is outstanding and the attitude and professionalism of the team has been excellent throughout the project. Congratulations on their considerable achievement.



# Lors Allford elected as Royal College of Nursing Council (RCN) Member

**Lors Allford has been elected as an RCN Council member, one of two for the South West, following the RCN Annual General Meeting that took place in October this year.**

Lors says: "Thank you to all of the RCN members at the RUH who supported me in the RCN Council elections. There will be challenges and changes facing nurses in the near future and I promise that RCN members from the RUH and the rest of the South West will have a voice.

"I will still be working as a local representative for the RCN and staff can contact me on bleep 7887 or ext.

4906 for individual support. Or call RCN Direct on 0845 7726100. Please look out for the dates of branch meetings in the RCN Bulletin and come along and meet your local team. Thank you again for your faith in me."

The RCN Council is responsible for the overall governance of the RCN and acts as the organisation's conscience in delivering its statutory purposes. Council members are the elected representatives of the membership in their country or region. They also act as charity trustees and uphold the RCN's compliance with trade union legislation.



## Just a minute...



**with Francesca Thompson, Director of Nursing**

**Q What led you to work in the NHS?**

**A** Voluntary work with the Red Cross.

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

**A** Check my diary with my PA to see if the day's plans have changed, as they often have.

**Q What book are you reading right now?**

**A** To Kill a Mocking Bird - I have read this over and over again as it's timeless in values and beautifully written.

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

**A** My time spent talking with patients, who quite simply talk straight and to the point, often upbeat and remind me of why we are all here.

**Q What's your dream holiday destination?**

**A** South Africa, seeing the animals in their natural environment - breathtaking.



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

**A** Having a proper lunch break.

**Q What makes you laugh?**

**A** My PA Yvonne.

**Q What do you do for fun?**

**A** Cook for lots of people lots of the time!

# Ted's Big Day Out

People were star struck at the RUH during this year's Ted's Big Day Out! Hollywood actor Nicolas Cage and Heartbeat star Jason Durr visited the hospital to meet staff and to hear more about the plans to build a new neonatal intensive care unit. Hundreds of fans greeted the famous pair who faced a sea of cameras as everyone tried to capture the moment. The RUH's Got Talent show judged by our own Simon, Amanda and Piers was great fun - congratulations to winner Samantha Nolan. To see more pictures visit [www.tedsbigdayout.co.uk](http://www.tedsbigdayout.co.uk) and for copies, contact the Appeal Office on ext. 5691.



# Day Out!



Cover photo courtesy of Sam Farr. Ted's Big Day Out photographs courtesy of Sam Farr, Mike Tucker, Lindsay Grant and Steve Boxall

# Pain relief for mums in labour

The delivery suite team in Princess Anne Wing are involved in an exciting study to determine the best injection pain killing drug for mothers in labour.

The team have been awarded a grant (in conjunction with Poole Maternity Hospital) to compare the traditional pethidine injection with another painkiller, diamorphine. Many studies have shown that pethidine is not a very effective painkiller for the mother and has the unwanted side effect of making the newborn baby sleepy for up to 48hrs after delivery, which in turn can interfere with establishing feeding and this can affect bonding between mother and baby.

Diamorphine has been used in many units throughout the UK for many years and is the most common injection painkiller used for mothers in labour in Scotland. Where it is used, it appears to be a better painkiller for the mother and seems to make the baby less sleepy and hence have less effect



on the baby's feeding. If the study proves diamorphine to be superior to pethidine, the team are excited that this study may lead to a change in national practice for the benefit of mother and baby.

If you want to know more about the study, please contact Sara Burnard, Research Midwife Practitioner 01225 824118 or Dr Jenny Tuckey 07909 785030 [www.wiltshirepct.nhs.uk](http://www.wiltshirepct.nhs.uk)

## New **stroke service**

**A new stroke service is available which provides support for people with newly diagnosed stroke.**

A team of specialist nurses, occupational therapists, speech and language therapists, physiotherapists and rehabilitation assistants will be operating this 7-day a week service which aims to help people regain skills, become more independent and to

adapt to life in their home and local community, after stroke.

Adults who have a new diagnosis of stroke - confirmed by CT scan - and are registered with a BANES GP, or who have been discharged to an environment suitable for rehabilitation, have identified rehabilitation needs or are safe to be left between visits can take advantage of this service.

For further information you can contact:

Community Stroke Service  
Ground Floor  
Midford House  
St Martins Hospital  
Clara Cross Lane  
Bath BA2 5RP  
Telephone: 01225 831544  
Fax: 01225 831322

# Stroke Research at the RUH

**The RUH has expanded its stroke research team to cover a wider variety of stroke issues, from testing new preventative medicines and new acute treatments to rehabilitation.**

Stroke Research Nurse Barbara Madigan explains: "Stroke is the third largest cause of death in the UK and the single largest cause of adult disability. We want to give stroke patients the opportunity to participate in research which is relevant to them, and which could make a real difference to their lives. The majority of trials we are involved in look into new ways of reducing the incidence of stroke or

reducing stroke symptoms."

Barbara job-shares with Denise Button, who is also a stroke research nurse at the Trust.

Over the last two years, the RUH Stroke Research team - led by Consultant Dr. Louise Shaw (and in alliance with the Peninsula Stroke Research Network) - participated in both national and international research trials which changed clinical practice. For example, a number of stroke patients on Medlock ward (assisted by nursing staff) participated in the CLOTS 1 trial (clots in legs or stockings after stroke). The trial concluded that stroke patients appeared not to benefit



from wearing thigh length graduated compression stockings and this practice has now discontinued.

For further information about current trials, please contact Barbara Madigan or Denise Button on ext. 4120 or Bleep 7540.

## Information online



The RUH has launched extensive new web pages for patients having surgery at the hospital and for patients referred to the Breast Unit. The web pages allow patients to access indepth information about diagnostic tests and surgical options as well as biographies and photos of the doctors who will be looking after them.

The new surgical pages cover the following specialties – Breast, Colorectal, Endocrine, Upper Gastro-Intestinal and Vascular. The web address is [www.ruh.nhs.uk/generalsurgery](http://www.ruh.nhs.uk/generalsurgery)

The Breast Unit web pages aim to give both male and female patients comprehensive information about the full range of services on offer at the RUH. The web address is [www.ruh.nhs.uk/breastunit](http://www.ruh.nhs.uk/breastunit)

## Single Equality Scheme

The Single Equality Scheme is now available for consultation and feedback on both the Trust intranet and internet site.

Pulling together all six equality strands; race, disability, gender, age, sexual orientation and religion & belief, the scheme outlines the Trust's commitment to giving an excellent service to patients and to being a first-rate employer.

If you would like more information about this scheme or to attend the action planning event on the 4 December, please contact Alison Stead ext. 1388 or email [Alison.stead@ruh.nhs.uk](mailto:Alison.stead@ruh.nhs.uk).

# Have **your say!**

850 staff have been asked to complete the 2009 national NHS Staff Survey. We need to hear your views about working for this hospital. The survey will gather information to help us improve the working lives of our staff and provide better care for patients.

## Outcomes from last year's staff survey.

Particular areas of concern for staff that completed last year's survey were:

- feeling satisfied with the quality of work and patient care they were able to deliver
- receiving health & safety training in the last 12 months
- working in a well structured team
- fairness and effectiveness of procedures for reporting errors, near misses and incidents.

**As a result of these concerns, we developed four key areas of work:**

**Recruit** - We've carried out a wide range of actions to reduce vacancies, with a particular focus on nursing vacancies. As a result we've recruited 166 registered nurses and 120 unregistered nurses. The vacancy rate has reduced significantly - from 5.2% to 2.46% of the workforce.



"It's been busy! We've recruited nurses from Ireland and Portugal and locally we had a great response to the Job Fair we sponsored in Bath earlier this year." **Sharon Turnbull, Employment Services Manager**

We've created the Acute Care Programme - the first of its type in the country - enabling NMC registered nurses to return to work in acute care. The feedback from participants

and the wards benefiting from their skills is good. A third programme starts this month. Staff nurse Lisa Smith attended the first ACP programme, she says: "The programme was a really good experience and gave me the confidence to come back to hospital nursing after a number of years working in care homes. Building up my competencies and knowing that I had the support of the course and from the ward has been so helpful. I've recommended it to others."



Sister Liz Vowles, Lisa's manager, says: "Lisa has been absolutely fantastic and completed her competencies ahead of time. Through the programme we have gained a brilliant nurse for the ward that we wouldn't have had the benefit of otherwise."

**Respect** - this area of work encourages us all to work together in a positive and supportive way, valuing and recognising each others' contribution at work.

Changes include the Trust Respect Behaviours; a card has been produced to sit behind your ID badge. Also, we're piloting Reflective Review - a new form of debriefing following traumatic incidents. The Managing Stress Working Group is leading on the introduction of stress audits and risk assessments across the Trust - this work was praised by the Health & Safety Executive inspection this year.

"As a team, we decided to undertake a stress audit to 'test the temperature' and identify whether we needed to make any changes. It has been a long process but very engaging and helpful and we would all recommend it."

**Amy Shortridge, Assistant Director of HR**



Other actions included revising and implementing the Managing Violence & Aggression Policy, running 'Managing patients with dementia' training sessions and reviewing Health & Safety training.

**Respond** - this area includes the Patient Safety work, which is aimed at continually reviewing and improving how care is delivered to maximise safe outcomes for our patients. One achievement is the development of a new incident reporting system to be rolled out this year.



"Over 90% of clinical areas received an Executive Patient Safety visit." **Jo Miller, Assistant Director of Nursing**

"Many more staff are getting involved, having a say in how their department works - especially with the Productive Ward initiative - putting forward ideas on how their wards could be run differently to the benefit of both patients and staff. It's been a great success." **Sharon Bonson, Assistant Director of Nursing**

As a result of last year's action plan, staff reported significant improvements in how it felt to work at the Trust and many of our results were equal to the top 20% of acute hospitals.



**Rising to the challenge** - this fourth area of work recognises that staff need more support to cope with the pressures of working in a busy hospital, focusing particularly on effective team working. Some recent patient statistics illustrate how busy we are; GP referrals in 08/09 went up by 14% (since 07/08) and non-elective work over 4%.

**These improvements were made as a result of feedback from staff in last year's survey. If you receive a survey this year, it is vital that you complete and return it, we will be using the results to make changes in the Trust.**

The survey will also enable the Department of Health and other NHS bodies to assess the effectiveness of national workforce policies and strategies in such areas as training, flexible working and safety at work, and to inform future developments in these areas. The 2009 survey asks you about your job, your work with colleagues, the leadership and supervision you receive, health and safety, and your views on the Trust itself. These questions are linked to the NHS Next Stage Review and the NHS Constitution, which have brought a renewed focus on the NHS as an employer. The latter includes four pledges to staff that set out, for the first time, what the NHS expects from its staff and what staff can expect from the NHS as an employer.

The questionnaires are administered by an external contractor and are entirely confidential. Our local results will be available in early 2010 and benchmarked results from all trusts in England will be made public in March 2010.

For advice and support about the survey, please visit **[www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com)** or for general information about the work of the Care Quality Commission visit **[www.cqc.org.uk](http://www.cqc.org.uk)**

# Celebrating NVQ Successes

The RUH recently hosted a celebratory evening to honour those staff who had achieved a National Vocational Qualification (NVQ). The successful candidates were presented with their certificates by the Regional Director of Skills for Health Jonathon Evans at an award ceremony at the hospital.

The certificates were awarded to staff for achieving their qualification in the following areas: Customer Services, Business and Administration, Health (Adult clinical care, Peri-operative care and Paediatric care), Health and Social Care and Assistant Practitioners.

The candidates undertook the NVQ in addition to their normal duties and they are to be commended for their commitment. Director of Nursing Francesca Thompson says: "I am



*top row (left to right) Alison Jones, Helen Schofield, Anita Paradise, Nardina Storey. bottom row (left to right) Debbie Scoplin, Jenny Chen, Lucy Tainton*

very proud of all your achievements, congratulations to all of you."

The RUH recognises the importance of continuing education and training and encourages staff to gain qualifications and expertise within the areas that they work. Excellent opportunities for career

development will not only help ensure the hospital is an attractive place to work, but will further improve the standard of care for patients.

Anyone interested in undertaking NVQ training should contact the NVQ team on ext.1542.

## Overseas links for trauma team

**Our own orthopaedic trauma team were delighted to share their experience and good practice with two overseas colleagues recently.**

Trauma nurse Josanne Grech and Emergency Nurse Maria Schembri, who are both from Mater Dei Hospital in Malta - spent a week with the orthopaedic trauma team as part of an international project between the Association of Maltese Orthopaedic Nurses and the RCN Society of Orthopaedic and Trauma Nursing. This project had been set up to compare and contrast the hip fracture pathway in the UK and in Malta, to enhance the care of patients with hip fractures.



*Senior Trauma Sister Lyn Pearce, Matron Julie Stone, Specialist Trauma Nurse Erin Houlihan and Learning Lead Amanda Broom with Josanne and Maria*

Thank you to everyone involved in the visit for making Josanne and Maria so welcome. We're certain they took

away some excellent examples of good practice to enhance their work in Malta.

# Inspired Learning Award for RUH

Hospital staff recently won a national learning accolade - The Inspired Learning Award - which recognises organisations that have the best inspired learning through Learning at Work Day activities.

Sponsored by the Open University as part of its partnership with the Campaign for Learning, the award went to the RUH following its Learning at Work Day event in May.

During the day staff were invited to write the name of a colleague who had been inspired through learning onto a gold star. These were then displayed in a public area in the hospital. One person recognised was staff nurse Trudie Young who was nominated by her colleagues for her achievements that have set her firmly



on a career path in nursing. Trudie initially worked as a hospital domestic but took training and development opportunities to become a staff nurse with a degree.

Head of Core Learning Tracy Elvins says: "We chose to highlight and celebrate the achievements of existing learners amongst our staff, so that we could

encourage others to consider the benefits of studying themselves. We did this through a series of presentations, displays, photo calls and newsletters to give the highest possible profile to the successful students."

The Campaign for Learning presented the RUH with a trophy and £100 to spend on learning and development.

## Developing leadership through coaching

**"Every individual in the organisation should expect to be coached as part of their ongoing development. Coaching is a safe and effective way to develop people." says Amy Shortridge, Assistant Director of HR.**

Amy explains: "Over a six month period, we've undertaken some one-to-one coaching for some of our talented clinical leads with executive coach David Sole, using a technique called the GROW model. GROW is an acronym for goal setting, reality checking, options, what is to be done, when and by whom.

"The coaching is currently being formally evaluated; however, the feedback we've received is that it's



been a fantastic experience and a useful way to encourage leadership development across the organisation."

Consultant in respiratory medicine Vidan Masani, Consultant Anaesthetist Monica Baird, Consultant Clinical Scientist Mark Tooley and Surgery Manager Steve Hart all took part in the programme. Mark says: "It's been an

inspiring journey which allowed time out to reflect. The coaching has given me reassurance and enabled me to lead more effectively and manage my time and resources better."

If you are interested in coaching or mentoring, visit the RUH intranet or get in touch with the Learning and Development team on ext. 5502.

# Bath Hospital Radio

## - 45 years of service

From humble beginnings with a weekly one hour programme of requests on tape, Bath Hospital Radio has progressed to 24/7 broadcasting in a professionally equipped studio in the grounds of the RUH.

The ever popular radio station has improved its service to the patients in the RUH and the Min by using broadband connection. The new technology allows better quality live rugby commentaries from The Rec and can also be used for other outside broadcasts. This year the station has received sponsorship from the Bath Building Society and their support will help greatly with annual running costs.

The flagship programmes are the weekday evening request shows which are transmitted from 7.30-10pm. Volunteers go to the wards and collect as many requests as time allows and they are played later that same evening. Requests can be made by calling



*Anita Jaynes and Alice Corp during an evening request show*



*Station engineer Tom Scott working on the replacement broadcast communications tower*

01225 824151 - these requests are the most important reason for the existence of hospital radio.

The station also intends to restore the \*800 phone link as soon as a damage cable is repaired. This link allows hospital patients to call the studio directly from their bedside entertainment system for a request to be played.

Programmes are not confined to evening music requests however, as there are a variety of different specialist themes broadcast during the week and at weekends. There

is also a Saturday afternoon sports programme, sponsored by Grapevine Communications, which covers football with live commentary from Twerton Park and rugby commentary from The Rec.

Bath Hospital Radio is staffed by volunteers. They are always glad to accept new members who are willing to visit the wards to gather requests and to be trained to make programmes. Anyone who would like to get involved can leave a message at the studio on 01225 824151 or visit [www.bhbs.org.uk](http://www.bhbs.org.uk)

**"The flagship programmes are the weekday evening request shows which are transmitted from 7.30-10pm."**

# Forever Friends latest

## 2009 Christmas Grand Raffle

The Appeal's Christmas Grand Raffle will begin on the Wednesday 16 November and as always, there are fantastic prizes on offer including: a flat screen TV, hire of a sports car for a weekend, a brand new Dyson cleaner and much more.

Dedicated appeal volunteer Bill Viles will sell raffle tickets in the atrium until 16 December when prize winners will be drawn at 3.00pm. Why not indulge in a ticket and help us beat last year's fantastic total of £11,000.



## Forever Friends & The Friends of the RUH join forces

The Friends of the RUH kindly made a generous pledge of £250,000 to the Forever Friends Appeal for the 'Space to grow' campaign. This large donation will fund the build of the parent's accommodation within the new NICU unit in 2011.



The Friends of the RUH provide amenities and comforts for patients and relatives and we are delighted to have formed a partnership with them to work together on such a groundbreaking project.

## Bath Half Family Fun Run 2010

Following the massive success of last year's event we are very excited that the Forever Friends Appeal is to be lead charity for the 2010 Bath Half Family Fun Run. This short 1.5 mile course starts and finishes under the marathon gantry and is open to all ages – it's a great way to get fit and have a bit of fun while fundraising. (Children under 11 must be accompanied by an adult). For more information visit [www.bathhalfmarathon.co.uk](http://www.bathhalfmarathon.co.uk)

## BathHalf2010

Have you ever thought about running a half marathon? Maybe 2010 is going to be the year for you? We have Golden Bond places in next year's Bath Half Marathon and we invite anyone to run in aid of the NICU 'Space to grow' campaign.



If you fancy taking up the challenge, please visit the Forever Friends website to reserve a place, [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk) or call, 01225 821535. You can help raise the last £1.5 million needed to complete the build of a new neonatal intensive care unit at the RUH.



# Art

Variety is the spice of life they say - and we certainly have variety in art at the RUH.



We're showcasing many different artists in our winter exhibition, including the Bath Artist Printmakers, who are celebrating their 25th birthday with an exhibition of new prints. In 1984 three women artists and a bookbinder set out to realise their ambition of starting their own printmaking studio. They now successfully undertake relief printing, etching, screen printing and lithography as well as providing studio space for other like minded artists.

There are some amazing photographs of tall ships, traditional boats and seascapes by **Richard Sibley**. A freelance photographer, Richard's work is exhibited throughout the UK and Europe. Richard started his career in London as a photographic lab technician, learning the principles of colour management and film processing. His images are as realistic as possible; using his own profiles to get the best out of his camera, ink and paper combinations and photoshop layers to build up the dynamic range.

Visitors and staff can also see interesting textile wall hangings by artist (and RUH patient) **Naomi Hunt** as well as paintings by **Glenna Gillingham** and 'Dogs and Cats' by **Madeline Town** and **Sally Muir**.

Two members of the Royal Photographic Society, **Linda Wevill ARPS** and **Susan Brown FRPS** have joined forces to present a display of photographs from the southwest region of the UK - these are on display on the first floor, RUH west.





Individuals can explore their own work, or share their expertise in areas such as screen-printing, illustration and mono-printing by attending sessions run by **Genesis Trust and Bath Mind Group**. This partnership provides a therapeutic space for people to explore their artistic creativity within a safe, supported environment. The sessions take place on Mondays between 11am and 1pm at the Genesis Centre.

A regular programme of live music – **Soundbite: Lunchtime Recital** – is planned at the hospital. These musical encounters will take place twice a week in all sorts of spaces, such as the atrium, courtyards and wards. A recent survey carried out in the atrium revealed that 100% of those interviewed appreciated music in this area, saying that ‘the music’s calming and uplifting potential was important’.

**Arts co-ordinator Hetty Dupays** says: “Soundbite will create an positive environment offering patients, visitors and staff the opportunity to engage with music and to experience a diverse range of sounds and styles. We hope to forge new and lasting relationships between the hospital and the wider community through collaboration with local musicians, from Bath Spa University, Live Music Now, MusicSpace and community choirs, including the RUH choir.”

**If you know of anyone would like to perform at a lunchtime recital, please contact [Lucetta.Johnson@ruh.nhs.uk](mailto:Lucetta.Johnson@ruh.nhs.uk) or call 01225 824987.**



# Friends of the RUH get a helping hand

The Friends of the RUH received a helping hand from a group of willing workers from Pfizer pharmaceuticals - nine of their account managers kindly helped to transform a neglected courtyard garden within the hospital, giving it the 'ground force' treatment for a day.



Volunteer services manager Jayne Cresswell says: "The team from Pfizer worked alongside two of our experienced volunteer gardeners to make the courtyard a pleasant space for patients, visitors and staff to enjoy. As well as being generous with their time, the Pfizer team also donated

£250 to purchase plants and materials which will help to add a bit of much needed colour to the garden. Everyone worked so hard and it's all looking great."

Hayley Burgess who organised a team of her colleagues from across Wales

and the SW of England, said: "We wanted to undertake a project that would benefit staff, patients and their visitors and we felt this project fulfilled that. We hope everyone will feel the positive effect from the work we have done and that we have made a small difference in the local community."

The Friends currently has a group of six dedicated volunteers who help maintain the gardens around the hospital - but they could always do with more. If you enjoy gardening and can give just a couple of hours a month, please telephone Jayne Cresswell on 01225 824046.

### **Transforming our outside spaces**

The Friends have also given £9,400 to transform the courtyard garden outside the children's ward and their education room to make it an educational space for the children. Hetty Dupays, the Arts Strategy Manager, is working alongside an artist to include willow sculptures for this space.

"The Hospital Friends have been instrumental in the drive to improve the exterior environment of the hospital. Art at the Heart of the RUH has implemented the development and upkeep of several courtyards to accommodate sculptures and become attractive areas to look into or spend time in."



Jane Rymer and her husband Bernard both help with the gardens and dedicate hours each week, Jane says: "I love being outside and hopefully my time spent volunteering helps make a difference to the environment for patients, staff and visitors.

### **More donations**

The Friends recently donated £12,500 towards new monitoring equipment for the Oral Surgery and Maxillofacial department. Senior Sister Lynn Howes says: "We are really grateful to the Friends for donating this new equipment. It's a welcome addition



which will help promote patient safety - offering three lead ECG, Blood Pressure, Heart Rate and SATs monitoring."

### **Christmas Fair**

In order to finance these projects the Friends raise money in a variety of ways, such as the Christmas Fair which will take place on Tuesday 24 November from 10am until 4pm, next to the conservatory coffee shop. Come along and pick up a Christmas treat, gifts, cakes, bric-a-brac, toys, books, jewellery and much more.

## **Friends sponsor purchase of wheelchairs**

**New wheelchairs will be a great help to some of our patients who have short term walking difficulties - due to a trauma, amputation or a neurological problem.**

The Hospital Friends purchased a fleet of 18 standard wheelchairs with accessories for the Occupational Therapy department (OT).

Following an assessment by an OT, appropriate wheelchairs are issued to inpatients on a short term loan to assist their discharge from hospital. OT Manager Maggie Depledge says: "We're extremely grateful to the Friends for providing these wheelchairs - they will be a valuable resource for our patients. The quality of the chairs is greatly improved and they are nearly maintenance free, which means our technician's time can be refocused on direct patient care."



