



insight

Royal United Hospital Bath **NHS**
NHS Trust

ISSUE 20 WINTER 2013



Listening
to our patients



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Welcome



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

You may have noticed that there has been a slightly longer than normal gap between this issue and the last edition. We've taken the time to make some visual improvements to the magazine and also to make the content more relevant to you. I hope you'll like the new magazine and find lots of interest to you.

As always, there's been lots going on at the RUH in recent months, and some of this work is reflected here. You can read about our response to the Care Quality Commission, the steps we are taking to improve, some of the feedback we have received from patients, and about the pledges we're asking all our staff to make to patients.

There's also lots in here about the many new developments taking place at the RUH – not least the improvements we have made on our dementia-friendly Combe Ward, which looks fantastic and is enabling us to deliver very high quality care. Health Minister Norman Lamb praised the care we provide for patients with dementia during a visit to the hospital earlier this year, saying we were "ahead of the game".

We welcome feedback on insight, or indeed any aspect of our work. Please email any comments or suggestions to RUHcommunications@nhs.net

James Scott
RUH Chief Executive

Editorial dates 2014

The next edition of insight will be out in late February 2014. If you have any news you think should be included please let us know. Email RUHcommunications@nhs.net
The deadline for the next magazine is 1 February.

Our visiting times are changing

In response to patient feedback, we're making some changes to visiting times.

Rather than most wards having two visiting sessions a day, we will now welcome visitors from 11am-8pm daily.

We recognise that visitors have a key role to play in helping patients to get better. For example, at mealtimes visitors can help by encouraging patients to eat and drink.

We do ask that numbers of visitors are kept low – typically not more than two visitors at one time – and that younger children do not visit.

We are committed to making sure that we let you know if we need to restrict visiting, for example in the event of an outbreak of infection such as a diarrhoea and vomiting bug.

If you are in any doubt about when to visit, please speak to the Ward Sister.

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Our response to the Care Quality Commission

You may have heard that the Care Quality Commission (CQC) judged that we weren't meeting five national standards following their inspection of the hospital in June.

The CQC said we were not meeting the following standards:

- Respecting and involving people who use services
- Care and welfare of people who use services
- Safeguarding people who use services from abuse
- Assessing and monitoring the quality of service provision
- Records

We have been issued with a formal warning in relation to Records. The CQC judged that we were meeting the sixth standard they assessed us against – cooperating with other providers.

Our new Director of Nursing Helen Blanchard said: "The Care Quality Commission visited a number of our wards in June and observed very good nursing care and warm interactions between staff and patients. However, there are clearly areas where we need to improve and we are addressing each of these issues.

"We have already taken action to ensure that key nursing documentation is properly completed when patients have been assessed to determine the care they require and when that care has been provided. Matrons and sisters are making sure that documentation, such as nutrition and hydration records, discharge plans and comfort rounds, has been completed correctly. It's unfortunate that we have not always recorded when we have provided great care.

"We take the privacy and dignity of our patients very seriously and, although it is disappointing that inspectors found occasions where privacy and dignity was not upheld, I firmly believe these were isolated incidents. I would be very happy for any member of my family to be treated here.

"I have been Director of Nursing since the end of August and have seen first-hand the commitment staff show. I know how much of a disappointment this report will be to everyone who works here. From what I have seen, staff put patients first and work extremely hard to give them the best experience possible."

As part of a separate monitoring, the CQC assessed us against 79 key indicators and identified three which they said were 'elevated risk' and three as 'risk'. They said this put us in one of the higher risk bands. However, since this data was collected earlier this year we have made improvements in each of these areas and we believe the CQC would now put us into one of the lowest risk bands.

We look forward to the CQC carrying out an in depth inspection of the RUH in December as one of the 18 trusts involved in the pilot of the regulator's new style inspections. We strongly believe that we are providing a safe, high quality level of care and welcome the opportunity to show inspectors this.

- The CQC is holding two open listening events to find out what you think about the care you have received at the RUH. Both events will take place at 6.30pm on Thursday 5 December - one will be held at Bath Racecourse, Lansdown, Bath, BA1 9BU, and one at County Hall, Trowbridge, BA14 8JN.



Privacy and Dignity Ambassadors: X-ray Porter William Porter

Our 'pledges to patients'

When you visit the RUH next we hope you see our staff carrying a 'Pledges to Patients' card.

These cards outline our role as Privacy and Dignity Ambassadors and our commitment to patients.

By carrying a card, the holder pledges that: "As a member of RUH staff I will make the care of patients my first concern, treat them as individuals and respect their privacy and dignity at all times."

Our pledges are to:

- Call patients by their preferred name and enable them to be involved in their care
- Make sure patients are appropriately covered and warm at all times in hospital





utherland, Healthcare Assistant Miriam Jennings, Secretary Jenny Dando, Matron Julie Stone, Head of Financial Management Peter White, Senior Sister Lisa Brown

edges ients'

- Ensure patients' privacy when they go to the toilet and when washing
- Welcome patients and speak to them compassionately and care for them as individuals
- Respect patients' personal space and ask permission to handle their personal possessions.

Lisa Brown, Senior Sister on the Pre-Operative Assessment Unit, said:

"The care of patients should be everyone's concern at the RUH, and every member of staff has a role to play in ensuring the privacy and dignity of patients is respected at all times."

Posters outlining our pledges to patients are also on display around the hospital.



Our patient safety **award winner**

Members of the public helped to celebrate the announcement of the winner of the RUH's Patient Safety Award at our Annual General Meeting in September.

The award was presented to Consultant Anaesthetist Dr Lesley Jordan, who has spearheaded the improvements made to peri-operative patient safety work. Peri-operative is the time period involving the patient's surgical procedure – admission, anaesthesia, surgery, and recovery.

Her award reflects an exceptional contribution to the peri-operative patient safety work, including helping us to deliver compliance with the World Health Organisation's safer surgery checklist, which was created by an international group of experts to improve the safety of patients undergoing surgical procedures.

Dr Jordan said: "I'm exceptionally proud of all the achievements of the peri-operative workstream, which has shown significant improvements in all areas. These have only been possible

through the dedication shown by all staff who work in theatres, on the surgical wards and in pre-assessment, and is even more impressive considering the daily pressures under which they work. The improvements achieved have led to safer peri-operative care for all our patients."

Those attending our AGM also heard about the latest clinical developments at the RUH and were also given the opportunity to meet our shadow governors, and ask questions of members of our board of directors, with many making very positive comments about the Trust.

Dr Lesley Jordan



What our **patients** are saying

Thanks to all our patients who write to give feedback on their experience of the RUH. This feedback is valued by staff as it lets us know where we need to improve, and also lets us know when we have done a really good job.

Priscilla Elton from Bath

wrote and asked us to publish her letter:

"I was unaware at first, just how long it would take for my wound site to heal on my left leg. By this, I mean the weekly visits to the orthopaedic outpatients department at the RUH, to have the wound dressed by Sister Wee Houy Morrison. In total, it was for a period of about 2.5 months.

"During this time, I always noticed how hard this Sister worked to heal mine and other patient's wounds.

"I also began to notice how reassuring Sister was, and how she explained what she would be applying and why (the honey was very soothing).

"It was also very comforting to be seen by the same Sister on the same day each week. This is why I have nothing but praise in her duty of care shown to me and others. Then 2.5 weeks before the wound would be healed properly, we would try and guess when, and of course Sister was right! It made me realise too while I was waiting, just how hard all the staff worked to keep the department running smoothly as possible. I also noticed over time how the children seemed to be so resilient when coping with their individual injuries; something I think adults could learn a lot from. Thank you again."

Another

patient from Bristol

wrote to say thank you to Sarah

Bond in the Radiography department:

"She was brilliant; professional, polite yet friendly and put me at complete ease. I consider her to be a credit and a real asset to the RUH."

A man from Trowbridge wrote to let us know of his "superb treatment" as a patient on Philip Yeoman Ward.

"All the staff and nurses were helpful, friendly and professional and I could not fault them or the food they served up. I was very impressed with my treatment as were my fellow patients in my bay at the time. I think that the staff have done the RUH a great credit."

A patient from Bristol

wrote to thank us for the care they'd receive and in particular wanted to thank

Mr Rick Porter, an "outstanding surgeon", and his secretary Geraldine Taylor. *"As a very nervous patient this has been a huge ordeal for me but I can honestly say if it hadn't been for the continued support of Mr Porter's secretary Geraldine, I don't know how I would have got through it. She has been an absolute pleasure to deal with and always acts with a professional attitude. Nothing is ever too much trouble and she always goes the extra mile to get things sorted and give a timely response. She is a credit to your hospital and along with Mr Porter they make a great team, you should be proud to have such people working for you."*

A woman from Midford was grateful for the care she had received in the Emergency Department: *"I was seen within a very short time after I arrived and was immediately connected to various electrical tests. The doctor and nurses were very polite, competent and explained everything clearly. The wards were clean and tidy and being swept while I was there. Many thanks."*

A patient from Devizes wrote to say:

"Having been admitted to the Emergency Department and subsequent Surgical Admissions Unit (SAU), I received quite excellent treatment. Please pass on my thanks for the diligence in their investigations. The nursing staff in the SAU were, without exception, outstanding and I would be grateful if you could send them a copy of this letter. There have often been criticisms of the RUH, but everything was perfect for me and I shall spread the word to all who know me."

Sue Pilgrim from Southdown in Bath had her letter published in the Bath Chronicle. She wrote: *"I for one never take the NHS Trust for granted and in an emergency situation recently I felt safe in professional hands who immediately responded to my cry for help. The paramedics made me comfortable as soon as they arrived at my home and got me to hospital straight away. What I thought was indigestion turned out to be a pancreas problem and gall stones!*

"I was taken to the Emergency Department who continued to relieve the pain, given thorough tests by the surgical intervention ward and after identifying the problem moved to Waterhouse for ongoing care. I was treated in a very dignified way by all and at all levels, and was kept informed of what was happening and ultimately I need an operation to remove my gall bladder.

"The NHS and the team at the RUH were there for me and all my contributions worth every penny over the years. We are humans and will make mistakes, but it is naturally more serious when people's lives are at risk and hence the pressure intensifies to a totally different level. High standards have to be maintained but I can only reiterate that the staff at the RUH are only human and doing their best, under extreme pressure from all directions, to get things right. I could not fault the cleanliness or, in any way, how I was treated and thank them all individually for what they did for me.

"Let's be positive about the NHS and the RUH and focus on all the good things the Trust and the hospital do for us."

Rob Coleman from Bath wrote to the Chronicle: *"I would like to thank all the RUH staff at Philip Yeoman Ward and all those involved in my recent hip operation for the fantastic care I received.*

"All the way from meeting my surgeon, the hospital registrar, the anaesthetist and the pre-assessment nurse, I was treated with efficiency, empathy and everything was explained to me clearly and logically. On the day of the operation the ward staff were friendly, informative and supportive, as was the team that carried out the procedure.

"During my recovery period and afterwards, the high standard of care continued both night and day for which I am very grateful. Food arrived on time and of a reasonable standard and was delivered with care and efficiency. My discharge procedure went smoothly and I am thankful to the occupational therapists for the equipment I now have at home to assist me.

"We are incredibly fortunate to have a hospital as good as the RUH and again send my heartfelt thanks to all those involved."

Improving food at the RUH

We've been listening to our patients who have told us that they want the choice of a hot evening meal, that we should change the range of sandwiches on offer, and that they were not enjoying the soups available.

Improvements being introduced include offering a hot meal option on the evening menu across all wards (hot meals were not routinely offered on all wards in the evening), and extending the variety of food on offer, including fresh homemade soups, and different sandwiches for those who want a lighter bite to eat.

We are already offering a range of wholesome, freshly prepared soups which are proving to be very popular with our patients.

In fact we have recently purchased an industrial size, heavy duty, stick blender to help make the 400 servings of homemade soup which are requested every day. Using fresh ingredients, the soups on offer include carrot and coriander, leek and potato, parsnip, broccoli and stilton, and tomato and basil.



Patient Jason Macey from Beckington, Frome, with Patient Feedback Co-ordinator Gilly Butler

Listening to feedback from our patients

Patient feedback is being used to drive forward improvements at the RUH.

We've been using the comments made as part of the 'Friends and Family Test' to improve the experience of coming to hospital for our patients and visitors.

The test is a national initiative which asks all patients to rate hospitals on the quality of the care they receive and whether or not they would recommend us to their friends and family should they need similar treatment.

Now our wards are displaying posters which tell visitors some of the feedback we have received, and how we have used it to make improvements.

Head of Patient Experience Theresa Hegarty said: "Staff throughout the hospital have done really well to ask a high number of our patients for their feedback, in fact we have one of the

highest response rates in England.

"It is very encouraging to see how many patients have told us they would be 'extremely likely' to recommend the ward they stayed on, or the Emergency Department to their friends and family but we want to keep improving.

"Many patients also make extra comments on the survey cards, which are proving very useful in identifying themes that really matter them, which we are now able to use to improve the experience of future patients. All patient comments are provided each month to the Sister, Matron, Ward Clerk, managers and clinical leads for each ward/area so that they know what you are saying and they can respond to any issues raised as a result.

"Using patients' comments, we have produced posters which are being displayed on wards and in the Emergency

Department to show everyone the improvements that each area has made in the last few months. Do look out for them to see what improvements have been made because of your feedback."

All adult inpatients (aged 16+) who have stayed at least one night and all patients (aged 16+) who attended the Emergency Department and left without being admitted, are offered the opportunity to complete one of our 'Tell us what you think' cards, or give their views via our website, or on an electronic tablet available in the Emergency Department.

We ask patients to answer the following question: "How likely are you to recommend our ward / ED to friends and family if they needed similar care or treatment?" They can choose from, Extremely Likely, Likely, Unlikely, Extremely Unlikely, Neither Likely nor Unlikely or Don't Know.

Speeding up surgery

If you're unfortunate enough to suffer an urgent general surgical problem, you'll be pleased to know that the RUH is really speeding up the process of making you better.

Urgent general surgical problems may include conditions such as appendicitis, gallstones, hernias, abscesses and pancreatitis.

A new urgent clinic - called the Emergency Surgical Ambulatory Clinic (ESAC) - has been designed specifically for patients suffering from these problems so that they can be seen, assessed, and diagnosed in a 'one-stop-shop', which will avoid unnecessary hospital admissions and lengthy inpatient stays.

Emergency General Surgical Consultant Sarah Richards, who leads the service, explains how it works: "The traditional process was that patients come in, investigations are ordered, there's a queue, and then a further wait for a decision. If an operation is needed, there's a further wait for that to be booked and a risk

of cancellation, if something more urgent needs to take priority.

"The new clinic is really speeding things up - the RUH has provided resource not only for a Consultant Emergency Surgeon to oversee the service, but has also purchased a dedicated ultrasound machine and provided extra theatre capacity to operate on emergency patients.

"The new service is working really well and has been used by over 600 patients so far. Around 48% of our patients were seen and sent home the same day, 34% went home the same day after a local procedure, and 10% of patients had their surgical procedure on the same day they were seen. All patients recently discharged from our clinic are also given our direct number to call for advice in the rare event of a problem.

"We know it is making a difference because our patients are telling us so, and we have evidence that shows that it is contributing to a reduction in the time inpatients wait for emergency surgery."

Making a difference

Debbie Fisher had been seen in the Emergency Department several times with severe gallstone pain. After being seen in the new Emergency Surgical Ambulatory Clinic, her operation was performed the next day. She told us: "I was extremely grateful to have been seen on this new pathway; my life had come to a complete stop and I hadn't been able to work for six weeks. It was so important to me and fantastic that I was able to benefit from this new service."

A recent carer described the service as "the best service possible".

A 17 year old A-level student had an armpit abscess. He was seen in clinic and was home within an hour, having had the abscess drained.

A 35 year old self-employed plumber had a painful groin hernia. He was seen in the clinic and repaired that afternoon and went home the same day.



Charge Nurse Kevin Roles, Student Nurse Annette Edwards-Burke, Emergency General Surgical Consultant Sarah Richards, and patient James Partis

In Focus: Bowel cancer screening



Consultant John Linehan at work

If you get a bowel pack, use it and send it back!

Whilst discussing your bowel habits might not seem like the best topic for a conversation over a coffee with friends, it could save your life.

Bowel cancer affects 1 in 20 people in the UK and is curable, if found early and treated quickly. About 13,000 people die from bowel cancer in England every year and most of these would be preventable if found early enough. If we can find your cancer in its early stages and treat it, there's an 85-90% chance we can cure you. If you leave it until you

Symptoms of bowel cancer can include:

- A change in bowel habits, e.g. has your normal bowel habit changed? Are you going to the toilet more often or experiencing looser poo (diarrhoea)? Have you recently become constipated or going to the toilet less often?
- Bleeding from your bottom

have symptoms that drops to 50%.

If you are between 60 and 75 you may well receive a pack through the post from the National Bowel Cancer

Screening Programme containing a screening kit. This programme aims to detect bowel cancer at an early stage (in people with no symptoms), when treatment is more likely to be effective. It can also detect polyps. These are not cancers, but may develop into cancers over time. They can easily be removed, reducing the risk of bowel cancer developing.

The most important thing is that if you get a kit, fill it in and send it back. If you have new bowel symptoms then get along to the GP to discuss this as soon as possible even if you are not part of this screening programme.



“People are very embarrassed about talking about their bottoms and about poo,” said Consultant Gastroenterologist John Linehan. “But we all have to poo and if you complete the test and send it back, you will know really quickly if you need further help, or are all clear.”

Even if you need further help, Dr Linehan explains that this doesn't mean you have cancer, it just means that blood has been found in your poo and it needs further examination. “The key thing to remember is that there are many, many reasons why blood might be found, it does not mean that you have cancer, it could be a very minor reason, or indeed a benign growth or polyp, but if it does turn out to be serious, we can treat it and cure you.”

In the Bath region approximately 60% of people who are sent packs from the screening programme use it and send it back. There's a 2% chance you'll have a positive test. Anyone who has a positive result is invited to the RUH in Bath and is seen by one of the specialist nurse practitioners.

What happens if you are in the 2% that have a positive result?

- The specialist nurse practitioners will schedule a simple procedure called a colonoscopy
- The day before, you'll need to be at home and close to the loo, as you need to take a powerful laxative. Most people find this the most uncomfortable part of the whole process
- An empty bowel means that Dr Linehan, or his colleague Dr Jonathan Quinlan can examine all of the large bowel properly and do any procedures that need doing
- The next day, you will come into the RUH and be seen

by a specialist nurse practitioner; he or she will be with you every step of the way from now on

- You will have a colonoscopy, you can chose to have a mild sedative or not, more than 90% of patients chose the sedative, just to be a bit more comfortable (this is not an anaesthetic)
- The test takes about 30-40 minutes
- If nothing is found, you'll be told then and there (and then you go back onto the screening programme and get sent another test in two years)
- You will be observed after the colonoscopy for about 45 minutes to make sure that you have recovered
- You are now free to go home.

What happens if something is found?

If there is a significant polyp, you may need to have a second colonoscopy and in the unlikely event that cancer is found, you'll have scans and be seen by a surgeon very quickly.

“Please remember, if we catch it early, we can cure you. If you leave it too long, it's more difficult for us to be sure of a cure. So if you have any concerns about your bowels, ring your GP and get an appointment,” said Dr Linehan.

More information can be found online at www.cancerscreening.nhs.uk/bowel, or by calling the National Bowel Screening helpline on 0800 707 6060.

If you have symptoms such as a persistent change in bowel habit, pain in your abdomen, bleeding from your bottom, tiredness or weight loss, or if you are worried about your bowel health in any way, then you should not wait for screening but contact your GP.

The National Bowel Screening programme has recently been extended to include everyone between the ages of 60 and 75 (it used to be just up to 70) and if you fall within this age group, you can expect to receive a pack through the post asking you to complete it and send it back. But why should you bother?

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New look for **older people's ward**



Staff on Combe Ward

Our new 'dementia friendly' ward has reopened, following a redesign – and it looks fantastic.

Bright colour has been used to contrast and define the ward areas and social spaces on the 26-bed Combe Ward.

Patients are benefiting from nursing stations in each bay for improved observation, clear signage, sensitive lighting and a limited number of mirrors to help avoid confusion in an environment furnished to feel more like home than a hospital ward. The flooring has been changed and toilets are now accessible from the bays rather than the corridors.

Following the ten-week refurbishment project, the ward also has a living area complete with fireplace and wood-effect flooring.

Consultant Geriatrician Dr Chris Dyer said: "These changes will offer

substantial improvements to the quality of life not only experienced by patients with dementia admitted to the hospital but also their carers, and support our staff in providing even greater levels of care too.

"Alterations to Combe Ward and developments within the wider dementia care team at RUH will bring multiple benefits to the overall care pathway, by which we mean the support provided not only in hospital but also on discharge.



The ward has a bright new look



Penn Hill by Paul Westlake

“Existing resources and support on offer to patients with dementia at the RUH have already been enhanced by the introduction of our new dementia co-ordinators, which combined with the physical improvements to Combe Ward, will help us deliver a leading level of dementia care not only during the patient’s hospital stay, but in supporting their overall care elsewhere too.”

Although Combe is a dementia-friendly ward, it is not a specialist dementia unit and remains an acute care of the elderly ward. We believe the environmental changes will benefit all patients.

The transformation of Combe Ward has been the result of considerable hard work behind the scenes from both clinical staff and RUH Estates Capital Projects Team to not only carry out the work, but also to do so in time for the ward to reopen in time for the busy winter months.

Our Capital Projects Team prepared a scheme in consultation with clinical staff to upgrade the ward to make it dementia friendly in accordance with the King’s Fund principles. A bid was submitted based on this which was successful with the Department of Health providing full funding.

We asked John Ball from Midsomer Norton, who was visiting his wife Rita, what he thought, and he told us: “I think it’s excellent, so clean and bright, just super. It all smells lovely and new and it doesn’t feel like a hospital ward. I like the lighting as it is so ‘even’ and serene. The whole place feels calm. My wife has received very, very fine care here. Thank you.”

Art at the Heart of new look ward

As part of the redesign of Combe Ward, large-scale wall art was commissioned in three areas of the ward. These include Somerset Levels donated by the artist, Bluebell Woods by Artwork Solutions and Balloons over Bath by Nick Cudworth.

The Somerset Levels image was part of a call to photographers to offer images of the region, of which we reproduced and framed 17 images of the local landscape. We selected images from 12 photographers and would like to thank all for their generosity.



Balloons over Bath by Nick Cudworth

Health Minister Norman Lamb talking to a patient



Health Minister tells us: “You’re way ahead of the game”

Health Minister Norman Lamb said our dementia care was “way ahead of the game” during a visit to the hospital.

Mr Lamb was given a tour around Combe Ward, two weeks before it opened, before meeting staff and patients on Midford Ward. He also visited the Bath Institute of Medical Engineering (BIME).

The Minister said he was “immensely impressed” by what he had seen of our facilities and praised our innovative approach to patient care. He said: “I think if I had a loved one who ended up coming to this hospital and they had

dementia, I would feel a great deal of comfort that they would be looked after with kindness and consideration.

“I think you are well ahead of the game here in Bath. I’m a great fan of integrated care and joining up different parts of the system, and you are doing that here with the links between the hospital, BIME and community care.”

During his visit, Mr Lamb had the opportunity to meet staff and patients who were taking part in one of the regular reminiscence sessions, where people are encouraged to share their memories.

Improving care for patients with diabetes

We have introduced a new Acute Diabetes Service, the first step towards improving the way that care for patients with diabetes is provided.

Between 15-20% of all the patients seen at the RUH have diabetes and this number will continue to increase. If you have diabetes your treatment is generally more complex and you may stay in hospital for longer.

Our previous approach relied on referrals from the ward, which may delay specialist care. The new Acute Diabetes Service is a more proactive approach, with a team of diabetic nurses making daily rounds of the Emergency Department and the Medical Assessment Unit to meet

patients who are diabetic, enabling specialist care to be brought to them as quickly as possible.

The team carries out assessments, including examination of the feet, and provide a care plan to manage the patient's diabetes whilst they are in hospital, and advise nurses who are caring for the patient. This information is also sent to GPs and community nurses to form part of any ongoing care required once the patient is discharged.

The more rapid service is being led by Dr Marc Atkin, Consultant in diabetes, and his colleagues Helen Griffiths, Ainslie Lang, Leon Massey and Becky George.

Dr Atkin said: "This service has the potential to significantly improve the safety and quality of care we give to

our patients when they come into hospital, and ensure their stay is as smooth as possible.

"Our patients already tell us their care is good but we know it can be better; the acute diabetes service is a first step in improving the care of patients with diabetes in the RUH and it will be key in maintaining excellent care despite the pressures the future will bring."

Doctors, nurses and healthcare assistants on the Medical Assessment Unit have undertaken a comprehensive education programme on all aspects of diabetes, which will enhance their skills and confidence in looking after patients with the condition, and improve the patient experience.



Staff Nurse Leon Massey, Diabetes Liaison Nurse Ainslie Lang and Consultant in Diabetes Dr Marc Atkin



As part of our preparations for Winter, we held a special week to focus on improving the smooth flow of patients through the hospital, ensuring that patients are discharged as soon as it is safe and appropriate to do so. A number of staff volunteered to give up their day jobs to help out on wards, including our new Director of Nursing Helen Blanchard, pictured.

Preparing for **winter**

The winter months are traditionally a very busy time for all acute hospitals, and the RUH is no exception.

This year the local community has received an extra £4.4m of funding from the Department of Health to make improvements to help manage the extra pressure.

Our Chief Operating Officer Francesca Thompson said: "Like other hospitals we have experienced continued year on year growth in the number of patients attending our Emergency Department.

"This funding will allow us to work closely with GPs, district nurses and social services to address the issues which have historically affected us as a health community during the winter.

"At the RUH we are in the process of expanding the number of senior doctors, nurses and therapists, including six additional consultants for the Emergency Department and short

stay assessment areas. This enables us to provide longer hours of consultant care throughout the week and at the weekend. Our Emergency Department is now fully staffed.

"Our enhanced emergency care will in particular involve fast, intensive assessments of frail elderly patients by highly skilled care of the elderly consultants. This will enable those patients to receive the best possible care in the most appropriate environment, which may not be an acute hospital, but rather their own home.

"Patients also have a role to play this winter in having a flu jab, and considering whether there is somewhere more appropriate for them to go for treatment other than the Emergency Department. This might be a pharmacy or GP surgery. We would of course urge patients who are seriously ill and requiring urgent care to come to the Emergency Department."



Fighting flu

Have you had your flu jab yet?

Medical Director Dr Tim Craft is one of many staff at the RUH who have been vaccinated against flu to ensure we are protecting our patients, families, and ourselves against infection.

Flu is dangerous, highly contagious and largely preventable with the seasonal flu vaccine, which is given to millions of people in the UK each year. The specific strains of flu that are included may change from one year to the next but vaccines are still thoroughly tested and are safe.

NHS Foundation Trust news



Ian Bynoe



Mike Welton

Governor News

During August we sent 2,847 surveys to our members within Mendip, North Wiltshire and our North East Somerset constituencies. The surveys were sent by our Public Governors who wanted to identify how you wanted to be communicated with in the future. They asked how you wanted to engage with your Governors and also questions about why you became a member.

Roxy Poultney, Membership & Governance Manager, said "On behalf of the Public Governors, I would like to thank all of the members who took the time to send back their surveys. We've had a fantastic response from all three constituencies, and the results give us a great insight into what you, our members, want from the Governors. Furthermore, it enables us to shape the future for how we engage and communicate with you."

One of the interesting results to come out of the Mendip survey was that more than half of the members wanted to meet their Governors face to face. As a result, we held our first Governor Constituency Meeting in Frome on Wednesday 13 November.

This meeting was open to everyone, and all members within the Mendip constituency were invited. Attendees heard from our Public Governors, Mike Welton and Ian Bynoe, as well as receiving updates on the future

of the hospital from James Scott, Chief Executive, and Helen Blanchard, Director of Nursing.

Mike Welton said: "It was great to have an above average response to our survey and meet some of our members at our first constituency meeting. Providing these meetings continue to be popular, Ian and I hope to continue with them, and this is a real opportunity for the members to be involved in the future of the RUH."

As well as holding their first constituency meeting, Mike and Ian have been busy meeting with local organisations including the Frome Medical Practice Patients Group, Wells Rotary Club and the Positive Action on Cancer group.

Ian said: "One of the key aspects of the role of governor is to ensure that we represent the views of our local community and by meeting organisations within the Mendip constituency we can start to form some good relationships with local people. From our meetings Mike and I felt that the RUH's reputation has certainly improved out in the community, but there is concern regarding the latest CQC inspection. We're here to listen to what you think about the RUH and to learn how you can help us to help the hospital improve its services."

Our other Public Governors are busy analysing the results of their surveys so watch this space for more events and meetings coming to your area.

Caring for You

During 2013 our Caring for You events have gone from strength to strength and we often have more than 100 guests joining us for each topic. We're busy preparing the 2014 Caring for You events.

In the past all of our Caring for You events have been held at the RUH as the results from last year's survey revealed that 89% of members chose the hospital as the preferred venue, but there was a small proportion of members who live further afield who said that they would appreciate an event taking place in their local community.

Roxy Poultney, Membership & Governance Manager, said: "Not only do the Governor Constituency meetings allow our Governors to meet their members, it also gives us a great opportunity to talk about the hard work that goes on at the hospital with a wider audience.

"We hope to be able to combine a Caring for You event with our constituency meetings, as we need good numbers to enable plenty of audience participation which ensures everyone gets the best out of every session."



Roxy Poultney



Our next Caring for You event will take place on **22 January 2014 at 18:00** in the Post Graduate Medical Centre (B20), and will focus on the Children's Department and Neonatal Unit.

You must book, so to express an interest or book your place please contact the Membership Office on **01225 821299** or via email at **RUHmembership@nhs.net**

The full Caring for You schedule for 2014 will be completed soon and will be advertised in our next magazine. If you have any ideas for future events please contact the Membership Office.

Health Service Discounts

The Governor survey highlighted to us that not many of our members know that once they're a member, they have access to receive exclusive discounts and vouchers on a whole range of goods and services.

Health Service Discounts helps you to make great savings on weekly shopping, major purchase, family days out and even holidays. There are also opportunities to compare gas, electricity, broadband and bank accounts which could help you save even more money.

If you're already a member of the RUH you will be able to visit www.healthservicediscounts.com to register for an account. Once you've signed up, browse the website and find out where you could save money.

It's your hospital, it's important to have your say and sign up as a member

If you're not already a member, and would like to take advantage of Health Service Discounts, pick up one of our membership forms and sign up today!

Membership is completely free, and not only do you get exclusive online access to Health Service Discounts, but by becoming a member of the RUH, you can have a real say in the development of your hospital and help us to develop our services for the benefit of the local community.

If you've ever been a patient or visitor, your experience means that you are well placed to have a view about the RUH and you can choose

to be involved as little or as much as you like. The majority of our members opt to "keep in touch" which means that you simply receive our quarterly magazine either through the post or via email if you provide us with your email address.

Other members choose to take more of an active role, and opt to "get involved" which means that we send you regular invites to our events and may contact you in the future to take part in surveys or focus groups to help us improve our hospital services. How involved you are is completely up to you, but please sign up today to help us to be the best we can be.

Here's what some of our current members said about why they became a member:

I had a strong desire to see the RUH continue to improve its services to the community as a hospital where treatment continues to be free and accessible to all.

I like receiving the quarterly newsletter to keep up to date with what's going on.

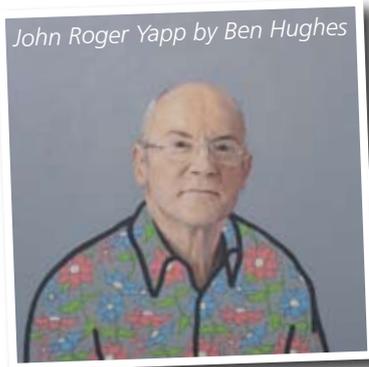
I receive regular treatment at the RUH and felt it important to support its NHS Foundation Trust status application by becoming a member.

I have had many dealings with the RUH as an inpatient and outpatient, only once having reason to complain. I feel the RUH gets a bad press and became a member to be more involved and hope to help remedy any shortcomings.

Until 31 December 2013 all new members who sign up to support the RUH will be entered into a prize draw to receive a £50 Marks and Spencer's voucher. If you would like to be in with a chance of winning, sign-up today!

You can collect a membership form from the hospital's Atrium, or from any of our patient waiting areas.

**It is also quick and easy to sign up online:
www.ruh.nhs.uk/foundationtrust**



John Roger Yapp by Ben Hughes



Anne, Bath Open Studios



Barragem Rock by Mark Sands

Central Corridor Exhibition Programme, Autumn – Winter 2013/14

This season the RUH presents a major showcase of Bath artists: the dynamic combination of Faces {Bath} and Bath Open Studios (BOS) presents the very best of the Bath arts scene.

Art at the Heart are delighted to welcome back Faces {Bath} after their great success of the exhibition last year.

Faces {Bath} is a three year project by portrait painters Malcolm Ashman, R. Scott Fraser and Ben Hughes, with an aim to explore the faces of the people who give the city life, and who live and work here.

BOS (Bath Open Studios) is a collaborative group set up to raise the profile of art trails in Bath. The exhibition which showcases a selection of two dimensional works is currently made up of four Bath art trails; The Widcombe Arts Trail,

Newbridge Arts Trail, Larkhall Open Studio Art Trail and Bear Flat Artists Trail

Each trail has its own individual style but they all share in having a relaxed and friendly welcome to new artists.

Last but not least we welcome first time exhibitors Marco Cazzulini and Mark Sands. Their joint exhibition entitled Eurovisions: Landscapes of England and Portugal is inspired from visits to The Botanical Gardens in Bath, and central Portugal with both artists successfully capturing an essence of time and place.

Hospital Notes

Hospital Notes is a unique part of our Soundbite Music programme that introduces creative activities for older patients, including music workshops, performances and reminiscence sessions.

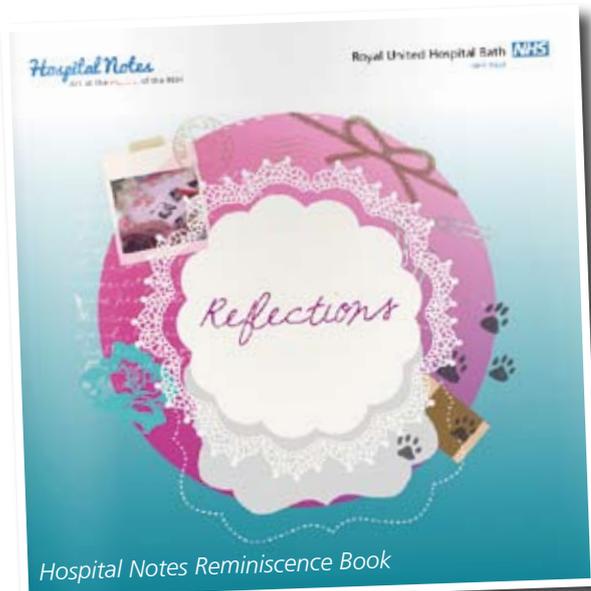
The aim of the project is to provide stimulating activities for patients, induce

a feeling of achievement and happiness to increase patients' self-esteem and confidence. It also encourages social skills and interaction between patients; furthermore it prompts reminiscence and memory recall.

We know that loneliness and anxiety is common among older patients and that creative activities bring them together with staff and visitors, and make them feel included in the hospital community. This is why our new weekly music and reminiscence workshops have been so important.

The responses throughout the project have been collated into a reminiscence book titled 'Reflections' which has been printed and distributed around the hospital for patients, visitors and staff to enjoy.

- See pages 12-13 for details of Art at the Heart's work on the new-look Combe Ward.





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Kumon develops children through the acquisition of independent learning skills, rather than teaching in the conventional sense. Through daily study of the Kumon programmes, your child will develop the ability to learn for themselves so they do not become dependent on – or limited by – the skills and knowledge of others. Your child will then be able to apply these skills to all subjects and outside of school too.

The new school year is an ideal time to enrol your child at your local Kumon centre, to ensure they gain maximum benefit from the year of learning ahead.

Bath North Study Centre
Caroline Barry – 01453 521503

Bath South Study Centre
Jan Pring – 01225 333696



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Our charities

Forever Friends

Ted's Big Day Out

These were just some of the RUH staff who took part in Ted's Big Day Out, when they were asked to 'wear a wig or raise a hat' to raise money for the Forever Friends Appeal. Thanks to everyone who took part on the day.



Take on the Great Wall of China

Challenge yourself to a trek along the Great Wall of China. The Forever Friends Appeal aims to have a team of trekkers taking on this exhilarating challenge in September 2014 to help raise funds towards the new Cancer Centre at the RUH. So think about taking part with your friends, family or colleagues in what will be the trip of a lifetime! To receive your free information pack, call Jo on 01225 825823.

Run for the RUH in the Bath Half

Big Ted is looking for people to put on their running shoes and join what is affectionately known by everyone as 'Ted's Team' in the 2014 Bath Half Marathon. Ted's runners will be helping to raise vital funds for The Forever Friends Appeal's RUH Cancer Care Campaign.

Silver Bond places are now available

and can be purchased for just a £35 initial donation, with a pledge to raise a further minimum sponsorship of £175.

This popular race will take place on Sunday 2 March.

For more information, please visit www.foreverfriendsappeal.co.uk or call the events team on 01225 821535.

Your chance to win a brand new car

The Forever Friends Appeal's Grand Draw will feature a top prize of a Brand New White Kia Picanto 5 door, courtesy of Allen Kia Motors of Bath. Please purchase tickets either for yourself, or encourage family, friends or colleagues to have a go! Please call the appeal office on 01225 825691 / email forever.friends@nhs.net or visit foreverfriendsappeal.co.uk

Tickets cost £1 each and are in books of five.



Help build a new Cancer Centre for our patients



Friends of the RUH

Summer Fete SUCCESS

Our army of volunteers has been busy as usual, and are celebrating the huge success of the Summer Fete which raised a fantastic £5,341. The sun shone throughout the afternoon and visitors/volunteers had the chance to meet Olympic Gold Medal Winner Amy Williams, as well as being entertained by the High Littleton School Choir and the Susan Hill Dance Academy.

Trader Tuesday

Since October our traders have relocated to a prime spot outside the Lansdown restaurant. There will be a different trader every Tuesday so come along and pick up some beautiful gifts or a treat for yourself!

Everyone enjoyed the stalls, refreshments and entertainment on offer and our Lansdown restaurant was used for our delicious refreshments and resident traders. We used the car park for ward and Friends stalls, along with our programme of entertainment which greatly added to the success of the Fair. Thank you to all the volunteers who made it an enormous success.

Well done to David Jacobs, one of our cancer information centre volunteers, who has been named Cancer Champion by Macmillan, in recognition of all his work and commitment to improving the



lives of people affected by cancer.

David has been working with Macmillan on a national initiative to introduce specially trained volunteers into hospitals, who can provide emotional and spiritual support to people who have been diagnosed with cancer.

Friends Coffee Shop

Visitors to the hospital will have noticed that the Friends Coffee Shop, which is run by volunteers, has temporarily moved to the Oasis centre. Please pay us a visit!