

One in a Macmillian

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Cherry on the Cake

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insight

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



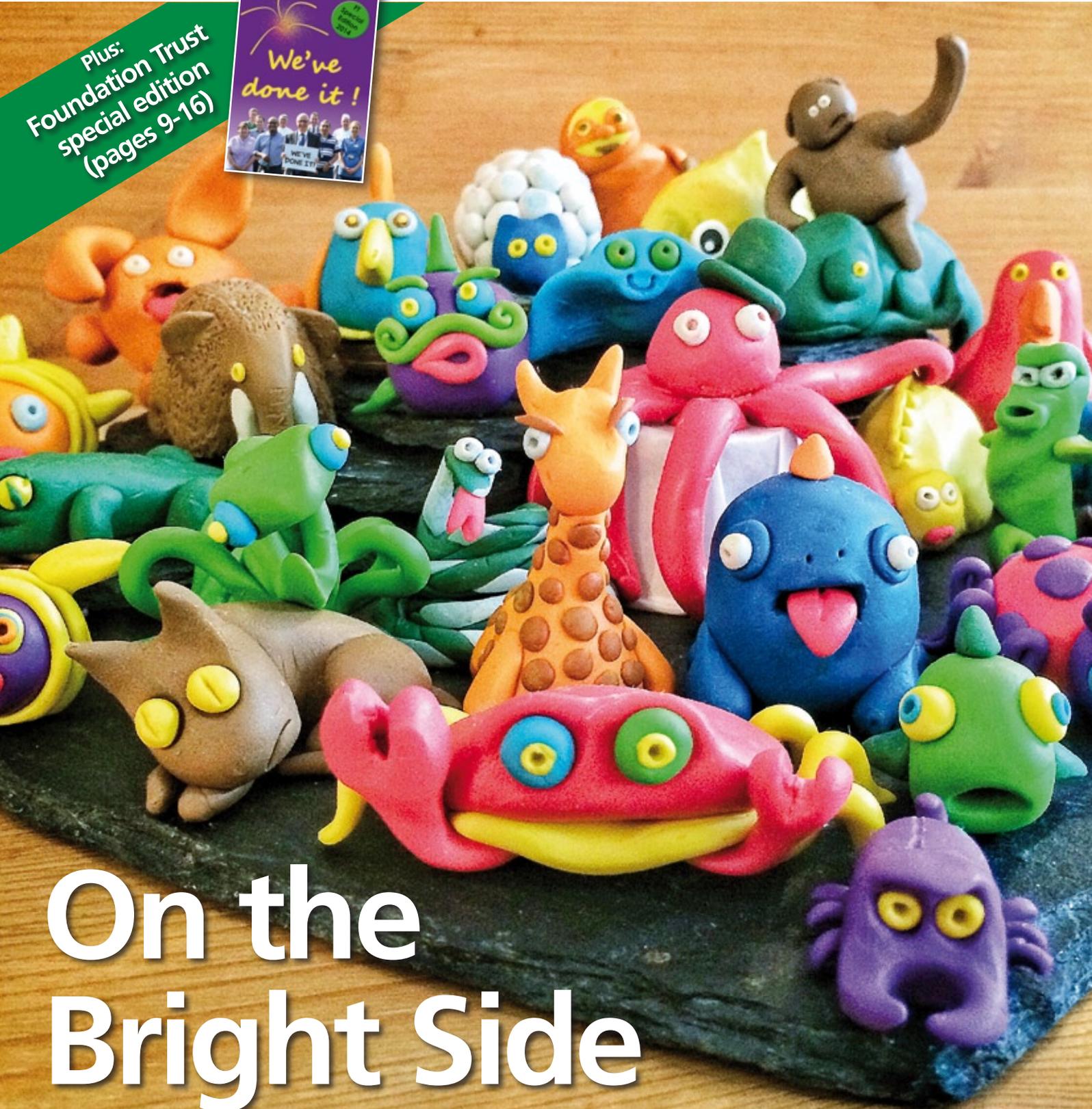
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ISSUE 24 WINTER 2014

Plus:
Foundation Trust
special edition
(pages 9-16)



On the Bright Side



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Welcome



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

Following a rigorous six-month assessment process by NHS Foundation Trust regulator Monitor, we were delighted to be given a licence to operate as an NHS Foundation Trust on 1 November 2014. Our name has officially changed to Royal United Hospitals Bath

NHS Foundation Trust.

This is a fantastic achievement – and we are the first acute Trust to have been granted a licence in over sixteen months. Being an NHS Foundation Trust will enable us to become a truly membership-led organisation, and we look forward to the benefits this will bring to our patients, staff and the public. You can read more about what being an FT means in our special 8 page supplement at the centre of the magazine (pages 9-16).

Now that winter is well and truly here, the season is likely to bring with it the extra pressures we are used to facing at this time of year. We plan for seasonal pressures all year round, but your support will be invaluable this winter as we work hard to keep services running smoothly.

As I write, a huge number of staff will have already had their annual winter flu jab as part of our nationally-recognised staff vaccination programme.

I urge you all to do the same. You can read more about how you can help us keep our hospital healthy throughout the winter months on page 4.

Look after yourselves.

James Scott
Chief Executive

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

Cover image: 'Collection of Creatures' by Sam Gillard; Mary Berry by Peter Stone.

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Breastfeeding Peer Support Volunteer

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Sam Gillard
Previously a patient on Haygarth Ward

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Ebola

Ebola remains high on the news agenda. The Royal United Hospital has comprehensive management plans in place for the handling of potential cases of Ebola, or indeed any other potentially infectious diseases.

Helen Blanchard, Director of Nursing and Midwifery said: "We are following and will continue to follow national guidance on Ebola – including participation in nationally-led exercises to ensure our readiness of response. The UK has some of the best public health protection systems in the world and risk of an outbreak to the UK remains low."

"Relevant staff at the RUH have been taking part in

multi-agency planning across the region. Processes are in place to ensure an effective response to any prospective cases, including a clear pathway that will be followed should a potential case present, as well as having access to isolation facilities and relevant personal protective equipment (PPE). National guidelines have been successfully incorporated into our preparedness plans and have been since August. Guidance and coordination with relevant staff and processes is on-going to ensure currency of plans and processes at all times. Anyone who suspects they may have contracted the virus should either contact their GP or NHS 111."

Stay up to date with current national advice and information on Ebola by visiting www.nhs.uk/ebola or www.gov.uk/ebola



Natasha Howard receives the Trust's Patient Safety Award 2014

Awards Round-Up

Following on from our success at last year's Health Service Journal (HSJ) Awards, the RUH features twice on this year's shortlist.

Firstly, we have been shortlisted in the Success in using Technology category for using technology to achieve an 87% reduction in the incidence of pressure ulcers. Senior Nurse for Quality Improvement, **Anne Plaskitt** and Clinical Nurse Specialist, **Michaela Arrowsmith** presented their work to the HSJ panel in October. Eradicating pressure ulcers is one of our key priorities this year, as outlined in the 2014/15 Quality Accounts. We are very proud of the excellent progress made by Anne and her team towards making this aim a reality.

Secondly, RUH Consultant Cardiologist, **Jacob Easaw** is part of the Bath and North East Somerset Clinical

Commissioning Group (BaNES CCG) team that has been shortlisted in the Managing Long Term Conditions category. The team was recognised for its innovative approach to improving care for patients with heart failure. The shortlisting acknowledges the successful collaborative approach across the local healthcare organisations delivering this great service. Expect to hear a lot more about collaborative working in future editions of Insight!

Finally, Senior Sister **Natasha Howard** (pictured) was presented with the Trust's Patient Safety Award 2014 at September's AGM. Natasha worked with the Patients Association to look at how hydration could be improved for patients on her ward, Parry Ward. As a result of the changes, overall hydration levels showed an improvement of 13%. Her great work is to be extended to all wards.

Help Kee

As winter starts to bite, certain 'seasonal nasties' appear on the scene, putting patients at risk and the hospital under pressure.

Two of the biggest culprits are Norovirus (aka the 'Winter Vomiting Bug') and Seasonal Flu.

Both illnesses exist all year round, but both rise more sharply during the winter months. Whilst deeply unpleasant, they are not usually life-threatening for the fit and healthy. But, for many of our patients (the very young, the elderly and those with depressed immunity), catching one of these bugs can be very serious and even fatal.

Keeping these bugs off of our wards is our priority.

And you can help!

Say 'No!' to Norovirus

An outbreak of Norovirus can lead to the closure of bays or of whole wards. Containing the virus is vitally important to stop it spreading.

It is especially important that visitors with Norovirus stay away from the hospital. Visiting a loved one whilst infectious could put them at risk of catching the virus, and could have serious consequences – for them and for other patients on the ward.

Norovirus is characterised by forceful vomiting and watery diarrhoea. Some people also experience a raised temperature (over 38°C), headaches, painful stomach cramps, and/or aching limbs. Symptoms usually appear one to two days after a person becomes infected, but they can start sooner. Most healthy people make a full recovery within a couple of days.

Keep Our Hospital Healthy

Norovirus is spread through contact with an infected person, as well as contact with surfaces that are contaminated with the virus. To avoid infecting other people, you should wash your hands regularly. Most crucially, you should stay at home for **48 hours after the last sign of symptoms**.

You can also help by being understanding in the event that it is necessary for a bay or ward to be closed to visitors. You can rest assured that, by closing an area, we are doing our utmost to ensure the safety of your loved ones and prevent further spread of the virus.

Be a Flu Fighter

Flu is an infectious and common viral illness spread by coughs and sneezes. It's not the same as the common cold. Flu is caused by a different group of viruses. Symptoms tend to be more severe and last longer.

Flu causes a sudden high temperature, headache, general aches and pains, tiredness and a sore throat. You can also lose your appetite, feel nauseous and have a cough.

One of the best ways you can help prevent the spread of flu is by having the flu jab if you are eligible.

The flu jab is available for free for:

- People over 65 years of age
- Pregnant women
- Those on Carers Allowance or who are the main care giver for someone who is vulnerable or sick and depends on care
- People with certain medical conditions (check with your GP)
- Those working in the NHS or in a Social Care setting who come into regular contact with patients



The flu vaccine is also available for children. Healthy children aged 2, 3 or 4 years old should have the vaccine, as should all children aged six months or over with long-term health conditions.

If you have the flu, please refrain from visiting the Emergency Department or the Urgent Care Centre for treatment. Antibiotics cannot be used to treat the flu, as it is a viral infection. The best way to treat flu is with plenty of bed rest, intake of fluids, and the use of over-the-counter remedies to minimise discomfort. If you have concerns about your symptoms, you should call 111 who will be able to advise you.

Did you know?

Last year the hospital was shortlisted for a national award for its staff immunisation programme. This year the RUH aims to vaccinate 80% of its staff against flu. We're flu fighters – are you?



Medical Director Tim Craft receives his jab from Occupational Health Manager Pete Fox



On the **Bright** Side

Being in hospital can be lonely and (let's face it) rather dull. So in this edition we're taking a look at some of the ways our patients have kept themselves busy and active throughout their various treatments and how, in turn, those patients have helped brighten the lives of others.

Model Patient

As conditions go, ulcerative colitis isn't much fun. It's a long-term chronic condition where the colon and rectum become inflamed – and it can be extremely painful, as patient Sam Gillard can testify.

Following a flare up, Sam (a postman from Bath) spent over a month in the RUH, on Haygarth and Parry wards. And he hit upon a decidedly creative way of passing the time, as he explains:

"My mum knew I'd be bored, so she wracked her brains over what she could bring in to help keep me out of trouble. I think she was in a bit of a state, and probably wasn't thinking straight, as she came in bearing a packet of plasticine."

As it happens, his mum's choice turned out to be rather inspired. Over the five weeks he spent in bed, Sam

crafted more than 30 kooky and colourful little critters and posted pictures of his creations on Twitter – which is where they first came to our attention here at Insight.

So, does Sam see a future for himself as a professional model maker?

"I've really enjoyed doing it. I've always been creative and good with my hands. But I've not always had the time."

Well, Sam, you certainly made us smile. Thanks for being a 'model patient'.

Knitting Pretty

Dealing with long-term pain can feel like an uphill battle, but one fabulous initiative at the RUH is helping provide sufferers of chronic pain with a method of coping and an all-important social

outlet.

Stitchlinks Knit and Natter group is run by Personal Wellbeing Coach and pain educator, Betsan Corkhill. The benefits of knitting for those suffering long-term chronic pain are striking, as Betsan explains:

"Knitting can help those with chronic pain in a number of ways: On a biological level, it works by lowering the perceived level of threat, changing the context, and distracting the brain's attention. The rhythmic movements facilitate a meditative-like state which kick-starts the body's natural healing system. When you're stressed, your body's natural healing system is 'tuned down'.

"Therapeutic Knitting gives people a tool with which they can control and improve their own feelings of wellbeing – at home alone, in a group, out and about or in the middle of the night when things can seem a bit dark..."

"We also know that lonely people feel more pain so the social aspect is very important too. The group meets for an hour and a half every Tuesday and people are free to come on a drop-in basis. Essentially, people come along to enjoy fun and laughter with a group of friends who understand and care. Loud laughter is a hallmark of the group and that's therapeutic in its own right."



A selection of Sam Gillard's colourful creatures



Children in a remote Lesotho village show off their woollens



And, it's not just the knitters who have benefitted from the group.

The ladies of the knitting group, together with contributions from St Gregory's School, managed to clothe every child in a remote village in Lesotho. The group knitted jumpers, cardigans, hats and blankets for the children and babies in the village – which gets very cold at night due to the high altitude and barren landscape.

The group has also knitted and donated hundreds of small teddies and 'dude' dolls to the Emergency Department, so that every child who comes into ED now gets a knitted toy to take home.

In helping themselves manage chronic pain, these natty knitters have helped comfort and clothe many deserving children, here at the RUH and in rural Africa. As Betsan says: "Creating something to be enjoyed by others can restore a sense of self-worth to those whose confidence may have been knocked by the experience of chronic pain."

Betsan Corkhill is also the author of Knit for Health and Wellness (FlatBear Publishing). Find out more: www.stitchlinks.com



Child's Play

Young patients at the Royal United Hospital enjoyed a welcome distraction from their hospital experience during National Play in Hospital Week this October.

The youngsters enjoyed a visit from a group of fireman who drove their impressive fire engine up to the doors of the hospital so that all of the young patients could get a closer look.

During the week, the young patients were entertained by Dr Betty Ding Dong, the giggle doctor who brings music, magic, fun and laughter to the ward and got to pet Muppet, the Pets as Therapy dog.

The RUH has two Play Specialists, Jo Powell and Lyn Gardiner. Lyn said: "Play is a crucial part of the care children and young people receive at the RUH. National Play in Hospital Week is an opportunity for us to demonstrate the positive impact play and distraction have on a child's hospital experience."

The children also created art with Artist in Residence Edwina Bridgeman, some of which is displayed in the corridor off which the children's ward is located. By getting creative during their time here, our young patients are helping brighten up the hospital environment for everyone.



Local firemen pay patient Sam Dagger a visit

Miranda's One in a **Macmillion**

Miranda Benney has been a Macmillan Nurse for over fourteen years – and is driven by her desire to make life for patients with cancer that bit better. And now Miranda has received a national award in recognition of her work.

The Macmillan Professionals Excellence Awards recognise and celebrate the outstanding contribution Macmillan professionals make to cancer services. The award for Service Improvement Excellence is awarded to individuals who have made tangible improvements to the services offered to people affected by cancer and is presented to a maximum of three individuals each year – of which Miranda is one. She received the honour in front of a packed auditorium at The Hilton Metropole Hotel in Birmingham on Thursday 13 November.



Award-winner, Miranda Benney (Macmillan Uro-Oncology Clinical Nurse Specialist)

"I do this job because I love it. It may be challenging, it may be tough sometimes – but it's inspiring work."

Having previously worked in Bristol, Miranda initially came to the RUH for a six-month secondment, when a Macmillan Clinical Nurse Specialist (CNS) role came up. Ten years on, she is still here – working as part of the Urology team as a Macmillan Uro-Oncology CNS.

Miranda's job involves working very closely with men going through treatment for Prostate Cancer – ensuring they receive the information and the support that they need to take them through their illness. Another part of Miranda's role is identifying ways of improving the patient pathway

for patients with Prostate Cancer in order to make the experience that bit less daunting. And it is her driving passion for making things 'work better' that has seen Miranda singled out for this award.

Caroline Gilleece, Cancer Lead Nurse and Matron for Oncology, nominated Miranda for the award.

"Miranda has been instrumental in helping to redesign the patient pathway to make it more streamlined and, as a result, more convenient for patients undergoing treatment. She has worked on a local and national level to develop a 'remote follow-up' programme – which means stable and successfully-treated patients can self-monitor from home, reducing the time they have to spend in hospital during their recovery.

"Her primary focus is her patients and

their carers. I am delighted that her hard work and tenacity have been recognised by her winning this award."

And what is Miranda's reaction to her win? Words such as 'thrilled' and 'delighted' trip off her tongue, as does praise for the team she works with: "I am so very fortunate to work with such a lovely team. We work very closely to constantly find ways to improve the experience for patients.

"I do this job because I love it. It may be challenging, it may be tough sometimes – but it's inspiring work and it feels wonderful to be acknowledged in this way."

To find out about the great work Macmillan does to make sure no-one has to face cancer alone visit www.macmillan.org.uk



FT
Special
Edition
2014



We've
done it!



Welcome to the 'Foundation Trust' special edition of Insight magazine

We are delighted to announce that we have been awarded a licence to become an NHS Foundation Trust.

Our bid to become a Foundation Trust (FT) restarted in May, following a good report by the Care Quality Commission. The standards a Trust must meet in order to become an FT have never been higher, and we were subject to a thorough and rigorous assessment by Monitor – the regulatory body for all FTs.

On 1 November, following a rather anxious wait, we were informed that our application was successful.

That we have achieved Foundation Trust status is testament to the hard work of all of our staff and is a reflection of their commitment to quality and to continuous improvement. We are so proud of Team RUH and are excited to be entering an important new phase for the Trust – a phase that, more than ever before, will involve you in the life of the hospital as we seek to deliver the benefits that a truly membership-focused hospital can bring.

As ever, there's more work to be done. After all, we will have wasted a fantastic opportunity if nothing changes but our name ... which incidentally will be:

Royal United Hospitals Bath 
NHS Foundation Trust

James Scott, Chief Executive

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NHS Foundation Trusts: **The Facts**

What is an NHS Foundation Trust?

There are two types of hospital trust: **NHS Trust** and **NHS Foundation Trust**.

NHS Trusts answer to the Trust Development Authority (or TDA) and their services are centrally controlled by government.

NHS Foundation Trusts (also known as FTs) are regulated by an independent body called Monitor, and have the freedom to be more responsive to the needs of the local communities they serve.

Both types of Trust are inspected by the Care Quality Commission (CQC) to ensure they meet national standards of safety and quality of care.

How are NHS Foundation Trusts different from NHS Trusts?

In order for an NHS Trust to achieve NHS Foundation Trust status they first have to prove that they are a provider of safe and high quality services, that they have strong financial foundations and a secure financial future, and that they actively engage with the community

they serve. The assessment process is rigorous and demanding and only those Trusts that fully meet the tough criteria are granted FT status.

How did the RUH become an NHS Foundation Trust?

A good CQC report in Spring 2014 confirmed that the Royal United Hospital Bath NHS Trust was providing the safe and high quality care required for us to apply to become an NHS Foundation Trust. Following six months of rigorous assessment, we satisfied Monitor's requirements and were awarded FT status as a result.

What will this mean for the hospital?

Being an NHS Foundation Trust means that we:

- Have a duty to be responsive to and meet the needs of our local community
- Have more of a say over how our services are structured and run in order to meet the needs of our community
- Have more freedom over how we spend our budget and manage resources. Any surplus we have at the

end of the year can be retained and channelled back into our services. We can also borrow to invest

- Are accountable to our members who are represented by an elected Council of Governors.

What will this mean for patients and the community?

Patients will have more opportunity to shape the services the RUH provides. By becoming members, local people will be able to engage directly with a council of elected governors. Our vision is of an RUH much more closely connected to the community.

Is this just a sneaky step towards privatisation?

No. NHS Foundation Trusts are at the heart of the NHS family. They were introduced to allow Trusts who were operating to a high level more freedom to suit their services according to the needs of the local population. NHS Foundation Trusts treat patients according to NHS principles and standards, but are controlled and run locally rather than nationally.



One step closer to a sustainable future for valued specialist services in Bath

The Royal National Hospital for Rheumatic Diseases (RNHRD) NHS Foundation Trust is a specialist hospital located in central Bath. Also known as 'The Min', the hospital has over 250 years of experience in caring for people with chronic conditions, offering expertise in complex rehabilitation and rheumatology.

The RUH and RNHRD have strong and longstanding clinical and research links and both the RUH and the local population directly benefit from the high quality services the RNHRD provides.

So, when the RNHRD identified that it could not continue to be financially sustainable in the long term, both Trusts recognised the opportunity to join together to continue to provide high quality specialist care in the city of Bath.

Following a rigorous appraisal of the available options, the RNHRD identified acquisition by the RUH as its preferred solution. Acquisition would enable its

high quality, patient-focused services to continue to be provided in Bath.

For the acquisition to take place, the RUH had first to become an NHS Foundation Trust. Now that has been achieved, the plans for acquisition of the RNHRD can officially move forward to the development of integration plans and a business case to inform the statutory approval processes.

The door is now open for both Trusts to work together to plan a future where valued services can continue to benefit patients for many years to come.

This would mean existing clinical relationships can be preserved, and exciting opportunities for a centre driven by evidence-based clinical excellence and innovation – underpinned by an ambitious research and development agenda – can be realised.

By incorporating the RNHRD into the RUH family, our commitment would be to both recognise and build upon the RNHRD's national and international reputation as

a leading provider of high quality care for rheumatology, pain and fatigue conditions.

The future we envisage will continue to be clinician led – with expert staff working in partnership with expert patients and carers, members and commissioners to sustain and further improve patient experience.

Our ultimate aim is to ensure that patients can be confident that they will continue to receive the highest quality of care delivered by passionate and world-class staff.

Together with the RNHRD, we have developed some shared overarching principles for the transaction and we will continue to provide updates on our progress towards achieving this ambition in the months to come. In the meantime, if you have any questions or feedback you would like to share, please email RUHmembership@nhs.net, talk to your local RUH governor or write to us at FREEPOST RSLZ-GHKG-UKKL, Foundation Trust Membership Office, Royal United Hospital, Combe Park, Bath BA1 3NG.



Become a Member

Discover your Voice

Being a Member connects you to the RUH. It puts you at the centre of your local hospital, so that you can help shape the future of the healthcare system that serves you.

Become a Member and...

- Have a say over how services are run
- Provide feedback based on your experiences and the experiences of your friends and family
- Come to special Members events at the hospital and gain a unique insight into the hospital's activities
- Vote for the public Governors who will represent you and who will hold the RUH to account to its membership
- Take responsibility for shaping the NHS services you and your family use now and in the future
- Receive copies of Insight the hospital's quarterly magazine direct to your door.

How involved do I have to be as a Member?

You can choose to be involved as little or as much as you like – from simply



receiving regular newsletters, to taking part in discussion groups and surveys, or even standing for election and becoming a Governor.

Who can become a Member?

If you are 16 or over and live in England or Wales, you can become a Member of the RUH. You don't have to be a patient at the hospital – we understand that you may have an interest in the hospital

(for example, because your relatives live nearby or because you have been treated here in the past). You don't need any qualifications or special knowledge of the NHS to get involved. We want our membership to be as diverse as the population the hospital serves.

Want to become a Member?

Simply fill in and return the form on page 16.

Caring for You

Caring for You is the hospital's programme of events for Members. Past events have included tours of the operating theatres, talks on the survivorship of cancer, a focus evening on the subject of men's health, and many, many more ...

The aim of the events is to give you a view of the hospital from a different

angle – to connect you more closely to the work the hospital and its staff do.

Each year, the membership team work hard to bring you a fresh and varied line up. Why not come along to one (or both) of our next events, to see what the RUH gets up to behind closed doors and to find out more about what being a Member involves.

Next events:

Patient Safety, Privacy and Dignity

27 November 2014
6.00-7.30pm
PGMC (B20), RUH

Food & Nutrition

19 January 2015
6.00-7.30pm
PGMC (B20), RUH

Public Governors

Providing a link between the RUH and its Members

What does a Governor do?

Governors act as representatives for their respective areas and provide a link between the community and the RUH. The role of the Council of Governors is to hold the non-executive directors individually and collectively to account for the performance of the board of directors and to represent the interests of NHS Foundation Trust Members and of the public.

How many governors are there?

There are currently 11 elected Public Governors who form the Council of Governors. Each of the five local constituencies covered by the hospital is served by a pair of governors, though Members from outside of these constituencies are also represented by their own dedicated Governor.

Your governors...

CITY OF BATH



Amanda Buss

Prior to joining the RUH as a governor, Amanda worked in a number of industries including Health, financial services and the hospitality sector. She has lived in Central Bath for over a decade and, during this time, has watched the RUH evolve and improve the quality of the services that it provides. One of her key areas of interest is the hospital's Quality Improvement Programme.

Dominic Tristram

Dominic has lived in Bath for over fifteen years. His background is in the technology sector, which saw him working with many



different NHS organisations nationally. Dominic has a strong appreciation of what the NHS does from his work and from being a patient. He has a keen interest in keeping the NHS non-privatised.

NORTH EAST SOMERSET



Helen Rogers

Originally from the Republic of Ireland, Helen eventually settled in Bath. She has

a background in nursing and midwifery, and is the Director of the Royal College of Midwives Wales. She has a particularly interest in how the RUH organises and runs its services, and is also interested in women's issues and anything to do with maternity and babies.



Nick Houlton

Nick became a Member of the RUH after having been a patient here. He stood as a governor, as he saw a real need for independent people to tell the wider community what is happening at the RUH, and for local people to have their views represented. Nick has a special interest in patient nutrition and sits on the Nutrition Committee

which is actively involved in improving the meals service.

MENDIP



Mike Welton

Mike is a retired Aerospace Manager, and lives in Frome, Somerset. He became a governor because of his belief in encouraging local community involvement in the Trust in order to give it a strong membership base and representative local governors. His areas of interest are broad and include business planning, quality of care, and membership development.

Ian Bynoe

Ian has lived near Shepton Mallet in Somerset for over a decade, and has a legal



background as a former Legal Director of mental health charity, MIND. In recent years Ian has been involved in work relating to public complaints involving the police and is a part-time Independent Complaints Assessor for the Department for Transport. He wishes to build a bridge between the RUH and the local community.

NORTH WILTSHIRE



Jan Taylor

Jan Taylor worked for 37 years in NHS Cancer Services. Upon retirement, she moved to Corsham, Wiltshire. Jan brings a great deal of experience of the challenges involved in delivering quality service within the NHS. She would like to enable the people of North Wiltshire to feel part of their local healthcare system and to

encourage them to engage actively with the Trust.



Adrian Bligh

Adrian retired in 2008 after a career as a chartered accountant. Adrian spent 25 years with KPMG, one of the four largest accounting firms in the world. He takes a natural interest in the financial health of the hospital and Estates planning and strategy. But he is also keen to use the opportunity of being a governor to establish stronger links between the RUH and the community he represents.

SOUTH WILTSHIRE



Jane Shaw

Jane is retired following a varied career in health management, university teaching and overseas

service. Jane stood as a governor because of longstanding family associations with the RUH. She wanted to support the hospital and be involved with its continuing development. She has a special interest in patient experience and quality of care, and also in the long-term development of the hospital.



Phil Morris

Phil is married with one child, and also shares the family home with his wife's mother. He is particularly interested in how the hospital is meeting and will continue to meet the varied population it serves. He has a particular interest in the clinical and nursing care each patient receives, and wants to pay a part in

ensuring the hospital can continue to deliver this now and in the future.

REST OF ENGLAND AND WALES



Bill Aiken

Bill lives in Marshfield, near Bath, and represents Members who live within England and Wales, but who reside outside of the RUH's local catchment. Bill has a background in helping organisations 'thrive and survive' in an ever-changing world. He aims to bring the concerns and ideas of the Trust Members to the Board. As a cancer survivor, Bill also has a special interest in the cancer 'survivorship' programme.

How can I contact my governors?

The governors can be contacted through the Membership Office at the RUH:

FREEPOST RSLZ-GHKG-UKKL, F.A.O. <Governors name>, Membership Office, Royal United Hospitals Bath NHS Foundation Trust, Combe Park, Bath, BA1 3NG.

Call: 01225 821299. Email: RUHmembership@nhs.net

I want to become a Member of the Royal United Hospitals Bath NHS Foundation Trust

Title:

First Name:

Surname:

Address:

Postcode:

Telephone Number:

Email address:

Date of birth:

Gender: Male/Female

Signature:

Date:

I would like to:

- Keep in touch (receive our quarterly magazine)
- Get involved (attend events and take part in surveys to help shape services)
- Work with the Trust (consider being a future Governor)

By submitting this form I agree to be a Member of the RUH Bath NHS Foundation Trust and be bound by the rules of the organisation. These rules are subject to legislation and the agreement of a written constitution. Full details can be found on our website: www.ruh.nhs.uk/foundationtrust

The Trust is required to keep a public register of our Members' names and constituencies. If you do not wish to be on this register, please tick here

Your details will be held on a database and will be used by the RUH to provide you with information about the work of the Trust. The information you provide remains confidential and will be held and managed in accordance with the Data Protection Act (1998).

Please return completed form to: **FREEPOST RSLZ-GHKG-UKKL, Membership Office, RUH Bath, Combe Park, Bath, BA1 3NG**





Exhibitions

RPS Visual Arts Group Members' Exhibition 2014

In this annual exhibition, the **Royal Photographic Society** showcases the diversity and quality of the photographic interests of the members of its Visual Art Group. Not to be missed!

Simple Beauty: The William Scott Project.

An exhibition by Action on Hearing Loss artists, all of whom are deaf with additional needs. A real feast for the senses.



'Umbrella Girls' by Sandy Clelland FRPS (Royal Photographic Society)

On display until 15 January 2015

Coming up...

Work by the **Timsbury Art Group** will adorn the walls of the South Corridor from 6 November. And from 23 January **Old Bakery Artists** (from Midsomer Norton and Radstock) and **Bath Open Studios** (featuring work from Bear Flat open studios, Newbridge Arts Trail, Larkhall Open Studios and Widcombe Arts Trail) will be sharing the central corridors in a joint exhibition. It's great to be welcoming such wonderful local art organisations to the RUH.



Julie Tucker 'Sieve, Cup and Bowl'

Artsparks Exhibition: Four Seasons

The Playroom in the Children's Ward has been a den of creativity with Artist in Residence Edwina Bridgeman returning to run her weekly Artsparks workshops. Funded by Arts Council England, the workshops are designed to help children feel more at home whilst in hospital, helping them to make friends, continue to learn outside school, and give them an outlet for their emotions.

Our young patients have taken the Four Seasons as a theme. You can see their work in the Artsparks corridor (Zone B).



'The Four Seasons' Exhibition

Soundbite

The Soundbite Music Programme brings a varied line-up of music to patients, staff and visitors at the RUH and there are some fantastic performances to look forward to this winter:

- 14 November**, Marick and Seka (Folk)
- 28 November**, Claire Stobie (Violinist)
- 12 December**, Encaladus (Choir)
- 16 December**, RUH Choir (Choir)
- 19 December**, Julia Turner (Jazz)

Performances are held in the Atrium from 1.00pm until 1.30pm

If you're a musician and would like to perform at the RUH or if you would like more information about the Soundbite programme please contact Frankie Simpkins (Musician in Residence) f.simpkins@nhs.net

To find out more about our latest projects, workshops, exhibitions and events sign up to our newsletter via our website www.ruh.nhs.uk/art

Searching for Something Special

Project SEARCH is a fantastic project, giving students with special needs access to the world of work so that they can gain valuable employment skills. Project SEARCH and the Friends have been working together since early 2012, providing students with volunteering opportunities across the hospital during the school holidays and outside of their Project SEARCH commitments.

Many of the students who have volunteered have gone on to gain paid employment at the hospital. Dean Cole started working in the Friends shop before taking on a guiding role, directing patients and visitors around the hospital. He later volunteered on the busy Respiratory ward, supporting the ward to get extra tasks done. Dean was so successful here that this became a paid position and he now works as a Patient Support Assistant, Monday to Friday, 20 hours a week. Dean was happy to devote his first pay cheque to buying a new electric guitar!

Dean Cole working on Respiratory ward



Ruby Boxall presents Mary Berry with a posy

Mary Berry the Cherry on the Cake

The beautiful new Friends Coffee Shop was opened by none other than 'baking royalty', Mary Berry. Fresh from the finals of the Great British Bake Off, Mary popped by to lend her support to the project (funded entirely by the Friends of the RUH) and to cut the ribbon to declare the coffee shop officially open. Her visit included a tour of the cafe and the neighbouring Combe Ward Sensory Garden. She also met and chatted with Friends volunteers who help out across the hospital.

Mary's link to the charity is a personal one – her mother, Marjorie, was the founding Chairman when the charity was first established in 1957. Mary was moved to see just how far the charity had come and wished the coffee shop every success. She made special mention of the cakes, which she declared 'lovely!'.

The Friends Coffee Shop is located on the ground floor of the central corridor, opposite the Children's Ward (B15).

The Friends office has moved to B18 (immediately next to the coffee shop).

Trolley Power!

Christmas is coming and the Friends are getting ready to man the trolleys for their annual Christmas Trolley Round. Each year, on Christmas Eve, volunteers visit the wards with a range of gifts from the Friends shop. Every patient in hospital over Christmas receives a gift of their choice from the trolley. It really helps to brighten up the day and brings a smile to people's faces.

On Saturday 20th October, the Friends held a recruitment day at Morrison's supermarket in Bath. They spent the whole day giving away trolley fobs – and gaining volunteers!



Ted's Big Day Out! was a stomping success. On Friday 17 October, people from the City of Bath and beyond joined forces to raise funds for a very special cause.

The theme this year was Funky Footwear – and staff at the hospital got into the spirit of things by wearing their wildest, weirdest and wackiest shoes, boots and slippers.

Events were held in the Atrium throughout the morning. Including live music from the supremely talented Emmy J Mac (star of BBC One's The Voice UK).



A mammoth bake sale provided essential fuel for the 'mass stomp' – which gave staff, patients and visitors alike an opportunity to show their support by stomping their feet.

The campaign also enjoyed the kind support of swimmer and Olympic medallist, Sharron Davies and star of stage and screen, Imogen Stubbs. The celebrities mingled with the crowds and spoke about their reasons for backing the appeal.

The Forever Friends Appeal's Events and Community Officer, Emily Lynch said: "Thank you to everyone who made the effort and wore some funky footwear to celebrate the 15th birthday of Ted's Big Day Out! An amazing day was had by all.

"Special congratulations must go to pre-schooler Sammi Russell who won the 'Wacky Welly Hunt'. Sammi found all 15 pairs of wellies and was the first to hand in his completed form. His prize was a special Forever Friends teddy bear – presented to him on the day by The Mayor of Bath and Big Ted himself at Southgate Shopping Centre.

"Last year's total was £21,000, and we're all hoping to have smashed that total again this year. If you have fundraising money still to donate, do send it along."

India Dalai Lama Trek 2015

30 October to 9 November 2015

Following the massive achievement of the team who trekked the Great Wall of China back in September, the Forever Friends Appeal already have their next trek firmly on the horizon – and you could take part!

Join the Dalai Lama Trek team 2015 and take on one of the most breathtaking treks in the world, through the foothills of the Himalayas in North India. You'll trek for 67km, over five days through the world's highest mountain range. The challenge ends with a visit to the incomparable Taj Mahal, the greatest monument to love ever built.

Your fundraising will be dedicated to our Cancer Care Campaign – to help build a pioneering new Cancer Centre at the Royal United Hospital. With a bit of determination, every step you take can transform care for our patients and their families!

To find out more, come along to our India Experience Evening at the RUH on Thursday 27 November. To register or for more information contact Laura on 01225 821535 or laurapearce1@nhs.net

The Great Wall of China trekking team raised an incredible £47,000 in September.



Spotlight on... Breastfeeding

In the Summer edition of Insight, we shared the good news that Maternity Services at the RUH had received official accreditation from UNICEF as part of its global Baby Friendly Initiative. On 17 October, the teams were presented with their awards by UNICEF representative Elizabeth Mayo.

Providing proper support for women to breastfeed is a cornerstone for accreditation. Here at the RUH, a team of Breastfeeding Peer Support Volunteers (BPSVs) are on hand to offer just that.

Heather Kale coordinates the team of volunteers at the hospital and is a BPSV herself. We caught up with her to find out what her role involves ...

"I think most people are aware of the benefits of breastfeeding – a mother's milk is almost magical in its properties and is tailored to meet the baby's needs. It helps build a child's immune system, guarding them against chronic illness later in life.

"That said, a lot of women can feel under tremendous pressure to get it right and breastfeeding doesn't always come naturally. If women aren't properly supported to breastfeed, they can often feel they have failed. That's why we're here, to offer new mums information, support and guidance so they can breastfeed with confidence.

"Volunteers are not here to offer advice from a position of authority. Fundamentally, we are here to listen and to be a non-judgemental source of information and support. All volunteers will have breastfed their own children, and will have experienced the high and lows first-hand. A number of our volunteers are from the Friends of the RUH or are



Heather Kale, Breastfeeding Peer Support Volunteer and Coordinator.

training to be midwives themselves.

"A typical day on the ward begins with a quick catch up with the midwives, who will point us in the direction of those women who have requested or may benefit from support. We get such a warm welcome from staff and patients. They love that we come in and give up our time. That, ultimately, is the thing of most value that we have to offer: time. Breastfeeding doesn't happen 'to order' – it takes time, patience and a calm environment.

"Of course, we're not just here to help out when the going gets tough. All women can benefit from support

– even if it's just for reassurance that everything's on track. There's also a social element to peer support relationships – especially through the breastfeeding support groups. Going through the same thing as other women, at the same time, can lead to long-lasting bonds – with other mothers as much as with your baby."

Like to know more about breastfeeding support at the hospital? Contact Infant Feeding Specialist, Ingrid Henderson on Ingrid.henderson@nhs.net

For details of breastfeeding support groups in your area visit www.unicef.org.uk/babyfriendly



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Photo: Steffie James flies high. 45/45 points for the International Baccalaureate – among the very best in the world.



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Thanks and Thoughts

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

Many of our patients write thank you letters, but increasingly patients are turning to Facebook and Twitter to tell us how we're doing.



www.twitter.com/RUHBath



www.facebook.com/RoyalUnitedHospitalBath

You can also leave feedback on the NHS Choices website. Visit www.nhs.uk and search for Royal United Hospital Bath.

'tweets of appreciation'



#brokentoe trauma with eldest child last night but A&E @RUHBath were fab, even though they were so busy. Thank you!



Incredibly thankful to the amazing midwife team at @RUHBath Delivery Suite. Lucy was incredible and we will never forget it.



Great to see my dad this morning, thank you again @RUHBath for looking after him!!



Massive thanks to @RUHBath for the amazing service & care recently provided to my girlfriend. Thank you so much for all of your help. #NHS

In October, we received a wonderful, heartfelt 'thank you' via video from Nick Welch. Nick's mother was treated at the

RUH and he wanted to go on camera to thank the hospital for taking such good care of her.



Watch the video www.bit.ly/1uisfty

We love to receive letters in the mail and this one from a patient who had an emergency hip replacement expressed gratitude for staff across the board:

"I felt I must write to express my deep and sincere gratitude to all the staff involved in my care – the ambulance crew, staff in A&E, Radiography, Anaesthetist, Surgeon, Doctors, all the nursing staff on Forrester Brown ward, the physiotherapists, and not forgetting the kitchen staff who provided such excellent, well cooked and presented meals, and the lovely, cheerful, very thorough cleaner in Forrester Brown Ward. Although the RUH was not on my top 10 list of things to see in Bath, I do feel that the quality of care I received was second to none."

And the not so good ...

The issue of parking is one of the things that patients and visitors tell us they find most frustrating about the RUH.

Keep an eye out for a special in-depth discussion on the parking issue in the local media soon. We hope to present the facts, the challenges and the solutions to what many of you have identified as your biggest RUH 'bugbear'. Have a 'bugbear' of your own, or a small suggestion you think could make a big difference? Do drop us an email: ruhcommunications@nhs.net

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