

FT FOCUS

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Throughout this extremely warm summer our hospitals have been very busy indeed and I would like to thank everyone who has supported our patients.

In this edition of *FT Focus* we highlight the importance of good communication and compassion in day to day patient care. As a public service, which touches everyone at some point in their lives, and most certainly at some of the most difficult and stressful times, we need to remind ourselves of the importance of that kind word and action, which can make all the difference.

I recently spent some time on the wards and spoke to patients about what makes that difference. I had

some interesting answers and many brilliant comments about the care received. One gentleman said his experience was positive because "staff know what they are doing, they are highly competent and give you confidence, and above all, they care". Treating everyone as you would wish your own family to be treated is a useful guideline.

We know we don't always get it exactly right, and in this edition you will see details of our Dignity Pledge to you. This is a challenge in a busy hospital environment and we want to know if you have concerns.

Looking ahead we want to develop our services and facilities, and

there is an update regarding Christchurch Hospital on page 7. We're proud so many services are maintained on site while the development is ongoing and when it is all finished it will be a superb and modern hospital offering many services for local people!

We are striving to listen to patients and make improvements. As a Trust we achieve very good clinical outcomes for patients - we also aim to ensure our patients feel truly cared for. It makes a difference.

Jane Stichbury, Chairman



Annual Members' Meeting

The Council of Governors would like to invite you to attend the Trust's Annual Members' Meeting on **Wednesday 24 September** at 2pm in the Inspiration Suite at the Village Hotel, opposite the Royal Bournemouth Hospital.

The meeting will include:

- an opening address by the Trust's Chairman
- a presentation from a director about the 2013/14 Annual Report, Quality Report and Financial Accounts and the Trust's strategy and plans for the current year and beyond
- a report from the Deputy Chairman of the Council of Governors on the work of the Council of Governors including progress on the Trust's Membership Engagement Strategy, the results of elections to the Council of Governors and

the appointment of governors and non-executive directors

You will have the opportunity to ask questions following the presentations, and the meeting will be followed by a talk from Dr Farhad Islam, Emergency Department Consultant.

Doors open at **1pm** and there will be a range of stands to visit with information about the hospitals and health matters. Light refreshments will also be provided.

If you wish to attend, please contact our Governor Co-ordinator (see page 8 for contact details). Copies of the Trust's Annual Report and the Operational Plan for 2014-16 are available on the Trust's website **www.rbch.nhs.uk** and will also be available at the meeting.

*excellent care for every patient,
every day, everywhere*

The Royal Bournemouth and
Christchurch Hospitals



NHS Foundation Trust

Our Dignity Pledge to you

Treating our patients with dignity makes a big difference to their experience with us. We have worked with our staff and listened to your views to compile our 'dignity pledges' - and we want you to challenge us if these are not being upheld.

We will:

- 1 **introduce ourselves to you at all times**
- 2 **acknowledge you when you arrive**
- 3 **only hold relevant conversations in the clinical and public areas and involve you appropriately**
- 4 **always address you by your preferred name**
- 5 **ensure discussions about your treatment or diagnosis are carried out sensitively and as privately as possible**
- 6 **knock before entering your room or call before entering through a curtain**
- 7 **offer a chaperone to accompany you on examinations or procedures on request**
- 8 **ensure you (and your carers) are involved in the decisions about your care**
- 9 **offer you the opportunity to wash your hands after using toilet facilities and prior to meal times**
- 10 **ensure we protect your modesty at all times**
- 11 **ensure your curtains are properly closed when you are undressing**
- 12 **ensure we have your permission before a person bathes or examines you**

Saying thank you

Whether it's a card, a courteous nod and smile, the simple phrase 'thank you', or even a drawing, positive feedback from patients is always welcomed by our staff.

We have launched **#ThankYou!** - an online staff recognition site which enables you to thank a member of staff that you think deserves recognition for the care you have received.

All you need to do is log on to www.rbch.nhs.uk/thankyou and have your say today!



A day in the life of...

Mike Horey, Porter

I joined Christchurch Hospital as a porter in 1992 and transferred to the Royal Bournemouth Hospital six years later. In 2004 the department underwent a reshuffle and the role of a porter became a lot more varied.

I really enjoy the job I do and no two days are ever the same. You certainly meet a wide range of characters, some are happy to talk and others are not, but you soon become a good judge of character based upon first impressions.

I think many believe the role of a porter is to carry bags and push patients around but we do so much more. My typical day will certainly involve these tasks, but we are also in charge of transporting medical gases within the hospital, delivering bloods, transferring those who have died to the mortuary and releasing the bodies to the undertaker, as well as hospital security.

One of the best parts of the job is getting to know patients and their backgrounds. Often you build good relationships with those who are in the hospital for a significant length of time, and you become their first port of call for advice, reassurance and stress release. Some just want a friendly pair of ears.

It isn't always easy, and it can be very difficult when a patient you know well dies, but you have to accept that death is part of working in a hospital.

I'm lucky enough to work with some fantastic colleagues, and we're all able to support each other when times get tough. We all understand the importance of being professional in our jobs and providing patients with the very best care we can.



Governor tour of Cardiology

Part of a governor's role is to visit areas of the hospital to increase their knowledge and to support staff. Governors Bob Gee and Sharon Carr-Brown recently visited Cardiology...

"We were shown two of the catheter laboratories which are where staff can visualise the arteries and chambers of the heart using imaging technology and treat any abnormalities found. The first patient we saw was having a planned procedure while staff in the second lab were waiting for an acute case to come in by ambulance. This patient had a stent fitted within 20 minutes of coming through the door - extremely impressive.

"Our catheter labs are the busiest in the country with our cardiologists doing more interventions than anyone else. Cardiology is a real success story for the Trust and the staff are extremely dedicated, enthusiastic and well led."

You said, we did

You said: "Some further information is needed when you arrive on the Acute Medical Unit"

We did: We have designed a new ward leaflet to assist patients when they arrive.

You said: "The waiting time for medications was too long"

We did: We have introduced a queuing system in the waiting area in Pharmacy so you can monitor the progress of your prescription.

You said: "I'd like a selection of papers and magazines to read on the Stroke Unit"

We did: We are starting a weekly delivery of newspapers/magazines for patients to access which is funded by our charity.

You said: "There were long delays for assistance at night on Ward 5"

We did: We now have a healthcare assistant working until 10pm to help to settle the patients at night.

You said: "More seating is needed in Pathology"

We did: We have placed extra chairs in the corridor outside Pathology.

New governors

Thank you to all members who voted in the recent governor elections. We are pleased to announce there will be six new governors taking up their term of office at the Annual Members' Meeting being held on Wednesday 24 September - see page one for full details.

Keep an eye on our website www.rbch.nhs.uk over the coming weeks for more information about our governors.

Our new governors for Bournemouth and Poole

- Paul Higgs
- Roger Parsons
- Colin Pipe
- Monika Whitmarsh

Our new governors for Christchurch and Dorset County

- Paul McMillan
- Brian Young

A special thank you goes to our outgoing governors, some of whom have worked with us for over nine years.

Nine years

- Sue Bungey
- Sharon Carr-Brown
- Alf Hall

Five years

- Jane Baker

Three years

- Judith Adda

Volunteer corner

We have many fantastic volunteers who carry out a variety of rewarding roles in our hospitals - but we're always looking for more.

Roles include mealtime and patient companions, ward and clerical volunteers, electric bus drivers, meeters and greeters, gardeners and care campaign auditors. All volunteers receive a warm welcome, regular training and guidance, a special uniform, ID badge and a newsletter and are invited to quarterly coffee mornings and an annual volunteers' reception.

If you would like to volunteer or want more information, we'd love to hear from you. Please contact **01202 704690**.



Focus on PALS

Our Patient Advice and Liaison Service - or PALS - has had a bit of a facelift recently with a revamped office and a new staff structure to make it even easier for patients or visitors to get help.

The team is based in the main atrium of the Royal Bournemouth Hospital and offers advice, handles complaints and helps solve a range of issues.

Their office has been redesigned so patients and visitors can drop in and sit with a member of the team, rather than talking to them at a counter. The way the team works has also changed so there are nearly always two people ready to help those who visit.

PALS Co-ordinator, Jennie Moffat, has worked for the hospital for two years. She says: "We wanted to make it more open and welcoming and if people want to talk more privately, they can.

"We deal with a range of issues, from lost property and questions about cancelled appointments to very in-depth issues.

"We sometimes get people come in who

are really angry and when we sort their problem out, they'll go out smiling, which is really encouraging."

The team liaises with wards and departments across our hospitals to try and resolve any problems and also helps investigate cases and report back to the patient themselves.

They have worked with The Patients Association to learn more about complaints and are

working closely with the wards to encourage staff to deal with any issues on the spot.

Jennie says: "We're a happy team and we all really enjoy the work. I enjoy problem solving and I feel we do make a difference to the patients.

"We do get patients who come in and say 'are you here so we can say thank you as well?', and that's really nice."



New look website

Work is now well underway to give our Trust website a facelift, making it more aesthetically appealing, user friendly and easier to navigate.

Here are some images of the new look site so far. www.rbch.nhs.uk



Website: www.rbch.nhs.uk Tel: 01202 303626

News in Brief



Welcome to our new junior doctors!

Thirty-one newly qualified doctors have joined our Trust, embarking on their first jobs in a hospital since leaving medical school.

Dr Tanzeem Raza, Director of Medical Education, said: "This is a really exciting time for our juniors. This is their first proper job as a doctor and we welcome them as they get to work and care for our patients."

Timely diagnosis for prostate cancer patients

Patients who are referred to our hospitals for diagnosis and treatment of prostate cancer are now being assessed more quickly.

When patients are referred to us, we have a target of starting their treatment within 62 days, helped by timely access to MRI scans and a biopsy.

Lucy Hart, Pathway and Innovation Manager, said: "Our patients now receive an MRI on the same day as their outpatients appointment and we have evening slots for MRI to cope with demand. The average time for our patients from referral to diagnosis is now around 32 days."

Seven day SALT service

Our Speech and Language Therapy (SALT) team is leading the way in Dorset by becoming the first SALT team to offer a seven-day service to patients.

Heidi Feld, Clinical Specialist Speech and Language Therapist for stroke, said: "The sooner we can enable our patients to eat and drink safely, the better this is for their recovery and overall wellbeing."

Improving our wards

Ward 26 has undergone a major renovation to improve the environment for patients who have dementia.

The bays, reception area, facilities and staff offices were transformed by staff who attended specialist courses to learn what design changes would make wards safer and less confusing for those with dementia.

You can take a look around the ward with this special film www.rbch.nhs.uk/patients_visitors/short_films/ward26.php

Dates for your diary

Understanding Arthritis

Talk by Dr Neil Hopkinson, Consultant Rheumatologist, and Mr Rob Middleton, Consultant Orthopaedic Surgeon.

Monday 22 September, 11am

Understanding the Heart

Talk by Dr Peter O'Kane, Cardiac Consultant.

Monday 1 December, 11am

Both talks take place at the Village Hotel, opposite the Royal Bournemouth Hospital. To book a free place call 01202 704271.

Write or update your will for free!

Bournemouth Hospital Charity has teamed up with Aldridge Brownlee Solicitors to host its first public Will Week.

Qualified solicitors will be in the atrium of the Royal Bournemouth Hospital from 10am-3pm on **13, 15 and 17 October** and at Christchurch Hospital on **17 October**.

Instead of paying the usual solicitor fee, you are invited to make a donation to Bournemouth Hospital Charity. The suggested minimum donation is £50 for a single will and £75 for a joint will (usually £110 and £130).

To find out more, just pick up a leaflet at the Royal Bournemouth Hospital or visit our website

www.bournemouthhospitalcharity.org.uk



Bournemouth Hospital Charity Will Week

Living our values



We want to deliver excellent care for every patient, every day, everywhere and to do this we have identified four key values to guide us in our work:

Communicate - Say it, Hear it, Do it!

“On Ward 11 the whole multidisciplinary team builds a rapport with patients and their families to ensure they’re fully aware of any changes in their care and treatment.”

Marie Miller,
Practice Educator, Ward 10/11



▶ Marie Miller

Improve - Change it!

“Our clinical and IT staff are joining forces to improve patient care and enhance practice. We have successfully implemented eNEWs, enabling patients to have their condition monitored using an electronic system which alerts staff should they start to deteriorate.”

Lisa Brinkman,
IT Specialist Nurse



▶ Lisa Brinkman

Teamwork - Share it!

A special thank you to staff charity heroes Martin Poore from Human Resources and Maria Light from Urology who have been amazing supporters for Bournemouth Hospital Charity this year. They have taken part in events and organised their own fundraisers, raising an incredible £3,116.



▶ Martin and Maria

Pride - Show it!

Every month staff working in our Emergency Department nominate a member of the team who has taken pride in their work and gone above and beyond their duties. Housekeeper Gary Cupin said: *“Taking pride in my work for me means being happy and satisfied when my area is clean.”*



▶ Gary Cupin

What affects us spiritually?

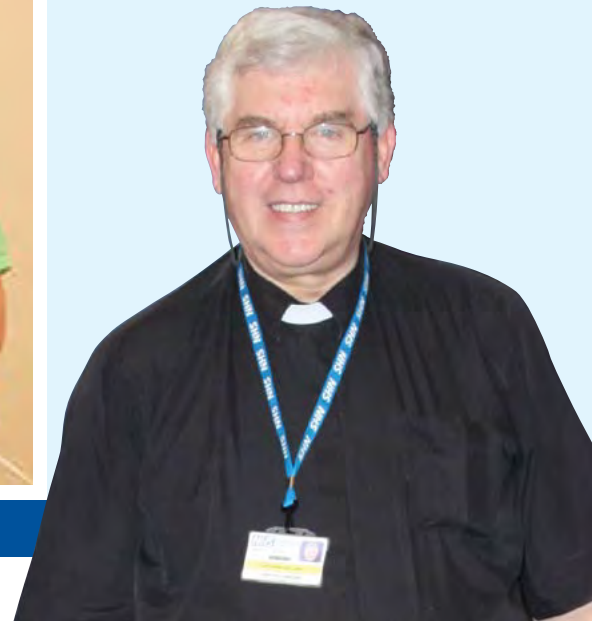
When I was a young policeman, walking the beat on my night duty, I experienced the darkness of night turning into the light of day at dawn. Not only was the light good, but there was also the birdsong that filled the air and this lifted my spirit. Sunrise, sunset, the gentle sound of the sea lapping the shore, a landscape, a flower, a smile from another. All of these lift my spirit. Now, how does it happen in hospital?

Sunset and sunrise in a ward with florescent lighting is a nonstarter. A landscape or a flower may be pictures in a book. You wouldn't hear the lap of the waves on the shore, they would be drowned out by the noise of the meal trolley or the speaking of the staff and other patients. So what is left?

A smile! If we are a patient, visitor or staff member, a smile will lift the most down of spirits.

Infection control guard against spreading infection. We speak in the Trust of improvements and pledges. Why not improve the spirits of those around and pledge to infect others with your smile. How infectious it can be. Go on, smile.

Rev'd Brian Williams,
Lead Chaplain



Christchurch calling!

With the ongoing work to redevelop Christchurch Hospital, you might not realise that our reliable teams are still there on site, providing valuable services to patients.

These are just some of our teams there:

Specialist Services Administration Team



Data Quality Team



Dermatology



Our Dermatology colleagues are extremely busy seeing around 13,000 patients a year!

Physiotherapy



Our busy therapists at Christchurch Hospital see patients with a whole host of needs including musculoskeletal problems, rheumatology, orthopaedic and GP referrals.

Pathology



Pharmacy

As part of the Christchurch redevelopment, the Pharmacy is now temporarily located round the back of the kitchens.

Macmillan Unit and Macmillan Caring Locally



Outpatients and Health Records



Portering, Housekeeping and Post Room



Chaplains and chapel services



League of Friends

Eagerly awaiting their new location so they can continue to serve hot drinks to visitors and raise money!



X-ray



Catering



Project Team

Our Project Team is busy on site at Christchurch Hospital working hard to keep teams up to date with the works and helping in any way they can, including managing moves and putting up clearer signage for patients, visitors and staff.

For more information about the works at Christchurch Hospital visit:
www.rbch.nhs.uk/christchurch



Bournemouth Hospital
Charity

Jigsaw Building



▶ The Right Reverend Dr. Jonathan Frost, Bishop of Southampton, blesses the building

Spring 2015 will see the opening of our Jigsaw Building at the Royal Bournemouth Hospital with Oncology and Haematology Services on the ground floor of the specialist centre and Gynaecology, Breast Care and Early Pregnancy Services on the first floor.

The building will also provide additional space for rapidly expanding outpatient and day case treatments in a thoughtfully planned environment designed to ensure better privacy and dignity for patients.

New Orchard Garden Project - help us make it a blooming success!

An exciting new 'Orchard Garden Project' has been launched to raise £200,000 for the landscaped gardens that will benefit patients being treated in the new Jigsaw Building.

Helen McCarthy, Consultant Haematologist, said: "A patient's environment is a vital element to treatment and can have a really positive impact on their therapy at what can be a very frightening and difficult time of their lives."

We need your help - can you host a garden party, coffee morning or any event that can help us grow this project into a success? If you would like to raise money for the Orchard Garden Project, please contact the Charity Office on **01202 704060** or visit **www.bournemouthhospitalcharity.org.uk**

What are some of the things our charity has paid for this year?

- Cutlery and cups for all wards to help patients eat and drink - £4,150
- Updated rehabilitation equipment in Therapy Services - £6,200
- Pharmacy queuing system - £6,721
- Seven new patient monitors on wards 10 and 11 - £12,096
- Blood pressure ambulatory monitors for our Cardiac Unit - £13,023
- Education and development for staff - £103,174



- Day Surgery operating trolleys (pictured above) - £67,944

If you would like to make contact with a governor, call the Governor Co-ordinator, Dily Ruffer, on **01202 704246** or email **ftmembers@rbch.nhs.uk**. You can also visit **www.rbch.nhs.uk**