

FT FOCUS

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Welcome to FT Focus from Chairman Jane Stichbury

Winston Churchill once said: "Continuous effort, not strength or intelligence, is the key to unlocking our potential". This edition of *FT Focus* describes improvements that have been achieved during one of the busiest times our hospitals have ever experienced. These innovations are the result of continuous effort from all our staff and I want to ensure their commitment and dedication is recognised in these extraordinary times.

A fantastic new birth centre for families has now opened - a truly modern and private facility for that most special of times. Meanwhile, work is progressing at Christchurch Hospital to make provision for enhanced outpatient facilities, a new GP surgery, and many other health services for local people.

You will probably have heard a lot about the pressure on emergency services across the country. Our team in the Emergency Department has been outstanding; implementing a new way of working to provide rapid assessment for patients brought in by ambulance.

I also received a wonderful letter this week from an individual who visited a ward regularly with a

patient over two weeks. He said: "Staff were extremely helpful and caring...in what is obviously a very busy and demanding acute medical ward". The professionalism, teamwork and flexibility demonstrated by our staff has ensured our patients continue to receive excellent care in these exceptional times.

So a big "thank you" goes to all staff and our volunteers. Your continuous effort means that our hospitals are constantly improving the experiences of our patients.



Drawing up options for healthcare in Dorset

NHS emergency department waiting times have dominated the national news in recent weeks. In Dorset, an examination of how our care services can be changed to cope with mounting pressures is now in its first stages. The Clinical Services Review (CSR) is being run by our county's Clinical Commissioning Group, the NHS Dorset CCG.

A series of events to gather public opinion were held in February. Feedback given at these events will now be used to shape proposals for the future of Dorset's healthcare. These proposals will be put to public consultation this summer. To find out how you can get involved, visit www.dorsetsvision.nhs.uk/get-involved.

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

The Royal Bournemouth and
Christchurch Hospitals
NHS Foundation Trust





Works spring ahead at Christchurch Hospital

On-going works at Christchurch Hospital are springing ahead, with a new car park and road due for completion this month. Meanwhile, the Outpatients Department refurbishment is well underway, paving the way for construction of the all new GP surgery and retail pharmacy to begin in early March. Keep an eye out for the next Christchurch Newsletter due out soon.

Improving access to the Royal Bournemouth Hospital

On January 15, we agreed a series of actions with Bournemouth Borough Council to reduce pressures on traffic flow in and around the hospital area, including:

- supporting the development of a new entry/exit route onto the south bound slip road coming off the Wessex Way
- modification of the west bound bus lane on Castle Lane
- implementing traffic lights on site to manage traffic exiting onto Castle Lane
- encouraging employees and visitors to travel to the hospital sustainably

We will keep you up to date on what is happening on our website, via our member emails and through flyers that will be available in the main atrium of RBH. Don't forget to send your email address to **Dily Ruffer** at Dily.Ruffer@rbch.nhs.uk so you get the news first!

Sign up for My Health My Way support now

We have a full time project assistant to help patients access My Health My Way. **Frances Booth** has seen more than 600 people sign up for the service, which supports those with long term health conditions such as diabetes and depression. To find out more visit www.myhealthdorset.org.uk or call **0303 303 0153**.



New birth centre delivers best quality care

Our new Bournemouth Birth Centre is now open and situated in a more accessible location next to our hospital's road, allowing for fast patient transfers by ambulance if emergency care is needed.

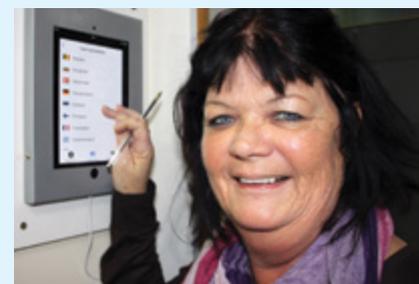
Hosting two spacious birthing suites with 'quick-fill' birthing pools, as well as an additional overnight room, the centre cost £860,000 and is a demonstration of our commitment to providing 'home from home' births for low-risk mums.



Technology helps overseas patients

We have installed an iPad in our Emergency Department to help patients from Europe find their health insurance information easily.

Mounted on the wall next to the reception desk, the touchscreen tablet is permanently linked to a user-friendly app with easily identifiable pictures and a choice of 29 languages, helping patients to explain their health insurance information clearly to hospital staff.



Focus on pain control...

how to manage your pain while in hospital



Left unmanaged, pain hampers patient recovery times and can lead to chronic problems more than a year after an operation.

Here are some top tips from our lead nurse in acute pain management, **Mandy Layzell**, to help you help us to manage your pain relief in hospital:

1) Don't suffer in silence

Always tell our staff if you are in pain, no matter what time of day or night it is.

Mandy says: *"No matter how busy a nurse is or what time it is, we always want to ease your pain. If you have a loved one in our hospital who doesn't like to 'make a fuss,' please stress to them how important it is to ask for pain relief."*

2) Be prepared

Mandy says: *"If you are likely to feel uncomfortable after a procedure, do bring things with you to distract you such as books or mind puzzles."*

3) Get a good night's sleep

Mandy says: *"All our nurses are able to give out free ear plugs to reduce noise levels for patients at night, so do ask if you would like some. You could also bring an eye*

mask with you for when you want to sleep. Getting a good night's sleep is crucial to a speedy recovery."

4) Get comfortable

Mandy says: *"If you are in any discomfort, do tell your nurse. We can move the position of your bed, fetch you a blanket if you are cold, or re-position things like catheter bags if they are sore. A small discomfort can lead to deeper pain if not dealt with in the first instance."*

5) Believe in the power of paracetamol

Mandy says: *"Used properly, paracetamol is a very effective pain killer, so don't be put off accepting paracetamol from your nurse just because it can be bought in a pharmacy."*

A day in the life of a governor

If being a Trust governor and being a patient at the same time is strange, travelling to Poole Hospital every weekday for prostate cancer treatment is even more strange - or so it seemed at first. In fact, my treatment at Poole Hospital has been fantastic and the camaraderie of my fellow patients, all with the same problems and treatment side effects, has been a great comfort. The care and individual attention given to me by all staff involved in my treatment at both the Royal Bournemouth and Poole hospitals has been exemplary. If you are diagnosed with cancer, do



Bob Gee (Public Governor - New Forest, Hampshire and Salisbury)

share it; your situation is likely to be common to an overwhelming number of friends, acquaintances and relatives. Don't try and cope all on your own, I'm glad I didn't.



Bournemouth Hospital news

Charity

Bournemouth Hospital Charity aims to raise £2m each year to support the patient experience above and beyond what the NHS can afford. Donations to the charity provide funding for much needed equipment and resources.



March for Men 2015 - enter now

Following the huge success of the very first March for Men in 2014, you can now enter the 2015 March for Men and help to raise awareness and money for men's health services at the Royal Bournemouth Hospital.

More than 350 people helped to raise a huge £24,000 last year by taking part in either the 1km, 5km, or 10km walk or run along Bournemouth seafront. Last year's funds are helping to fund new surgical equipment to benefit men with prostate cancer.

Sign up to the event www.bournemouthhospitalcharity.org.uk



Sponsor sought for events

Bournemouth Hospital Charity is looking for event sponsors for March for Men (in March) and Pedal Power for the Heart Unit (in September) and are asking Trust members to help find one. Do you know someone who owns a company who could help? If so, please get in touch by calling 01202 704060.

Jigsaw Building takes shape

The Jigsaw Building is taking shape with ground floor windows due to be fitted in early 2015. We still have a way to go before completion, but it's very exciting to watch the development of this building, which will benefit thousands of patients.

Your legacy could be a lifeline

Bournemouth Hospital Charity needs legacies to help enhance the care of patients in the years to come. When you write or update your will, please remember Bournemouth Hospital Charity.

Just 1% of your estate could help improve the lives of thousands of patients treated in this hospital for years to come.

During the last year Bournemouth Hospital Charity has used vital gifts and legacies to fund equipment such as blood pressure monitors and therapy intervention kits for patients with dementia.

We will be running another 'will week' with a local solicitor this year. If you would like more information about this, please call the Charity Office 01202 704060. For more information about legacies please visit www.bournemouthhospitalcharity.org.uk

Charitable funds, where do they go?

Bournemouth Hospital Charity has recently funded:

- **four new patient monitors for use in the Emergency Department**
- **a social worker and psychological support nurse for the Cancer Ward -**

these roles support cancer patients, their families and carers and help reduce levels of stress (including financial stress) which can impact on the patient receiving treatment

- **upgrade and refurbishment of staff rest room and surgeon rooms in theatres** which provides a better and more conducive environment for staff as part of their health and wellbeing
- **Alter G treadmill machine for rehabilitation** - helps patients to walk or run by supporting their lower body with air, reducing pain and speeding recovery
- **insufflator for the Urology Department** - the insufflator works alongside the di Vinci Robot which is used for prostate cancer surgery



Pauline Stott,
psychological
support nurse

For more information, please contact the Charity Office on 01202 704060, email charity@rbch.nhs.uk or log on to www.bournemouthhospitalcharity.org.uk

News in Brief

New bike helps patients exercise... in bed

Bed rest may be the top of the agenda for many patients but lack of exercise can significantly weaken muscles and hamper recovery. This is why Keith and Cynthia Reynolds from St Leonards donated nearly £9,000 to our Bournemouth Hospital Charity to buy a 'Motomed' arm and leg bike. The hi-tech motorised bike can be used by patients in or on their beds, helping to strengthen their muscles by encouraging movement and improving circulation. Our heartfelt thanks go to Keith and Cynthia for their inspirational generosity.



Trust pledges to improve mental health care in Dorset

We have joined agencies across Dorset in signing the Mental Health Crisis Care Concordat, a pledge to improve care services for people in mental health crisis. We will be working with the local health care community, local authorities, the police and other partners to develop a joint plan of action and improve services, allowing us to give integrated, consistent and collaborative care.

Heart attack patients receiving top treatment

Our hospital continues to set the standard when it comes to coronary intervention and treating patients suffering from heart attacks. Statistics published by the British Cardiovascular Intervention Society (BCIS) show that patients treated at our hospital for narrowed or blocked coronary arteries experienced significantly less complications than the national average.

Astronaut treadmill lightens load for our patients

Thanks to our Bournemouth Hospital Charity, we are now one of only a handful of NHS hospitals to own an 'Alter G' anti-gravity treadmill. An investment of £36,000, this exceptional piece of kit stems from an invention by NASA and uses air pressure to support patients while walking. The anti-gravity treadmill is particularly helpful in the rehabilitation of those with lower back and leg disorders such as arthritis of the knee.



Macmillan Unit volunteers honoured for long service

Betty Cook from Ashley Heath and Patricia Cooling from Christchurch have been honoured for the outstanding support they have given to our Macmillan Unit. Betty has given 24 years of dedicated service and Patricia has given 22 years. Their kindness and compassion to both visitors and patients is a credit to the unit, based at Christchurch Hospital



You said, we did

You said:

“When I telephoned while in labour during the night, it was a few minutes before the telephone was answered...”

We did:

We now have cordless telephones in our birth centre so midwives can take them with them if leaving the desk.

You said:

“The wait for results was too long in GU Medicine...”

We did:

We now have a dedicated member of staff to process results every day and aim to have your results available within seven working days.

You said:

“There was a lack of information about parking for my first orthodontics appointment...”

We did:

We have added a map to our patient information leaflet with guidance on the closest car park.

Save the date

Bournemouth Hospital Charity events:

March for Men	- 22 March
Twilight Walk for Women	- 5 June
Pedal Power	- 27 September
Light up the Prom	- 16 October

Bransgore Village Fun Day

Come along to this fabulous fun day for all the family, meet your hospital governors and be entertained with exciting displays, stalls and music.

May 5, 1-5pm (gates open 12noon)

Bransgore Village Recreation Ground,
Burley Road, BG23 8JE

The Council of Governors Quarterly Meeting

The Council of Governors meet four times a year in public. Part one of these meetings is open to members.

Upcoming meetings will take place at 8.30am in the Education Centre at the Royal Bournemouth Hospital on:

■ Tuesday 28 April ■ Wednesday 15 July ■ Thursday 5 November

Board meetings:

The Trust's Board of Directors meet at 8.30am in the Committee Room, Trust Management Suite, at the Royal Bournemouth Hospital. Part one of these meetings is open to the public and media. Upcoming meetings will take place on:

■ Friday 27 March ■ Friday 24 April

Understanding Health

Free public events, 11am, The Village Hotel

Monday 11 May: Understanding Dermatology
by Dr Ian Pearson, Consultant Dermatologist

Monday 21 September: Understanding Diabetes
by Dr Hermione Price, Consultant Diabetologist

Friday 4 December: Understanding the Knees
by Mr Charles Blakeway, Consultant Orthopaedic Surgeon

Call **01202 704394** to book your place.

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