

# FT FOCUS

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## Excellent care for you

Our vision is to 'provide excellent care for our patients reflecting the care we expect for our families'. For us this means:

- putting patients at the heart of everything we do
- working together to improve care
- being responsive to the individual needs of patients

This vision is central to the objectives our Board of Directors has set for the next year. They were developed with staff and focus on quality care for our patients, improvement, developing our staff, performance and value for money.



## Quality care

In our hospitals we are waging war on sepsis. Sepsis is a serious infection which can kill, but together we can beat it. Our teams are working hard to reduce the time from identification of severe sepsis and / or septic shock to the administration of antibiotics. This is just one of a number of improvement programmes which form part of our commitment to

make improvements in patient experience, outcomes and care across our hospitals. 'Improve' is one of our four key values and our priorities include:

- improving patient flow through the hospital and timely discharge, ensuring the right patient is in the right environment at the right time, and

- ensuring a uniform use of safety checklists for all operations and procedures to increase patient safety



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

# Hello my name is Jane

Introducing ourselves makes all the difference if you come into hospital which is why we're supporting Dr Kate Granger's national campaign #hellomynameis. Kate has terminal cancer and has made it her mission to get staff to introduce themselves to patients.

Communication is one of our core values and good communication is pivotal to improvement. In the last few weeks we held a special event to tell people about our progress and improvement over the last year. Just some examples are:

- improved safety - 50% less falls, good infection control, no MRSA
- we have been nominated for range of awards including a National Patient Safety Award
- our Cardiology Department has some of the best outcome rates nationally, while Orthopaedics provides the third largest service in the country for knee and hip replacement
- the most recent assessment by the CQC intelligent monitoring report puts us in the lowest risk group nationally

While we can never be complacent, and we certainly have significant areas of challenge, we should not underestimate the importance of the NHS to everyone's life. That is why our overall aim is to provide excellent care for our patients reflecting the care we expect for our families.

Over coming months there will be renewed debate about our health system and how more can be achieved in Dorset. What cannot be doubted is that working for the NHS provides an opportunity for a fulfilling career that is meaningful, makes a contribution to society, and ultimately saves lives. Read more about working here on page 3.

I'd like to say a big thank you to all our hardworking staff, volunteers and our governors. Finally, may I extend a warm welcome to our new governors and recently nominated Deputy Chair of Governors, Bob Gee.

**Jane Stichbury**  
Chairman



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# Creating a more welcoming environment

We are developing the main atrium at the Royal Bournemouth Hospital to create a more welcoming entrance space, a retail pharmacy and a larger coffee bar run by the charity WRVS.

The General Office will also move nearer the front entrance and have its own dedicated entrance so bereaved relatives don't have to walk through the main hospital.

The atrium will remain open while works are progressing and we will minimise disruption where possible. Your new atrium should be complete by the end of the year.

## CSR update

Dorset's Clinical Commissioning Group (CCG) has announced a public consultation process on the Clinical Services Review (CSR). This will start later on this year, with a decision on outcomes planned for spring next year.

At its heart, the CSR is looking at the way we provide health services across Dorset, and looking to plan for how to cope with increased demands on these services in the future.

The centrepiece of proposals for in-hospital provision is a radical reorganisation of services. A major emergency hospital for Dorset is to be created at either the Royal Bournemouth Hospital or Poole Hospital. This will offer a range of 24/7 consultant delivered care to help provide the best possible outcomes for patients.

During the CCG-led consultation, we shall ensure that you are kept informed of progress.

# Fancy a career in the NHS?

Our recruitment webpages have been given an overhaul to include the wide range of roles we have available, the training we offer, staff benefits, accommodation and relocation assistance. They also give an insight into what it's like to live in Bournemouth and include films showing what our hospitals look like and why our staff like working here.

Check out the pages at [www.rbch.nhs.uk/recruitment](http://www.rbch.nhs.uk/recruitment) and share them with your families and friends.



## I like the way you work it!

### NHS careers are just the job for young people...

It's never too early to start thinking about your NHS career. The NHS employs more than 1.3m people, including nurses, information analysts, IT specialists, project managers, personal assistants, admin executives, charity fundraisers, therapists, public relations gurus and many more. Email [dily.ruffer@rbch.nhs.uk](mailto:dily.ruffer@rbch.nhs.uk) now for advice about your future at RBCH.

#### Rachael Devney

Age: 25

#### Financial Management Trainee

*"I joined the NHS in 2012 when I was 22. I did maths at university but also wanted to work in a job where I could help people. When I was younger I never even thought about working for the NHS but I'm really glad I'm here now - the work is varied, I've met really nice people and there are great opportunities for career progression."*

#### Jade Thorne

Age: 24

#### Specialist Diabetes Nurse

*"I joined RBCH when I qualified as a nurse at the age of 21. I love my job because I get to work with so many different people of all ages and each day is a new challenge."*

#### Grace Maughan

Age: 24

#### Job title: Information Analyst

*"I joined the Trust when I was 22. I actually qualified in media production at Southampton University, but it didn't matter because the NHS trained me in information analysis. I really enjoy it because no two days are the same, so I never get bored. The way the NHS works is really fascinating."*

## A little bird told us...



We get lots of feedback about our staff and services, including on Twitter. Join the conversation and find out more about what we're up to @RBCH\_NHS

**@PaulGolding2012** - A very big thank you to Ward 23 staff and my consultant and team for the pacemaker box change yesterday. First class treatment.

**@LisaEMartinez** - Thanks to your A&E staff for their excellent care of my husband last night. So cheery and reassuring.

**@RossHardwick** - Had hernia op at @RBCH\_NHS yesterday. Fantastic treatment from fantastic staff in the day surgery unit. Thanks to all.

## You said, we did

**You said:** "I'm an orthopaedic outpatient and I would've preferred to discuss concerns over the phone instead of coming into hospital..."

**We did:** We have set up a nurse-led telephone follow-up call for some of our orthopaedic outpatients.

**You said:** "I think the menu choice needs improvement..."

**We did:** We do our best to provide a variety of meals for our patients but if they are not satisfied, we will happily provide an alternative.

**You said:** "I work full time so am unable to meet with my relative's doctors to discuss treatment..."

**We did:** We now offer telephone appointments for relatives on Ward 25.

# Christchurch Hospital work picks up pace

The latest Christchurch Hospital newsletter is out now. It details what is currently happening on site, what is coming up next and a map showing where services are currently based.

The big development is the work that has started on the 80-bed care home and 35 senior living apartments at the front of the hospital. Work is expected to be complete in summer 2016, creating around 100 jobs.



For a copy of the newsletter, log on to [www.rbch.nhs.uk/christchurch](http://www.rbch.nhs.uk/christchurch) or call **01202 704394**.

## Host a garden party and raise money for therapeutic gardens

Summer garden party season is upon us and our Bournemouth Hospital Charity is inviting you to host a garden party to raise money for the Orchard Garden Project.

The project will fund landscaped gardens that will benefit patients being treated in the new Jigsaw Building. These include cancer and blood disorder patients as well as those being treated in the Women's Health Unit.

It doesn't matter how big or small your event is - everything you raise will make a difference. To find out more or ask for your 'Garden Party' pack, please call **01202 704060** or visit [www.bournemouthhospitalcharity.org.uk](http://www.bournemouthhospitalcharity.org.uk).

## Jigsaw Building - the pieces are coming together

The Jigsaw Building at the Royal Bournemouth Hospital is really coming together with the majority of the remaining work now internal. It is expected to be finished and ready to accommodate patients this autumn.



### Did you know?

The Jigsaw Building has:

- 2600 m2 of insulation
- 2800 m2 of internal partitions

# News in Brief

## Physiotherapist in £1m study

Physiotherapist Matthew Low has been selected to take part in a groundbreaking study exploring how philosophy can be used to unearth the causes of complex, medically unexplained symptoms. He is one of a 27-strong research team made up of physiotherapists, health scientists and philosophers which has been awarded a £1m grant by the Research Council of Norway.

## Nipple knitters needed

We will be supporting World Breastfeeding Week this August. To raise awareness about the benefits of breastfeeding we will be offering homemade 'boob' shaped baby hats to mums with young babies visiting our hospitals from 1-7 August. If you are a natty knitter or keen crocheter, please email [ellie.cowley@rbch.nhs.uk](mailto:ellie.cowley@rbch.nhs.uk) or call **01202 704271** for your free 'boob' hat pattern now.



Website: [www.rbch.nhs.uk](http://www.rbch.nhs.uk) Tel: **01202 303626**

## Pride Awards 2015

Do you know a member of our staff who goes above and beyond to help our patients? If so, please nominate them for an Unsung Hero award as part of our annual staff awards. Call the Communications Team on **01202 704394** or nominate via our website [www.rbch.nhs.uk](http://www.rbch.nhs.uk)

## Patient's pop star surprise

Blue singer Lee Ryan popped by Ward 11 of the Royal Bournemouth Hospital recently to meet one of our patients and help promote blood cancer charity Anthony Nolan. Malcolm Briggs, 57, first met the band when he was diagnosed with acute myeloid leukaemia in October 2013. Now, he is relying on Anthony Nolan to find a matching bone marrow donor to save his life. Find out more at [www.anthonynolan.org](http://www.anthonynolan.org)



## A day in the life of Richard Owen, estates guru and staff governor

*"Having worked in the NHS since leaving school, I am now approaching my 28th year within the NHS with 26 of those working at this Trust. I have a passion for providing the best level of service I can in order to create a safe working environment for my fellow staff and patients."*

*"I became a staff governor in 2013 and this has taught me many things about the workings of the Trust outside of the Estates Department. As a group we have started to make progress with the directors, elected governors and more importantly the staff in working together to make this Trust 'simply the best'."*

*"Our role is to be that link between the board and the shop floor, and to reassure staff members that they can discuss anything with us. We attend regular monthly meetings with both the Chief Executive and Chairman and ask any questions suggested to us by staff."*

*"It is important that the views of our staff are heard as without each and every one of us the excellent services we deliver to our patients and colleagues simply wouldn't be possible."*

# Save the date

## Understanding Health talks

Free public events, 11am, The Village Hotel  
Call **01202 704394** to book your place.

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

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

## Understanding Health in the Community

Greyfriars Community Centre, Ringwood

**Wednesday 7 October: Men's Health and Urology**

Kevin Turner / Andrew Wedderburn, Consultant Urologists

Doors open 6pm and the talk starts at 6.30pm.

Light refreshments available. To book call **01202 704246**  
or email [ftmembers@rbch.nhs.uk](mailto:ftmembers@rbch.nhs.uk)

## Board meetings

Our Board of Directors meets monthly at 8.30am in the Committee Room at the Royal Bournemouth Hospital. Find out more at [www.rbch.nhs.uk/bod](http://www.rbch.nhs.uk/bod) and join us for part one of the meeting on:

■ Friday 26 June ■ Friday 31 July

## Council of Governors quarterly meeting

Part one of these meetings is open to members. Join us at 8.30am in the Education Centre at the Royal Bournemouth Hospital on:

■ Wednesday 15 July ■ Thursday 5 November

## Annual Members' Meeting

**Wednesday 23 September:**

With the main atrium of the Royal Bournemouth Hospital partly closed off for transformation works, this year's Open Day will not go ahead. However if you would like to find out more about what goes on in our hospitals, why not come along to our Annual Members' Meeting instead? The event takes place at the Village Hotel, opposite the hospital, and will include a range of information stands in the foyer and opportunities to speak to our staff.

## Burley Show

Come along and meet your hospital governors on  
**Saturday 1 August at Burley Park.**

Your governors are here to help you. 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](mailto:ftmembers@rbch.nhs.uk) You can also visit [www.rbch.nhs.uk](http://www.rbch.nhs.uk)



# Bournemouth Hospital Charity events

**Pedal Power**  
27 September

**Light up the Prom**  
16 October

**March for Men**  
20 March 2016

Find out more at  
[www.bournemouthhospitalcharity.org.uk](http://www.bournemouthhospitalcharity.org.uk)

## Outpatients survey

Our governors surveyed 157 patients in the outpatient departments at Bournemouth and Christchurch and found:

- more than 90% were very satisfied with the quality of consultation with the doctor. Almost all said they were given the opportunity to ask questions and were given a good explanation of their illness and planned treatment
- staff at reception desks were considered friendly and welcoming
- some patients were not briefed on arrival as to whether the clinic was running to schedule. We have now placed more screens and information in all clinics.