

FT FOCUS

Bournemouth Private Clinic supporting the Trust

Michelle Burden, Head of Private Patient Services at the Trust, endorses collaborative working with BPC to benefit all staff and patients

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Royal treatment for nurse

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Look good, feel better

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Cool head for hot weather

As summer approaches, many of us will be keeping our fingers crossed for warm weather, but it's important to stay safe when having fun in the sun - extreme heat can seriously damage your health.

When really hot weather is forecast...

- avoid going out in the hottest part of the day (11am - 3pm)
- wear sunscreen

- save any strenuous outdoor activities, like sport, DIY, or gardening, for cooler parts of the day, like early morning
- try and stay in the shade if you need to go out
- wear a hat and light, loose-fitting clothes, preferably cotton
- drink plenty of water, even if you do not feel thirsty
- stay inside in the coolest rooms in your home as much as possible

- keep a window open at night for ventilation
- take cool showers or baths
- avoid alcohol, tea and coffee - these drinks make dehydration worse
- eat more cold food, particularly salads and fruit, which contain water

Do contact your GP, a pharmacist or NHS Direct by calling 111, if you are worried about your health during warm weather.

How Bournemouth Private Clinic is supporting our Trust

A number of changes are happening in the Bournemouth Private Clinic (BPC) that will see money reinvested into better services for our NHS patients. We have been increasing the range of private patient services at the Royal Bournemouth Hospital, bringing income into the Trust that goes directly into NHS budgets as well as into new equipment and facilities. Benefits provided by this new income so far include a technologically advanced CT scanner and a state-of-the-art 'DaVinci Robot' for prostate cancer surgery.

Our clinicians across the Trust are now able to offer a wider range of consultant-led services, meaning we are able to provide dedicated facilities over and above our NHS capacity. This means NHS patients benefit from the additional investment in services and

are not displaced from their normal NHS care. These improvements are being facilitated by changes to BPC which is now a subsidiary to the Trust and in a collaborative partnership between the BPC's Board and the Trust's own Executive Directors and Board members. Membership of the BPC Board includes the Chair of a new Private Patient Medical Advisory Committee to ensure full clinical input into the Trust's development of private patient services in partnership with our NHS care.

Later in the financial year, we will see the development of a dedicated, purpose-built facility providing a full range of clinical private patient facilities, with access to specialist and critical care.

Michelle Burden, Head of Private Patient Services says, "This collaborative working is a really exciting opportunity to support benefits to all patients across the Bournemouth, Christchurch and wider population, providing the highest quality care possible."

To find out more about BPC, please visit www.bournemouthprivateclinic.co.uk and watch out for your next BPC update in FT Focus.

Help your hospitals save funds for patient care and sign up to receive FT Focus online by emailing your details to ftmembers@rbch.nhs.uk

providing the excellent care we would expect for our own families

The Royal Bournemouth and
Christchurch Hospitals



NHS Foundation Trust

Hold a Summer Garden Party

Party planners are being sought to get behind Bournemouth Hospital Charity's Orchard Garden Project which is raising money to create tranquil, landscaped gardens for patients, by holding a garden party in July or August. The project will transform the grounds surrounding the new Jigsaw Building at the Royal

Bournemouth Hospital (RBH), giving patients a safe outside setting they can enjoy. Seating areas will be provided for patients so they can observe the gardens and lake with all areas being developed to ensure patients with mobility difficulties and those who need medical equipment at all times, can also benefit. 

Volunteers urgently needed

We are urgently looking for volunteers to help in the Bournemouth Hospital Charity Appeal shop at RBH. The appeal shop raises thousands of pounds for the charity through donations from the public which are sold in the shop by volunteers. For more information about volunteering possibilities please call 01202 704060.

Saddle up for lifesaving heart Equipment

Pedal Power will return to the New Forest on Sunday 25 September and will raise money for a Vascular Transducer Probe. The new probe will benefit over 700 patients each year who undergo a procedure to treat heart rhythm disturbances at RBH.

Starting and finishing at the White Buck Inn, Burley, cyclists can take on either the 10km, 50km or 100km routes and can sign up now on our website.



Will Week will be back in the Autumn
in conjunction with a local solicitor. You can pre-register online.

Contact: www.bournemouthhospitalcharity.org or call 01202 704060

Thoughts from our Chairperson

Welcome to the summer edition of FT Focus. One of the themes for this edition is 'get involved' and the Trust Open Day on Saturday 10 September will provide a great opportunity to see some of the work of our departments by taking part in a range of family friendly activities. The Annual Members' Meeting will also take place during the day, which offers another chance to hear first-hand about the work of your hospitals.

Meanwhile, there are many examples of improvement to note, as the Trust is constantly seeking feedback and taking action to improve. One example is highlighted on page four, with the Trust providing rapid assessments for older patients requiring emergency care.

My deep appreciation, as always, goes to our fantastic staff who work so hard on a daily basis to make these improvements and help our patients.

I recently saw a patient hug a member of staff in the Ambulatory Care Unit, rather overwhelmed by the support and care received when they had been really unwell the previous day. It is worth remembering that in moments of uncertainty and emergency, the kindness and professionalism of staff transforms the experience of our patients, thank you all for all that you do.

Jane Stichbury, Chairperson



You said, we did

We really value our patients' and visitors' feedback to help us improve. Here's some changes we've made recently...

You said...

"I attended Orthopaedic Outpatients during my working day, when appointments are running late it would be good to have an indication of how late."

We did:

We will continually update LCD screens with clinic running times and staff will verbally inform the waiting area of delay times.

You said...

"In the Emergency Department, there weren't enough chairs in my consultant's cubicle -the person with me couldn't sit down"

We did:

We are in the process of obtaining additional seating to solve this problem.

News in Brief...

this summer's hot news

World's oldest cancer survivor praises 'top class' treatment at our Trust

Our Trust is celebrating the cure of a 99-year-old bowel cancer patient, believed to be the world's oldest cancer survivor.

Mr Victor Marston, a great grandfather of five living in Ringwood, was diagnosed with bowel cancer after being rushed to the Royal Bournemouth Hospital in the morning of Sunday 8 May with acute stomach pain and vomiting.

Mr Marston's otherwise clean bill of health and zest for life meant he could be offered surgery as an option for treatment. The surgery was performed later that evening and just days later, Mr Marston was given the all clear by his clinical team. He said: "I am so pleased that I have been given the all clear . . . my treatment at the Royal Bournemouth Hospital has been absolutely top class."

Mr Wijeyekoon said: "Mr Marston is a true inspiration. His story is remarkable and demonstrates the NHS's commitment to providing quality care to every single one of its patients, no matter their age or if it is the weekend."



Mr Victor Marston, 99, is believed to be the world's oldest cancer survivor.

Unrestricted visiting hours for carers of patients with dementia

Our Trust has signed up to a national campaign to improve hospital support for carers of dementia patients.

Borrowing inspiration from campaigns of the 1960s which secured parents the right to remain with their children in hospital, 'John's Campaign' calls for unrestricted visiting hours for dementia patient carers.

We are offering carers of dementia patients 'Carer's Passports' entitling them to visit outside of normal visiting hours, ask ward staff for details.

£68,000 improvement for endoscopy patients

The League of Friends charity based at the Royal Bournemouth Hospital has purchased two specialist duodenoscopes costing £68,000 to improve services for patients visiting the Endoscopy Department.

Duodenoscopes are used to examine diseases of the liver, bile duct, and pancreas. These procedures are often emergencies, and allow the removal of stones in, or obstructions to, a patient's bile duct.



Our Endoscopy Department has received £68,000 from the League of Friends.

Royal treatment for nurse

Karen Bowers, RBH Clinical Site Matron, received an invitation to Buckingham Palace after officials at the Royal College of Nursing (RCN) recognised her contributions to nursing. Nurses from across the country were invited to apply for one of a hundred places reserved for the RCN by the Queen at her royal garden party in honour of National Nurses' Day.

Karen was selected to attend owing to her nursing achievements, which include being the first nurse working in medicine in Bournemouth to complete a practitioner degree and her work helping fellow nurses to 'up-skill' in order to support consultants and doctors perform specialist tasks out of hours.



Karen Bowers, Clinical Site Matron at the Royal Bournemouth Hospital, was invited to Buckingham Palace.

Look good, feel better

We have partnered with national charity, Look Good Feel Better (LGFB), to run free skincare and make-up master classes for our female patients who are undergoing treatment for cancer.

The classes are led by volunteer beauty professionals and are designed to help women develop a beauty regime suited to the changes cancer treatment can cause, such as increased skin sensitivity and loss of eyebrows and eyelashes.

The workshops are held in the Jigsaw Building once a month and can be booked by calling **01202 705198**.

Our Trust has partnered with charity Look Good Feel Better to offer beauty sessions to cancer patients.



Focus on improving urgent care for older people

We have seen a record increase in patients requiring emergency care. Our Trust is working to ensure services are as efficient as possible while providing high quality care.

To this end, our Older People's Medicine (OPM) Directorate has started to screen patients for 'frailty' within two hours of attending hospital. Frailty is a clinically recognised state, commonly associated with ageing, meaning patients are at

risk of dramatic deterioration, even after a small event. Where frailty is recognised in our patients, our staff are carrying out comprehensive geriatric assessments within two hours of admission, which helps staff identify individual care needs in advance of issues that could arise, improving patient care and making treatment plans more efficient and more effective.

As always, your comments and suggestions are valued and

welcomed, so please do contact your governors on ftmembers@rbch.nhs.uk or **01202 704246** with any feedback.



Save the date

Understanding Health

free public health talks, all at 11am at the Village Hotel opposite the Royal Bournemouth Hospital

Friday 9 September:

Understanding Cancers of the Blood

with Dr Rachel Hall, Consultant Haematologist

Friday 9 December:

Understanding Women's Health

with senior nurse Denise Abbot

Entry is free and open to all but booking is essential.

Please call [01202 704394](tel:01202704394)

or email communications@rbch.nhs.uk.

Trust Open Day and Annual Members' Meeting, Saturday 10 September 2016

The Trust's Open Day and Annual Members' Meeting will take place on Saturday 10 September 2016, when we will be opening up our departments, offering a range of interactive experiences and family friendly activities, and showcasing the wonderful work that goes on at our Trust. Keep an eye out on www.rbch.nhs.uk for more details and ways to get involved.

Council of Governors meeting

open to the public at 8.30am in the Royal Bournemouth Hospital Education Centre on Thursday 21 July and Thursday 6 October.

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](tel:01202704246) or email ftmembers@rbch.nhs.uk You can also visit www.rbch.nhs.uk

A little bird told us...



We get lots of feedback about our staff and services, including on Twitter and

Facebook. Join the conversation and find out more about what we're up to [@RBCH_NHS](https://twitter.com/RBCH_NHS), or like our Facebook page.

Brian Stedman, Facebook, 11 May

"My wife was treated for what was subsequently diagnosed as asthma after having a bad attack night of 6 May. Her treatment at every stage was a lesson in how things should be done. From the brilliant paramedics who delivered her to the hospital, to the consultant who diagnosed her condition through to all the many others, doctors, nurses, nurses' aids, porters, druggists, volunteers and many helpful patients. Thank you, truly you are all wonderful!"

Lorrie Leaver @lorrie_e 1 June

Thanks to Ward 8 for their wonderful assistance today **#WonderfulNurses!**

Hay Oborn @Hay_oborn 1 June

@NHSMillion thanks to [@RBCH_NHS](https://twitter.com/RBCH_NHS) **#Ward2** for saving my life again!! And for always being so kind... **#asthma**