Have your say on the future of healthcare

The NHS Dorset Clinical Commissioning Group (CCG) has announced that public consultation over the Clinical Services Review (CSR) will start on 1 December and run for 12 weeks. The CSR has involved all healthcare providers in Dorset and it will help ensure we will continue to have high quality and safe care in the region.

Dorset currently has good NHS health services. Our services, including those provided by GPs and in hospitals, are all commissioned by Dorset CCG, which decides how money should be spent.

The CCG has worked with all healthcare providers in Dorset to carry out the CSR, looking at the pressures that might be placed on our health system in the future and what problems these could cause. The review highlights several concerns:

• the number of people in Dorset is growing and is set to rise by around 50,000 by 2020

• an increasing proportion of our population will be elderly and elderly people can often have complicated, long-term conditions such as diabetes and dementia

• the amount of money being spent in healthcare is increasing, but the demand and the cost of providing services is increasing faster

Clinical staff across all of the hospitals in Dorset, as well as colleagues in primary care, agree with the CCG that the current pattern of hospital provision needs to be strengthened and is not sustainable in its current form. The move to centralise some services is driven by two factors:

• there is clear and compelling evidence that creating larger teams enhances expertise and leads to better outcomes for patients and fewer deaths

• shortages of skilled clinicians both nationally and internationally and constraints on finances across the NHS means the current configuration of services is no longer sustainable
If we don’t make changes it is likely our services will suffer and the results of this could include:
- local people will have more problems getting appointments
- there will be an increasing number of sick patients but no more staff to care for them
- more operations will be cancelled
- there will be a worsening health outcomes and survival rates

The proposal for acute hospital provision

There are three acute care hospitals in Dorset, the Royal Bournemouth Hospital (RBH) and Poole Hospital in the east of the county with Dorset County Hospital in the west. The CCG has outlined that Dorset would be best served with the best outcomes for patients if there was one major planned care hospital and one major emergency care hospital in the east of the county.

The major planned care hospital provision would include:
- 24/7 urgent care centre
- high volume/low risk planned and day case surgery (including cancer)
- outpatients and diagnostics
- antenatal and postnatal care

The major emergency care hospital provision would include:
- consultant delivered Emergency Department with major trauma
- consultant delivered emergency surgery
- hyper-acute cardiac and stroke
- higher risk/low volume planned care (including cancer)
- 24/7 high risk obstetrics unit

Now the CCG has outlined how health services should be provided, it has announced its preferred option for which hospitals it thinks should fulfil the services. This will form the basis of the public consultation.

The CCG’s preferred options are:
- Poole Hospital becomes the major planned care hospital
- RBH becomes the major emergency care hospital

The CCG has also proposed that Dorset County Hospital is both the planned care and emergency hospital for the west of Dorset.

Two factors in particular persuaded the CCG to choose RBH as its preferred option as the main emergency site.
- It offers quicker access for emergency services to the population of Dorset and West Hampshire - for those that would naturally look to the hospital in the east to provide these services. The population of the region is concentrated around the RBH site.
- It offers better value for the tax payer, in developing the RBH site and indeed Poole Hospital in this way. The CCG’s analysis shows that the level of investment in new facilities is some £50m less expensive than the alternative of developing Poole Hospital as the main emergency site.

Other reasons include:
- RBH already provides a number of emergency services including vascular surgery, interventional radiology and interventional cardiology, which serve, out-of-hours, the whole of Dorset.
- The RBH site naturally lends itself to development through its modern design and layout. RBH has recently had the new Jigsaw Building added with no disruption to other services and Christchurch Hospital has undergone a large transformation. We are confident that the construction of the new facilities can take place quickly.
Winter is a particularly busy period for our hospitals, as our services come under increasing pressure while we support those with health issues that worsen during colder months. We rely on you to use services wisely so we can concentrate on those who really need immediate care.

Here are our top tips for staying well this winter:

- **Get your flu jab** - and get it for free if you are pregnant, are aged 65 or over, have a long term health condition, or are a carer.
- **Speak to your pharmacist** - they can tell you what medicines are good to have in and give you advice before your condition gets worse.
- **Keep warm** - this can help to prevent colds, flu and more serious health problems. Heat your home to at least 18°C and stay active.
- **Be energy efficient** - make sure you’re receiving all the help you’re entitled to with advice from the government [www.gov.uk/phe/keep-warm](http://www.gov.uk/phe/keep-warm).
- **Stay safe** - check your heating and cooking appliances are safe and avoid going out in icy conditions.

The interventional cardiology labs at RBH

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**Public consultation for the CSR**

Full details of the CSR, including details of where you can get copies of the consultation document or how you can complete the questionnaire online will be available via: [www.dorsetsvision.nhs.uk](http://www.dorsetsvision.nhs.uk).

**CSR event for our members**

**Thursday 8 December, 2pm to 4pm (registration and chance to discuss informally from 1.30pm) at The Village Hotel (opposite RBH). Free parking.**

To book a place please phone: 01202 704394, or email communications@rbch.nhs.uk

Refreshments will be provided.
Thoughts from our Chairperson

The festive season is upon us and always seems a very special time of year.

For many however, it can be lonely and a little frightening if they become unwell and do not have much support. In this edition of FT Focus the “stay well” campaign is emphasised. Do think about what you can do to prevent illness, but also spare a thought for friends or indeed an elderly neighbour, who would welcome contact through the cold months ahead.

2016 has been a really positive year for our hospitals and many tangible improvements in our services are reflected on the following pages.

The most important aspect, as always, is the experience of our patients and it is encouraging that 98% would recommend our services, as reported in the Friends and Family Test. There is absolute determination to continue to deliver improvements and to be recognised as providing outstanding care for local people.

May I take this opportunity to thank all staff in our hospitals, and also all volunteers - including our governors - for their many hours of support throughout the year. Above all may I wish you a peaceful and enjoyable festive season.

Jane Stichbury, Chairperson

News in Brief...

Our improvement journey

We have been working hard to improve our patients’ experience, deliver quality improvement projects, increase capacity and capability and improve efficiency.

We’re proud of our staff and our achievements to date, which include an A grade rating for our stroke services, being ranked the third best Emergency Department in the country in October for seeing and treating patients within the four hour national target and reducing our spend on agency staff by £3.4m. Our mortality rate has also fallen significantly and we’re carrying out more operations than ever before.

More patients are saying they would recommend our Trust while our cancer patients rated us above the national average.

This is a journey of improvement and we will continually look for ways to improve our services.

Students get crafty to support patients

Students from the Ringwood Waldorf School have been busy creating ‘twiddle mitts’ for our patients with dementia - knitted mittens that are proven to calm anxiety.

Specialist dementia nurse Kelly Lockyer said: “One of our patients was actually brought to tears when given a twiddle mitt. They felt it was such an individual gift and really showed how much someone cared for her.”

‘CQC us now’

Following the last Care Quality Commission inspection, a number of recommendations were made on how we could improve. In each edition of FT Focus we will look at a different area and what we’re doing to make improvements there...

In our Chaplaincy Team, Lead Chaplain David Flower and his colleagues have established a network of different faith leaders and a range of spiritual resources to ensure patients of any faith or no faith are catered for, should they desire.

They have also replaced the furnishing in the chapels to ensure it meets infection control standards while the mortuary at Christchurch Hospital has a revamped trolley and alarm system as well as new a carpet and paint work.

New assessment unit improves care

Did you know: In nine months, 5,506 people aged 75 or over were admitted to our hospital via our Emergency Department or Acute Medical Unit?

We have opened a new Older Persons’ Assessment Unit (OPAU) which is dedicated to faster, more effective care for our older patients.

Staff in the specialised unit assess a patient’s complex care needs within two hours and develop an individual plan of care that caters for any underlying conditions. This ensures patients are placed in the right area for treatment at the right times, reducing the need for bed moves and supporting them to be medically fit to leave hospital sooner.

From back row, Michelle Richards, Senior Nurse Lead for OPAU and Terry Aldridge, volunteer, with Beryl Morrow, a patient on OPAU

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Celebrating your new Christchurch Day Hospital

Christchurch Mayor Patricia Jamieson officially opened our new Christchurch Day Hospital, which provides a range of services for older people with frailty and long term conditions, such as Parkinson’s disease, stroke and dementia.

The Day Hospital boasts dementia-friendly, colour coordinated treatment zones, a garden with different surfaces for patients to practice walking on, and a fully equipped, brand new rehabilitation gym. It also proudly displays a special plaque, presented by Bournemouth University (BU), to mark the hospital’s Practice Development Accreditation - an award in excellence bestowed by consultants in healthcare working in BU’s specialist healthcare improvement programmes.

Open Day draws in the crowds

Our Open Day attracted hundreds of visitors, showcased numerous hospital services, taught children to tend to their teddy bears and opened the door to our theatres to give people a behind the scenes glance at hospital life. Even singer Peter Andre helped to promote the day and the hard work of our staff.

This event included our Annual Members’ Meeting for the first time, which was well attended and included exciting updates on Trust activities over the past year and future plans.

Online support for diabetics

We are leading the way in type 1 diabetes education with a unique web portal that help patients manage their condition in a way that best suits their lifestyle, regardless of where they are in the country.

BERTIEonline offers vital education and has a Lifewise section which offers support and advice on issues including psychology, pregnancy, illness and being admitted to hospital. The portal also provides a forum for people to share their experiences and build a support network.

HeadStrong service lives up to its name

Our team of HeadStrong volunteers are standing strong and will continue to offer their fantastic service thanks to funding from the Women’s Breast Care Fund Tulip Appeal.

The six volunteers feared they may have to stop their service following the withdrawal of funds from Breast Cancer Care, but can now continue to provide support and headwear guidance to our breast cancer patients who lose their hair through chemotherapy.
Focus on - our year!

Over the past year, 112,823 patients were admitted to our hospital, 75,316 people were treated in our Emergency Department, 290,033 people attended our Outpatients Department and we carried out 237,669 radiology tests. A busy year! Here we take a look at some more highlights from 2016...

January
A new shop at the Royal Bournemouth Hospital marked 60 years of fundraising by our League of Friends

February
Nearly 80% of our services were rated “good” or better by the Care Quality Commission

March
Her Royal Highness The Princess Royal officially opened our Jigsaw Building

April
We signed up to John’s Campaign to improve hospital support for carers of dementia patients

May
Victor Marston, believed to be the world’s oldest cancer survivor at 99, was treated by our fantastic team

June
Our Catering Team scooped a Silver Standard from the Soil Association for using healthy, ethical and local ingredients

July
Our stroke services were ranked in the top 5% in England, Wales and Northern Ireland

August
We proudly hung our Green Flag having become the first hospital in the UK to receive the prestigious award for our green spaces

September
130 cyclists took part in our Pedal Power event, raising £3,500 for Bournemouth Hospital Charity

October
Hundreds gathered for Light Up The Prom, a poignant charity event to remember loved ones

November
Our Estates Team won two 2016 Building Better Health Awards

December
Time for you to have your say on the Dorset Clinical Services Review

Website: www.rbch.nhs.uk Tel: 01202 303626
You said, we did

You said...
“\textit{I had to wait for some time on Ward 22 for my medicines to take home...}”

We did:
We now have a pharmacist based on this ward to help our patients leave hospital sooner.

You said...
“The coffee bar was shut when I was waiting in Main Outpatients...”

We did:
We have installed two vending machines in the corridor outside.

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, or like our Facebook page.

Jackie Gumme @jackiegumme @RBCH_NHS thank you to all A&E staff involved in caring for my husband today. Excellent standard of care, we are truly grateful.

Sam Thomson @Sam77Thomson @RBCH_NHS fab A&E staff thanks for plastering my sons foot and leg, you all do a great job.

Welcome to your new governor
Sue Parsons is governor for the Bournemouth and Poole constituency. Here she tells us why she wanted to become a governor and what she can do for you...

“My close friend developed cancer and I was with her throughout her final journey. My abiding memory is of the wonderful compassionate staff at RBCH and so I wanted to make some form of contribution as a thank you for their devotion.

“There may be massive changes afoot and I hope to listen, reassure and if necessary raise your concerns. Change is inevitable and we need to ensure our beloved NHS is safe for generations to come.”

You can contact Sue on 01202 704246 or email sue.parsons@rbch.nhs.uk

New governor for our hospital volunteers
Paul Higgs, former public governor for Bournemouth and Poole, is now our governor for hospital volunteers. Paul has been a volunteer himself since 2014, undertaking patient surveys on the wards.

“I consider the feedback obtained by talking to patients vital and my commitment to this will continue,” he said.

Find out more about the many volunteering opportunities at our hospitals at www.rbch.nhs.uk/working_with_us/volunteering
Understand Health talks

Free public health talks, all at 11am in the Village Hotel opposite the Royal Bournemouth Hospital.

6 March 2017

Understanding Asthma
Sahantha DeSilva, Consultant Physician

Coming soon

Understanding Back Pain
James Beck, Clinical Specialist in Back Pain, and Matt Low, Clinical Lead Physiotherapist

Entry is free and open to all but booking is essential. Please call 01202 704394 or email communications@rbch.nhs.uk.

Have you recently been a patient or visited our hospitals and would like to share your experiences?

Your Trust governors will be available to listen to your feedback on Tuesday 6 December 2016 between 10am - 4pm in the Main Atrium, Royal Bournemouth Hospital.

Your governors are here to help you. If you would like to make contact with a governor, call the Governor and Membership Manager, on 01202 704246 or email ftmembers@rbch.nhs.uk. You can also visit www.rbch.nhs.uk.

Christmas dates for the diary

Monday 19 December, 6.30pm:
Tree of Lights and Hospital Carol Service, main atrium, Royal Bournemouth Hospital.

Christmas Eve, 6-8pm:
The Parkstone and Poole Singers will be carol singing on our wards.

Christmas Day, from 10am:
The Salvation Army Band will play carols around the Royal Bournemouth Hospital and a service of Holy Communion in the Chapel of St Luke.

Christmas Day, 9.45am, Boscombe Pier:
Join brave swimmers for the White Christmas Dip and help raise funds for Macmillan Caring Locally, which supports our fantastic Macmillan Unit at Christchurch Hospital. www.whitechristmasdip.co.uk.

Understanding Understanding Asthma

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Sahantha DeSilva, Consultant Physician

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Understanding的理解

6月3日 2017年

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Sahantha DeSilva, 顾问医师

即将到来

Understanding Back Pain
James Beck, 脊柱专家和Matt Low, 临床理疗师

免费入场并接受预订。请拨打01202 704394或发送邮件communications@rbch.nhs.uk。

你最近有作为病人或访问过我们的医院，并且想分享你的经历吗？

你的信托监护人将能够在2016年12月6日星期二上午10时至下午4时之间聆听你的反馈，在主中庭，皇家伯恩茅斯医院。

你的府上有在此帮助你。如果你想通过一位监护人取得联系，请致电01202 704246或发送邮件ftmembers@rbch.nhs.uk。你也可以访问www.rbch.nhs.uk。

圣诞日期的日期

12月19日星期一，下午6.30时：
树的灯光和医院的圣诞颂歌服务，主中庭，皇家伯恩茅斯医院。

12月24日星期五，下午6-8时：
帕克斯坦和普尔合唱团将在我们的病房唱歌。

12月25日星期一，从上午10时起：
救世军乐队将在皇家伯恩茅斯医院周围演奏颂歌，并在圣卢克教堂举行圣餐礼仪。

12月25日星期一，上午9.45时，博斯科姆比码头：
加入勇敢的游泳者参加白色圣诞节潜水，帮助筹集用于支持我们Christchurch Hospital的Macmillan护理本地的善款。

www.whitechristmasdip.co.uk。