Our beloved NHS turns 70 this year and we'll be marking the occasion with events, features, photos, competitions and, of course, cake.

First we don our nostalgia hats and speak to retired nurse Hilary Tice, who has clocked up more than 40 years' nursing experience. Hilary mostly worked at Christchurch Hospital and was the nurse in charge at the Day Hospital at Christchurch when it opened in the early 1970s.

"I loved my job," declares Hilary, who recalls the raft of changes which have taken place in nursing since she started her two years training as an SEN (State Enrolled Nurse) aged just 17 in 1963.

"There have been so many but the biggest changes have been that while it was classed as a vocation it has now become a university degree. Nursing has now become acceptable as a job for both men and women."

Early on in her career, Hilary decided she wanted to work with the elderly, even though it was not recognised as a speciality. She continued nursing them until her retirement 12 years ago.

“When I started work, nurses devoted their whole life to the health service. Most of the ward sisters were married to the job.”

Hilary never sought promotion because she wanted to stay “hands on”. “I didn’t want to be involved in the paperwork. I wanted to be a nurse.”

In those days the ward paperwork consisted of a simple ringbinder system for the patient with twice daily basic reports.

“There have been so many changes in nursing - from care plans, drugs and diagnosis to equipment, technical and scientific advancements,” she says.

Hilary, who is chair of the Bournemouth and Christchurch branch of the National Health Service Retirement Fellowship, recalls how they only had fixed height beds for patients and how back pain was an occupational hazard due to a lack of hoists or other lifting equipment. She also laughs when remembering the uniforms and the starched butterfly hats which had to be made by the nurses themselves.

“It was good to get rid of the hats. They were awful. They were dangerous for patients. Every time you did something they fell off! They were a status symbol and there were several different designs. There was quite a battle when staff were instructed to discontinue using them.”

Hilary, like most other nurses at the time, ‘lived in’ at Christchurch Hospital, supervised by a House Sister, with rules on when they had to be back in, if on the rare occasions they did venture out.

Cont’d...
Design a birthday card for the NHS!

As part of the celebrations, we have linked up with local schools and nurseries to encourage children to design a 70th birthday card for the NHS.

Children aged 11 and under are being asked to draw an A4 sized picture which shows how the NHS has helped them or a friend or relative. For example, their grandparent playing football with them after a knee replacement or their sibling who was born in hospital.

For more information, including how to submit an entry, please visit www.rbch.nhs.uk/nhs70

Staff rise to the snowy challenge

Our fabulous staff and many volunteers battled with the elements during Storm Emma in March to ensure patients continued to receive the great care they expect despite the very challenging weather conditions.

Staff went above and beyond and were supported by a huge number of members of the public who helped out in many ways. Over 300 drivers volunteered to ferry staff and patients around which was a fantastic help and helped get patients who were ready to be discharged home safely. Without this, beds wouldn’t have been available for patients who needed them.

The below was received from RBCH consultant Dr Helen Holt...

“I would like to thank my parents-in-law for setting out in the snow to try to look after our children; and when they had to turn back, the neighbours and friends who fed, entertained and kept them safe without contributing to the snow casualties; the ambulance driver who brought us to work while he waited for his crew-mate when we were tired from slipping in the snow; the many other people who volunteered or stopped to bring colleagues to work; the families who took frail relatives home early to free up space on the wards; the caterers (internal and external) who fed us; and everyone who managed to get to work to cover those who tried and couldn’t.

“It is so nice to be reminded how much the hospital is part of the community.”
Merger update

Work is well underway to produce the required patient benefits case for the Competitions and Markets Authority (CMA) so we can seek approval for our Trust to merge with Poole Hospital. If the CMA did allow the merger to proceed, this could take place by April 2019.

By coming together, we can better serve the local population, make better use of our workforce and resources and provide a consistent service for patients, achieving better outcomes. We are already working together to develop joint solutions to common problems and challenges and are getting better outcomes as a result.

You can keep up to date about the merger by visiting www.rbch.nhs.uk.

Hospital ‘unsung hero’ wins national Lifetime Service Award

One of our lovely clerical officers, Fran Payne, has scooped the prestigious Lifetime Service Award at the national Unsung Hero Awards 2018.

Fran, who turns 80 this year and has worked at RBH for 44 years, collected the honour at a ceremony in Manchester in February.

She was nominated not only for her long service, but her dedication to the Trust and its patients. Fran works a 40 hour week, split between the Endoscopy and Health Records departments.

Endoscopy Team recognised for high quality care

Our Endoscopy Team at the Royal Bournemouth Hospital has been awarded Joint Advisory Group (JAG) on Gastrointestinal Endoscopy Accreditation for the second year running.

Gaining the accreditation for 2018 demonstrates the department meets a stringent set of standards relating to high quality patient care - the kind we would expect for our own families.

BBC Radio Solent at RBH

The team from BBC Radio Solent hosted their Breakfast Show here in January, focusing on services across east Dorset.

The journalists also spent some time in our hospital overnight and spoke to a number of Team RBCH working night shifts.

‘You can listen to all of the interviews online - www.bbc.co.uk/programmes/p05rhr1k/clips.'
Behind the scenes with our Emergency Department Clerical Team

If you’ve visited our Emergency Department (ED) you will have met our friendly Clerical Team, who are often the first port of call for patients when they’re in pain or very unwell.

The 26-strong team cover four areas: manning the reception of ED and greeting the public when they come through the doors; taking calls from GPs and liaising with the hospital doctors to decide if patients need to be admitted; assisting in the Rapid Assessment Unit (RAU), where patients go if they need to be seen very quickly, like those who are experiencing chest pain; and working in the ‘majors ward’ to discharge patients in accordance with the national four hour target.

The whole team is multi-skilled and work together in this pressurised department. Far from simply taking patient details, they play a key role in helping to meet government targets. They take around 40 calls from GPs on a daily basis, greet paramedics when they bring patients in, register around 75 patients for a soft tissue clinic three mornings a week and see up to 240 patients walk in though the ED doors each day.

With 25 years’ experience in the Trust, Donna Webb is the ED Clerical Manager. She said: “I’ve seen lots of changes which have had a big impact on patients over the last 20 years. In the past, all patients would have taken a seat and waited to be triaged after registering with reception, regardless of whether it was for a bad wrist or heart attack.”

In 2016, a list of high risk symptoms was given to the team, giving them the ability to send a patient to the RAU if they came in with symptoms like chest pain. This has ultimately saved lives.

“One recent patient came back to say thank you to the team for their part in his treatment for a stroke. The patient walked into ED and his symptoms were on the high risk list, so he went straight to the RAU. He was having a stroke and because he was seen so quickly he was given the best treatment at the best time possible. This meant he was ok and able to come back and thank us a few days later,” said Donna.

“We also have very tough parts of the job too, for example when a patient dies. The relatives may have had a call from us informing them their relative has been brought into hospital and they need to come in. Unfortunately, the patient sometimes passes away before their relatives get here and we meet them and take them round to the medical team. The family can be desperate for information and understandably, very upset, but it’s our job to be professional and greet them. That’s probably one of the hardest parts of our job.

“The good definitely outweighs the bad however and the team are a fantastic bunch to work with. Everyone works a variety of shifts and are always happy to switch shifts to accommodate each other, which explains why so many of us have stayed in the department for over 20 years!”
National title for Medical Physics Team lead

Dominic Foy, Clinical and Scientific Lead for our Medical Physics Team, has recently been appointed Vice President of The Society for Vascular Technology (SVT) and will become the President of the society at the end of 2018. The SVT is the National Society specialising in non-invasive imaging of blood flow.

Meet the team! Our Medical Physics Department is a small team of eight who support a group of six consultant vascular surgeons as well as surgeons from within the vascular network, which includes Dorchester and Salisbury.

They help to diagnose patients with ‘arterial narrowing or blockage and venous incompetence’, a condition causing varicose veins or ulceration. To do this they carry out specialised measurements and non-invasive scans via ultrasound.

The team also support our stroke services by performing scans to investigate blood flow to the brain. They cover daily clinics and participate in a weekend rota shared with Dorchester and Poole, seeing around 12 weekend patients. In addition they perform imaging for the deep vein thrombosis service and see over 40 patients a week.

The hospital’s upper GI physiology service is also provided by the department. They see around 180 patients every year and provide essential information to physicians and surgeons considering anti-reflux surgery as well as investigating the cause and extent of reduced motility, associated with difficulty swallowing.

Become a friend of Hospital Radio Bedside

Hospital Radio Bedside is a free radio service broadcasting directly into hospitals in east Dorset and online via www.hospitalradiobedside.co.uk. The service is run entirely by volunteers, but they still need to pay the electricity bill and update and repair the equipment on a regular basis!

Friends of HRB is a new scheme where anybody can donate just £2 per month and become a Friend of HRB. You will receive regular updates and newsletters and be the first to hear about HRB’s upcoming events.

Help continue the work and make our patients’ time in hospital that little more bearable by visiting www.hospitalradiobedside.co.uk and click on the support tab.

Research into nutritional care in hospitals

Undernutrition is a common health challenge for hospitals in the UK. That’s why our Dietetics Team has joined up with Bournemouth University to investigate how organisational culture could improve nutritional care for patients in hospital.

The study is being led by BU research student, Gladys Yinusa.
To celebrate the 70th birthday of the NHS this year, we are fundraising for a Mini MRI scanner - the perfect birthday present for our hospital.

The scanner will lower waiting times and provide more comfortable treatment for our patients.

Senior Radiographer, Matthew Benbow, thinks the scanner will make a great gift. He said:

“The Mini MRI scanner is purposely designed to offer better comfort for patients undergoing arm or leg scans.

“Currently, these patients have to lie in awkward positions in our larger and noisier MRI scanners so this will make them much more comfortable. The mini scanner could be used for around 200 patients per month and this will also free up appointment slots on our other scanners which will help to reduce waiting times for those patients too.”

If you would like to contribute to this appeal by donating or fundraising, please contact us on the details below.

Matthew Benbow, Senior Radiographer, with his team.

Find out more about Bournemouth Hospital Charity at:

BHCharity.org
email charity@rbch.nhs.uk
01202 704060
Charity no. 1057366

DATES FOR YOUR DIARY

March for Men Sunday 25 March
Twilight Walk Friday 18 May
Wing Walk Saturday 9 June
Skydive Sunday 22 July
Welsh Three Peaks Friday 6 - Sunday 8 July
Walk for Wards Saturday 13 October
You said, we did...

Our governors are often asked about parking at our hospitals, so they spoke to the Car Park Team to find out more.

Who pays for parking?
Everyone who uses our car parking facilities, so patients, relatives, visitors, visiting healthcare professionals and staff.

Are there exceptions?
We offer a £20 weekly access card, available from the car parking office in the main entrance of the Royal Bournemouth Hospital. We also offer concessions to:
- patients holding a blue badge that is tax exempt due to disability
- patients undertaking treatment for cancer
- relatives helping ward staff with the care of inpatients
- relatives of patients receiving end of life care
- relatives of patients on the Intensive Care Unit making regular visits

Why do we charge for parking?
The reasons we charge are:
- to put money back into our hospitals, funding additional and much needed equipment
- for patient care - 90% of the income goes directly to patient care
- to maintain our car parks and surrounding roads to the highest standards
- to invest in the latest parking equipment so visitors only pay for the time they park
- to deter the many people employed in the surrounding businesses parking in our spaces

Who owns our car parks?
Our car parks are solely owned by the Trust and so all the revenue belongs to the Trust, 90% of which goes directly to patient care. We employ a car park management company for a fixed fee to manage the car parks efficiently and effectively to the benefit of patients, visitors and staff.

Volunteering
Hello my name is Paul and I’m the Appointed Governor for Volunteers. I’m very proud of the volunteers and the work they do in our hospitals. I’ve been a volunteer for four years and I’m involved in speaking to patients about the care they receive - you can see some of the feedback on the noticeboards on the wards.

There are a number of volunteer organisations working in the Trust, including some 370 ‘Blue Coat’ volunteers covering 88 different areas. They get involved in a range of tasks, including helping with drinks and mealtimes on the wards, working with the Chaplaincy Team, meeting and greeting patients in outpatient clinics and at the main entrance, driving the electric bus to transport patients around, looking after the garden on the Stroke Unit and more recently being end of life companions.

The work of the volunteers is developing constantly and our latest role is assisting patients with their mobility with a ‘Get Up and Move’ programme. We’ve also lowered our volunteering age to 16.

Our volunteers have received a number of awards, including a national accolade for our End of Life Companions, while one of our volunteers Dorothy Rochester was shortlisted for a 2018 national Unsung Hero Award.

You can find out about all volunteering at www.rbch.nhs.uk/working_with_us/volunteering. If you are a volunteer and want to get in touch with me, there a number of dedicated post boxes in the hospitals and I can also be contacted by email, paul.higgs@rbch.nhs.uk.
**Dates for the diary...**

Our next Open Day will be held on **Saturday 15 September** at the Royal Bournemouth Hospital. This year’s event will focus on ‘behind the scenes of the hospital’, as well as celebrating the 70th birthday of the NHS. The day will run between 10am and 3pm and more updates on the tours and activities available will be publicised on social media and the Trust website.

**Open Day**

*Events take place at the Village Hotel, opposite the Royal Bournemouth Hospital.*

**Understanding Health talks**

**Monday 16 April 2018, 11am**

**An Intro to IBD, IBS and Coeliac Disease**  
Dr Sean Weaver, Gastroenterologist

**Monday 25 June 2018, 11am**

**Understanding Common Skin Conditions**  
Dr Ian Pearson, Consultant Dermatologist

The talks take place at the Village Hotel, opposite the Royal Bournemouth Hospital. Please arrive at 10.45am. These health presentations are very popular and booking is essential. Book your place by calling 01202 704394 or emailing communications@rbch.nhs.uk

Parking at the Village Hotel is free but limited. Please enable time to park elsewhere if needed.

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**Patient feedback**

Your feedback helps us to improve and makes a big difference to our staff. We always make sure we pass on your messages to our teams so join in the conversation on Twitter @RBCH_NHS or follow us on Facebook @RBCHTrust.

**A little bird told us...**

**Jo Keeling:** After three weeks of outstanding care @RBCH_NHD and @UHSFT for quadruple bypass surgery my dad has a fully serviced and repaired heart! All ready to come home for #ValentinesDay2018 Thank you @NHSMillion all staff are truly #oneinamillion

**Cliff Kilgore:** @RBCH_NHS Please thank the day surgery team for looking after me so well yesterday. Student nurse, RN, physio, anaesthetist, surgeon and OA techs all excellent. Always interesting being on the other side of things 😊

**Rachel Jury:** Amazing care @RBCH_NHS in Endoscopy Unit for a flex sig by Mr Mallick. Thank you to all the nurses who were fantastic and helped explain diversion colitis 😊

**Nigel Morris:** My mum has had kind and skilful care in 3 visits to the Royal Bournemouth Hospital in the last 6 months. Many thanks endoscopy team @RBCH_NHS

**George Mars:** @RBCH_NHS yesterday for cardio version, they found my heart in more ways than one, treated with dignity, respect and good humour. THANK YOU

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**Your contacts**

*FT Focus* is your member newsletter and we really welcome your views. If you would like to get in touch, please contact a member of the *FT Focus* team below, or why not send us a message via Facebook or Twitter @RBCH_NHS?

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