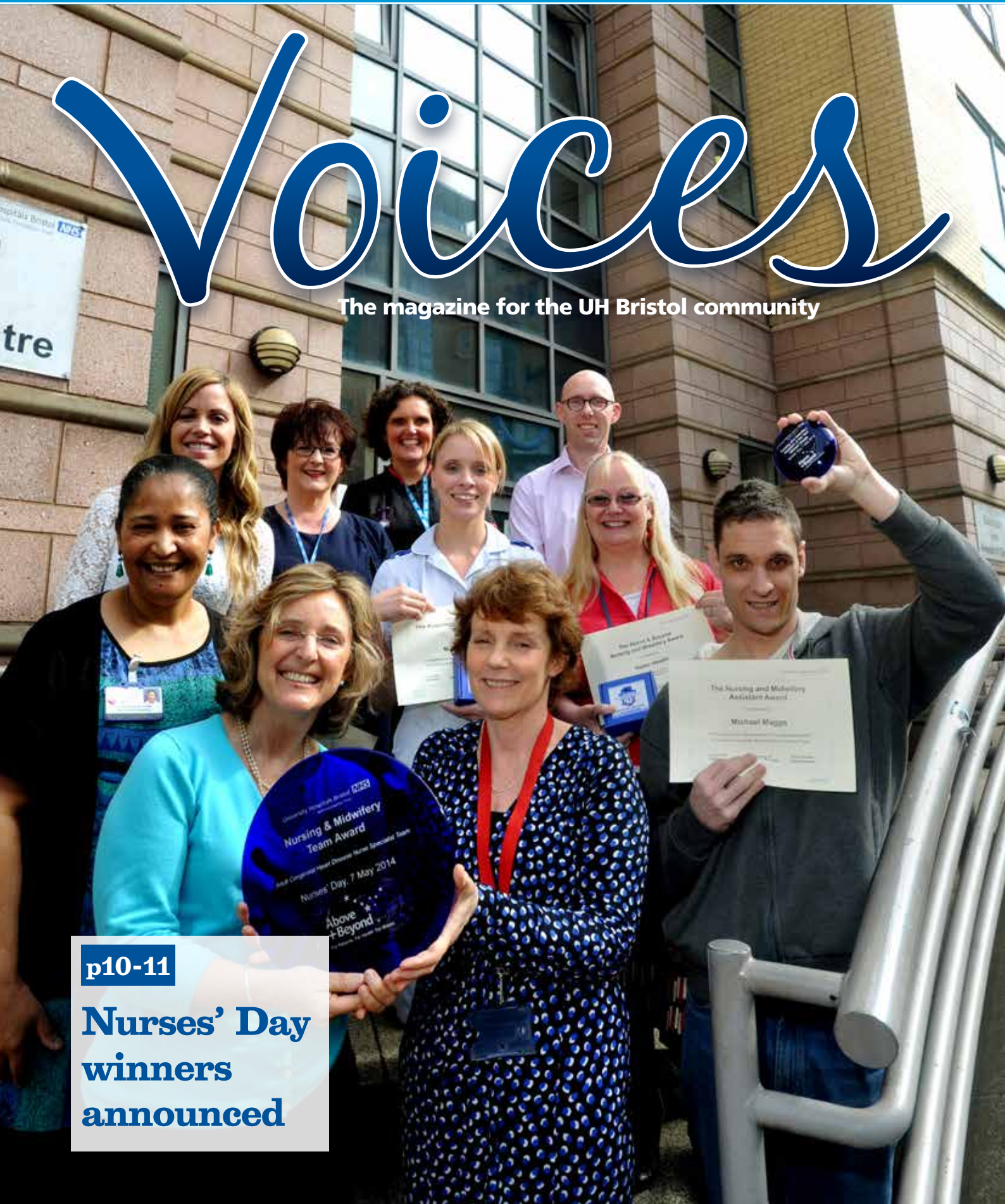


# Voices

The magazine for the UH Bristol community



**p10-11**

**Nurses' Day winners announced**



Welcome to the  
May/June edition  
of *Voices*.

Our annual Nurses' Day celebrations were once again a great success. The event offers University Hospitals Bristol a chance to recognise the dedication and compassion of the 3,500 or so nurses and midwives we have at the Trust. These individuals

play a key role in providing high quality treatment and care for our patients and helping our hospitals run smoothly. You can read about the award winners and the inspiring example they've set on pages 10-11.

A lot of important work goes on behind the scenes to help nurses perform at their best. Frank Encelan, housekeeper on ward 15 in the Bristol Royal Infirmary, is one of many non clinical staff who play a key role in ensuring our wards run smoothly. On page five you can read about Frank's work and why he won the unsung hero award at our Recognising Success Awards ceremony.

Another cause for celebration at the Trust is the completion of the much anticipated Centralisation of Specialist Paediatrics project. This included the transfer of specialist services for children from Frenchay Hospital to the Bristol Royal Hospital for Children in May, bringing all specialist paediatrics to a single site for the first time. Staff give their reaction to this exciting development on pages 14-15.

UH Bristol is committed to putting patients first and making access to services as convenient as possible. One of the reasons why South Bristol Community Hospital (SBCH) has proved so popular with patients since it opened over two years ago is that local residents can take advantage of a wide range of high quality healthcare services on their doorstep. Turn to the back page to find out more about how SBCH's friendly and professional staff are transforming local healthcare.

We have also increased access to services at Bristol Haematology and Oncology Centre (BHOC). Earlier this year, UH Bristol became the first hospital in the South West to offer a pioneering new form of cancer treatment — stereotactic ablative body radiotherapy (SABR). Patients who previously had to travel long distances to access the treatment can now opt for SABR at the BHOC. See pages 18-19 for more information.

We are always keen to get people's thoughts on the magazine. If you have any comments, please call 0117 342 3725 or email [communications@uhbristol.nhs.uk](mailto:communications@uhbristol.nhs.uk).

I hope you enjoy this edition.

*Fiona*  
Fiona Reid  
Head of communications

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## Better signage to be introduced across hospitals

**A** new signage and wayfinding system has been created to make it easier to navigate our city centre hospitals.

The first phase will be rolled out across the Bristol Royal Infirmary (BRI), Bristol Heart Institute and Bristol Haematology and Oncology Centre in July. New signage will be installed in the remaining Trust sites, including Bristol Royal Hospital for Children, St Michael's Hospital and the Bristol Eye and Dental Hospitals

in October. The changes mean that departments, wards and clinics across the Trust will be given a postcode, outlining the zone, floor level and location.

Maps detailing the changes will be available across the hospital sites, and patients will be given the new location details in their appointment letters. Patients, visitors and staff were consulted as part of the development of the new system.

## Professor appointed to senior investigator role



**A**ndy Ness, professor of epidemiology, was given the National Institute for Health Research (NIHR) senior investigator award. Senior investigators are the NIHR's pre-eminent researchers and represent the country's most outstanding leaders of clinical and applied health and social care research. Andy, who is based at the Dental Hospital, will receive an award of £15,000 a year to invest in research.

## In brief

### Trust unveils draft strategy

UH Bristol has produced a draft strategy looking out to 2020 and describing how it will seek to continue providing the highest quality of healthcare services.

The strategy centres on enhancing patient experience, delivering the best treatment and care, further improving the efficiency of the hospitals and continued investment in research and innovation. It also outlines how the Trust plans to recruit and retain the best staff, take advantage of new technology and continue the construction of world-class facilities.

The creation of the strategy follows months of investigation into the key health challenges faced by our hospitals and the health system within which we operate. To read the strategy visit: [bit.ly/T1vSoZ](http://bit.ly/T1vSoZ).

### Quit smoking through one-to-one support

A free professional service is available to help staff, patients and visitors to UH Bristol quit smoking. Smokefree Bristol, run by Bristol City Council, holds a clinic each Wednesday from 1pm to 3pm in the respiratory department on level 2 of the BRI. People will be able to access one-to-one support to help them kick the habit.

For more information, or to book an appointment, please call Smokefree Bristol on 0117 922 2255, email [info@smokefreebristol.com](mailto:info@smokefreebristol.com) or visit [www.smokefreebristol.com](http://www.smokefreebristol.com). Boots advisors in the BRI Welcome Centre are also offering a smoking cessation service from Monday to Friday.

## New cancer treatment facility for north Bristol residents



MP Jack Lopresti opens the Trust's new chemotherapy suite

UH Bristol has opened a new community chemotherapy suite, providing treatment closer to patients' homes.

Lopresti who underwent a three month course of chemotherapy for bowel cancer at BHOC last year.

Based at Concord Medical Centre, Little Stoke, the suite is staffed by highly qualified nurses who will deliver the same standard of treatment offered at Bristol Haematology and Oncology Centre (BHOC). The facility was opened by Filton and Bradley Stoke MP Jack

He said: "The suite is an extremely welcome addition to local healthcare provision. During my own cancer treatment, I had to make the journey from Filton to central Bristol. This new facility is much more accessible for local residents."

## Teenage governors to provide 'alternative' views

Two Youth Council members have been appointed governors at the Trust.

Abbas Akram (pictured left) and Lukon Miah (right), both 18, will serve for one year and represent the interests of younger people. The Trust's Youth Council is for people aged 11 to 21 who meet every month to discuss changes they would like to make to the hospitals. Lukon said: "As younger people we believe we can provide alternative views on strategy at the Trust."



## News from The Grand Appeal charity



We are delighted to announce that The Grand Appeal has raised £3.8 million to help transform the lives of sick children and babies at Bristol Royal Hospital for Children.

The £3.8 million has been raised through our Grand Appeal supporters, charitable trusts, our ground-breaking Gromit Unleashed public arts trail, which raised money through our exhibition, auction, and merchandise sales and an array of community and corporate fundraising events.

We still need your help to raise a further £1.2 million to help provide additional life-saving equipment and family facilities to complete the hospital's expansion. All the money raised will help us support the development of the hospital, meaning a sick child can receive all their treatment in one place.

The expansion includes state of the art equipment – a pioneering intraoperative MRI scanner, which will revolutionise neurosurgery treatment for babies and children; a hybrid cardiac catheter suite and children's cancer unit, as well as family facilities and an ongoing programme of arts, music, education and play that will transform the hospital environment for children and their families.

To find out more about The Grand Appeal, visit [www.grandappeal.org.uk](http://www.grandappeal.org.uk).

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# Unsung hero

Frank Encelan is the housekeeper on the Bristol Royal Infirmary's ward 15, which specialises in caring for patients who have suffered strokes. In November, he was the winner of the unsung hero award at UH Bristol's 2013 Recognising Success Awards. Simon Bleaken met with Frank to find out more about his work.

"Housekeepers are really important," Frank explains, "because we're helping to make the nurses' jobs easier by ordering stock such as syringes, cannulas and bedding and ensuring supplies like these are kept in the right place. That way, the nurses can simply go to our store and find whatever they need ready and waiting for them. It takes some of the pressure off them so they can concentrate on patient care. I also deal with the patient menus, taking their orders and making sure they get what they requested."

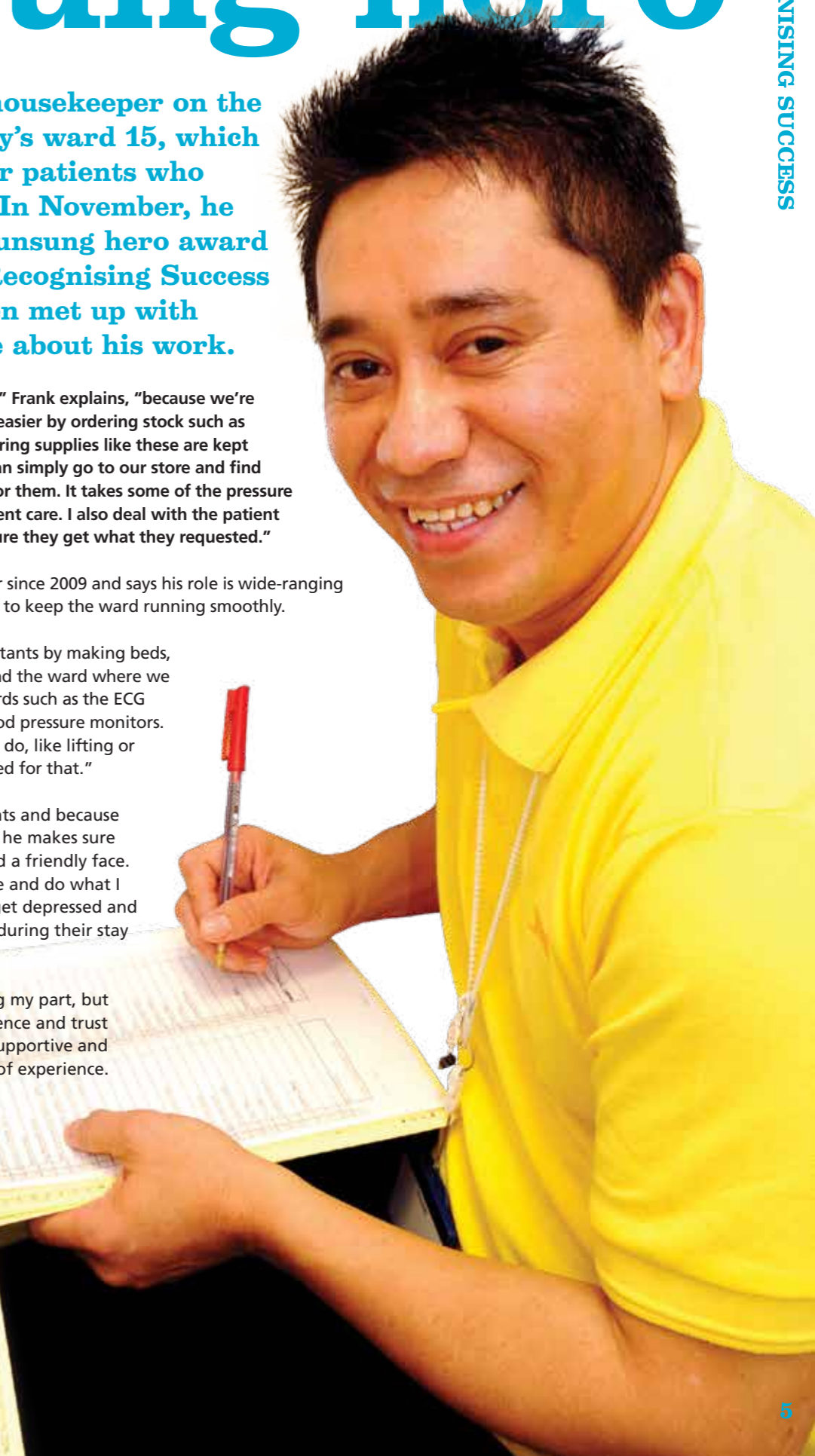
Frank has been working as a housekeeper since 2009 and says his role is wide-ranging and interesting. One of the main duties is to keep the ward running smoothly.

"We also support nurses and nursing assistants by making beds, helping feed patients, and assisting around the ward where we can. We help clean equipment on the wards such as the ECG (electrocardiogram) machine and the blood pressure monitors. Obviously, there are some things we can't do, like lifting or moving patients, because we're not trained for that."

Frank has a lot of interaction with patients and because stroke recovery can be a difficult process he makes sure he greets them each day with a smile and a friendly face. "I always talk with the people in our care and do what I can to lift their mood because they can get depressed and frustrated. It can make a real difference during their stay with us.

"It's nice to know I am helping and doing my part, but it's also great knowing I have the confidence and trust of my manager. The staff here are very supportive and I have enjoyed my role and gained a lot of experience. I also really appreciated being nominated for the Recognising Success award."

Ward sister Christine Oram is full of praise for her housekeeper. "Frank works quietly behind the scenes to support the nurses and provide a safe environment for our patients," she says. "He's always one step ahead in his role and is a key part of our team."





## The governors' year

**Governors have taken on new responsibilities and enjoyed many successes over the past year. Sue Silvey reflects on some of the key developments and challenges.**

**A**s lead governor at UH Bristol, Sue Silvey is in a privileged position with regular access to the some of the most influential figures at the Trust. Each month she meets the chief executive Robert Woolley and Trust chairman John Savage to discuss strategic issues and the overall direction of the organisation. Sue acts as a 'conduit', feeding comments and queries from governors to Robert and John, while also relaying information from the chief executive and chairman to her 36 governor colleagues. In addition, Sue and the governors interact with executive and non executive directors regularly through monthly Trust Board meetings where they can ask questions and raise important issues.

### Key challenges

While the reach and responsibilities of Sue and the governors were already considerable, their roles have become

even more important over the past year as a result of the Health and Social Care Act 2012. Governors can now hold non executive directors to account for the performance of the Trust's Board — making the most of this new power remains one of the key challenges for Sue. The act also means that any significant transaction, such as a major buildings project, requires approval from the majority of governors. One of the future challenges for the governors is continuing to explore new ways of enhancing communication with members and the general public.

### Successes

Although the governors have achieved many successes over the past year, Sue says one of their main accomplishments has been the popularity of Health Matters events. Open to members and the general public, these events are regularly attended by more than 100 people and involve presentations

from senior clinicians on subjects such as treatment and care for stroke and cancer patients and those with dementia. The events, which happen three times a year, are attended by governors, which enables people to raise issues directly with their representatives. Pre-election events, where people can find out more about becoming a governor, have been another success over the past year.

### Don't miss out

A Health Matters event on the diagnosis and treatment of heart disease takes place at 5.30pm on 2 July, lecture theatre 1, Education and Research Centre, Upper Maudlin Street. For more information, contact the membership office on 0117 3423764 or email [foundationtrust@uhbristol.nhs.uk](mailto:foundationtrust@uhbristol.nhs.uk).

This edition we meet...

## Joanna Hamilton-Davies

senior infection prevention and control nurse/deputy director of infection prevention and control

### Where are you based?

I am based in the Public Health England laboratory, Bristol Royal Infirmary

### Describe your career path

I qualified as a nurse in 1981 before working in a young chronic sick unit. This was a unit for spinal injuries at the former Ham Green Hospital near Pill. I then worked in the recovery unit at the operating theatres at Ham Green before leaving to look after my children. I spent several years in temporary posts at Bristol Eye Hospital before starting work in the operating theatres at St Michael's Hospital when my youngest child was two in 1991. I have been in infection control since 2001.

### What are your team's main duties?

We deal with the day-to-day service of infection prevention and control. It is a wide-ranging remit. We are responsible for every patient that comes into the Trust and how they are managed from an infection prevention and control point of view. Other responsibilities include ensuring policies and procedures are in place, that national guidance is followed and we even advise on new builds and refurbishments from an infection prevention perspective. We work closely with senior nurses to ensure the efficient running of the hospitals and we manage an extensive audit and surveillance programme for infection control. Effective infection prevention is absolutely key to keeping already at risk patients from acquiring additional problems and also ensuring visitors and staff are safe.

### What has the Trust done to reduce the risk of infection in our hospitals?

We have excellent support from staff across the Trust. For example, the availability of a 'cohort' ward for our Clostridium difficile patients has made a huge difference. A cohort ward is where patients with Clostridium difficile are kept in isolation to minimise the spread of this type of bacterial infection. The

Trust has put infection control right at the top of its agenda, achieving considerable success. We had 300 cases of Clostridium difficile at the Trust between 2008 and 2009 – this fell to 38 from 2013 to 2014.

### What can patients and visitors do to prevent the spread of infection in hospital?

It's very simple – if you are not well, please don't visit the hospitals. If you are on our sites, use the alcohol hand gel that's available when you enter and exit clinical areas or wash your hands with soap and water.

### What's the best thing about your role?

I love it because it is so varied – one minute I could be in a high level meeting and next I could be talking to a patient.

### What drives you?

It's great to see levels of infection fall. It shows how hard everyone is working. When these levels drop, we know everyone is doing a great job.

### What is one thing you would like to change at work?

I would like to change the way that we communicate. Instead of emailing all the time, I think we should pick up the phone or go and meet people more frequently. Often this is a quicker way to deal with things. Emailing is convenient and quick but it can make you very office-based and it doesn't always have the personal touch.



Dame Helen Mirren

Michael McIntyre

Falling infection levels

### What is your proudest moment?

March was the first month that we had no patients with Clostridium difficile – this was a huge achievement for the Trust.

### If you could have dinner with someone famous, who would it be?

The comedian Michael McIntyre. He makes me laugh!

### Who would play you in a film of your life?

Who do I have lots of respect for? Well, Helen Mirren is brilliant. And so is Julia Roberts – she is very glamorous. But considering I spend my day talking about infection control issues I'm not sure they would want to play me!

# Where your stay will be short but sweet...

People needing treatment and care want to be seen quickly by the right clinicians before recovering in the comfort of their own homes. UH Bristol's ambulatory care unit aims to help patients achieve just that. Stephanie Feldwicke reports on the work and successes of the unit.



You may have seen the 'Think ABC before A&E' advice at your bus stop, picked up a leaflet in your doctor's surgery or heard it on the radio. The aim of the message is to help people to choose the right place to go if they're unwell or injured so that A&E departments can concentrate on providing urgent care to those who need it most.

But demands on emergency services can be huge, so in addition to asking for your help to make things easier we're also doing all we can to ease the pressure on our emergency department (ED).

We know no one wants to be waiting in ED or to be put in a hospital bed because they're waiting for tests and treatment, so the Trust has launched several projects to help patients be seen, diagnosed, treated and discharged as quickly as possible.

One of these is the ambulatory care unit (ACU) in the Bristol Royal Infirmary. Based on the floor above adult ED, the unit brings together a group of services striving for same-day assessment and treatment to reduce the number of patients having to be admitted to a ward.

On ACU, doctors and nurses from the Trust work alongside a GP support unit (GPSU), run by an organisation called BrisDoc. Between them, they help patients get assessed, diagnosed and treated as quickly as possible.

The unit operates in different ways; it can accept medical patients who come to the Trust via ED, see people referred by their GPs for urgent care, treat patients needing planned day care or provide a nurse-led thrombosis service.

GPSU screens urgent medical calls from GPs in the community and considers all

options available to their patients before choosing the right pathway for them. These pathways could be in primary or secondary care and the patient might not need to visit the Trust's sites at all.

Lead nurse on ACU Emma Kinnaird says this comes as a great comfort to many patients. She says: "People don't want to spend time in hospital if they can help it, they'd prefer to be seen quickly and go home as soon as possible.

"We don't have any beds on the unit, only trolleys and chairs, and we don't ask the patients to change into gowns so there's a very different feel here compared to the wards – it's more relaxed and informal, which patients really appreciate."

And people who are well enough to move around on their own can even explore the Trust's new Welcome Centre – a bit of retail therapy!

"There's more freedom for the patients who are mobile," adds Emma, "and that means the atmosphere on the unit is more positive as patients know they have a good chance of going home at the end of the day."

In March this year, only 16% of patients had to stay in hospital overnight after attending ACU, which illustrates how successful it has been. The majority of patients were seen quickly by staff who managed their illness or injury efficiently, enabling them to return home soon afterwards.

The unit's dedicated team is always busy and the work is varied, with patients of all ages coming to them

with very different complaints. "No matter what the demands are on the team," says Emma, "we just put ourselves in our patients' shoes and think how we'd like to be treated – quickly and efficiently and with a friendly smile."

Open five days a week from 8am to 8pm, the unit also makes good use of clinics in specialities such as respiratory, dotted around the Trust. And some 70 patients per week attend

the pathology day unit (PDU) and thrombosis service for appointments that can't be carried out in a primary care setting. The PDU has recently increased its service from three to five days and into the evening, giving people more choice about when to attend.

"It seems to be working very well," says Emma. "We've received only good feedback from the most important people, the patients."

## What is...?

### Ambulatory care

This is the consultation, diagnosis and treatment of emergency/urgent patients in a setting which does not require admission to a hospital bed.

### BrisDoc

BrisDoc was established by local GPs to offer an out-of-hours service for patients. It runs the GP support unit and Broadmead Walk-in Centre.

### Primary care

This is the first point of contact in the healthcare system. In the NHS, this is usually general practice (your local GP surgery) where healthcare professionals have a broad range of knowledge.

### Secondary care

This consists of services provided by medical specialists and experts in their field; patients are usually referred to these specialists by their GP. It also includes acute care, A&E services and maternity care.



# Nurses' Day 2014

Hundreds of nurses from across our hospitals gathered to mark Nurses' Day 2014. Each May NHS Trusts celebrate the vital role of nurses and midwives, acknowledging their hard work, commitment and compassion towards patients. Celebrations take place on or around May 12, the birthday of Florence Nightingale, who became famous for treating wounded soldiers during the Crimean war in the 1850s and was instrumental in establishing nursing as a profession in its own right.

This year we once again acknowledged and celebrated the work of all our nurses and midwives and announced the winners of the Nursing and Midwifery Recognition Awards.

The awards were presented by Claire Bertschinger, a Dame Commander of the Order of the British Empire for services to nursing and international humanitarian aid.

UH Bristol chief nurse Carolyn Mills said: "Nurses' Day gives us

a fantastic opportunity to stand up and shout about what nursing means to us and why we continue to work tirelessly for our patients."

Jenny Sheriff, director of fundraising and marketing at charity Above & Beyond, which sponsored the event, said: "Each year we are delighted to fund and support the awards, recognising and paying tribute to the exceptional care, commitment to best practice and dedication of our nurses."

## Rising star

*for someone who stands out in their role*

**Highly Commended:** Susanne Monahan, senior staff nurse, ward 51, Bristol Heart Institute.

**WINNER:** Simon Hall, tissue viability lead nurse. Since starting at the Trust in December, Simon has already made a huge impact on reducing the incidence of hospital acquired pressure ulcers. Simon is resourceful, always finds solutions and his colleagues say he is a pleasure to work with.



## Inspirational leader of the year

**Highly Commended:** Alice Kershaw, ward sister, ward 4, Bristol Royal Infirmary.

**WINNER:** Rebecca Hoskins, nurse consultant, emergency department, BRI. Rebecca is an effective and highly professional leader of the emergency nurse practitioner (ENP) team. She has helped ENPs improve their skills — thanks to her constant support and encouragement, many staff have gained new qualifications. Her colleagues describe her as ambitious, hardworking and compassionate towards staff and patients.



## Assistant of the year

**Highly Commended:** Sarah West, falls assistant; Heather Carter, ward 31, Bristol Royal Hospital for Children.

**WINNER:** Michael Maggs, nursing assistant, medical assessment unit, BRI. Michael is an outstanding professional giving 100% effort every day. He is passionate about patient care, always goes the extra mile for patients and is a role model for staff.



## Nursing and midwifery team award

**Highly Commended:** pre-operative assessment nursing team, BHI; ward 62 nursing team, Bristol Haematology and Oncology Centre.

**WINNER:** Adult congenital heart disease nurse specialist team, BHI. Team members Sheena Vernon, Wendy Visser and Bethan Shiers exemplify excellence in specialist nursing. The Trust regularly receives heartfelt letters from patients explaining the lasting and positive impact that these nurses have had on their lives.



## Registered nurse of the year

**Highly Commended:** Caron Wakeman, staff nurse, intensive care unit, BRI.

**WINNER:** Nicola Carey, senior staff nurse, ward 78, St Michael's Hospital. Nicola provides outstanding care for women with gynaecological conditions and also provides palliative care and emotional support in pregnancy loss. She has shown great commitment and determination in enhancing patient experience on the ward.



## Above & Beyond award

*for someone who within their role has gone above and beyond what is normally expected of them.*

**Highly Commended:** Stephanie Collins, ward sister, ward 21, BHI.

**WINNER:** Helen Hewitt, clinical nurse specialist dermatology, BRHC. "Helen has ensured my daughter has been provided with the best course of treatment available," said the parent who nominated her for the award. "This truly inspirational woman has without doubt changed our lives for the better. Despite her busy schedule, she has always made herself available to talk to us."



## Bristol's baking it better! Join the Bristol Bake Off for our hospitals

Join Above & Beyond's Bristol Bake Off in June, raising vital funds for Bristol's city centre hospitals. Adrian Brown of the charity explains:

"Hospital staff, schools, community groups and local businesses will be grabbing their aprons and baking for Bristol's hospitals. Whatever your favourite cake, please join our biggest ever Bristol Bake Off."

Taking part is easy and fun: the free Bristol Bake Off pack is stuffed with recipes, chef's hats and cake labels to help your bake sale rise to the challenge.



Above & Beyond celebrates its 40th birthday with a bake off

### Don't bake?

Try the Cupcake Sweepstake Challenge instead, it's calorie free and fun to do at work. To participate in the challenge and the Bristol Bake Off visit [www.aboveandbeyond.org.uk/the-bristol-bake-off](http://www.aboveandbeyond.org.uk/the-bristol-bake-off) or call Adrian on 0117 3700 485.

## An evening with Deborah Meaden for the Golden Gift Appeal

Bristol and South West businesses recently had the chance to hear from Deborah Meaden, the highly successful entrepreneur and panel regular on TV hit show Dragons' Den. The event at the MShed raised funds and awareness for Above & Beyond's £6 million Golden Gift Appeal to transform Bristol's hospitals.

Deborah Meaden was interviewed by the BBC's business correspondent for the West of England, Dave Harvey, sharing her experience and giving advice on what it takes to succeed. She also explained her personal reasons for supporting the charity, having witnessed the positive surroundings at Bristol Royal Hospital for Children where her nephew was cared for – and the importance of a good environment for patients and their families.



For more information about how your business can work with Above & Beyond to support Bristol's hospitals, please contact Lorna Clarke of the charity on 0117 3700 842 or email: [lorna.clarke@aboveandbeyond.org.uk](mailto:lorna.clarke@aboveandbeyond.org.uk).

## Pedalling for Patients - follow Sarah and cycle from Bristol to Paris next spring!

Sarah Talbot-Williams, chief executive of Above & Beyond, recently cycled from Bristol to Paris to launch the charity's Bristol to Paris Cycle Challenge - which will take place from 1 to 5 May 2015. She explained: "Despite a knee injury last year, I was determined to do my bit for our appeal, which is aiming to ensure that some of the most vulnerable patients in Bristol and the South West get gold standard healthcare in first class hospitals."



Sarah sets off for Paris

For information about Bristol to Paris Cycle Challenge 2015 please go to <http://www.aboveandbeyond.org.uk/bristol-paris-cycle-challenge>, or contact Adrian on 0117 3700 485.

## Volunteer for Above & Beyond at iconic Bristol Balloon Fiesta!

As the charity of the Bristol International Balloon Fiesta, Above & Beyond needs your help to make the most of this wonderful opportunity to raise awareness and fundraising to new heights!

Jenny Sheriff of the charity says: "Please join us at this iconic event for our city, to enjoy the magic of the Balloon Fiesta and help make a difference to millions of patients in our city and region".



To volunteer for Above & Beyond at the Balloon Fiesta, please contact Tony Ambrose on 0117 927 7120 or email [tony.ambrose@aboveandbeyond.org.uk](mailto:tony.ambrose@aboveandbeyond.org.uk).

### BOOK NOW!

## Alice in Winterland Christmas party

Join the Above & Beyond team in the snow covered world of Alice in Winterland this Christmas. Relive this favourite story and meet the Mad Hatter, Cheshire Cat and Queen of Hearts.

Lorna Clarke of the charity explains: "We are absolutely delighted that our friends at Hype Agency are supporting our hospitals for a fifth year. They are donating £5 from every ticket sold for their Christmas parties on Tuesday 9 and Wednesday 17 December, which will make a huge difference to patients cared for in our city."

The evening includes a sparkling drinks reception, delicious three course meal from Hype's award winning caterers, and entertainment from phenomenal aerial artists and acrobats, a live band and professional DJ.

To book your ticket call Hype Agency on 0117 971 0320 or email [info@hypeagency.co.uk](mailto:info@hypeagency.co.uk) and quote Above & Beyond or visit [www.hypeagency.co.uk/bristol](http://www.hypeagency.co.uk/bristol).

## The Golden Leaf Walk: a great day out for the family – and Fido!



Orchard Street Business Centre team on last year's Golden Leaf Walk

On Sunday 5 October, the Golden Leaf Walk will be a chance to enjoy autumn colours and do something amazing for Bristol's hospitals.

The walk along Bristol and Bath railway path with distances to suit all ages and abilities is wheelchair and buggy friendly – participants can choose from starting points at Bristol, Bitton and Bath.

All funds will go to the Golden Gift Appeal to transform Bristol's hospitals.

Please email [toni.collier@aboveandbeyond.org.uk](mailto:toni.collier@aboveandbeyond.org.uk) or call Toni on 0117 3700 486 for more information.

# All children's specialist services under one roof

The landscape of children's healthcare in Bristol underwent significant change with the completion of the Centralisation of Specialist Paediatrics (CSP) project in May. For the first time, all specialist children's services for the region have been brought together on a single site at Bristol Royal Hospital for Children (BRHC). Burns, neurosurgery, plastic, orthopaedic and emergency department services for children are now being provided at BRHC following their transfer from Frenchay Hospital, run by North Bristol NHS Trust. The early signs of the project are excellent though staff are aware this is just the start of a journey to fully embed the new services into BRHC.

The children's hospital is now one of just four children's major

trauma centres in the UK and one of four paediatric burns services providers nationally. The hospital has undergone an extensive £31 million refurbishment, taking three years. Existing staff and some of the professionals who have moved from Frenchay Hospital give their reaction.

Bryony Strachan, clinical chair of the division of Women's and Children's Services, said: "The move to centralise inpatient and specialist children's services at the children's hospital was first recommended by Sir Ian Kennedy in 2001 and together the health services in Bristol and the surrounding areas have been planning this significant move for over a decade. We are delighted to welcome colleagues, patients and families from North Bristol NHS Trust."



**Sarah Shinn**  
Ward sister

**“**  
To have us all at the same site together will make communication and patient care flow so much more easily.

Most of my nursing team had been at Frenchay a long time. We've been very excited about moving over, but there's always that little bit of sadness that you're leaving a place that you're very familiar with, somewhere you've worked a long time. But we're in a brand new, beautiful unit and people are really excited about being here and seeing how we can develop even further. People here have been so friendly, we expected people to be welcoming but they have surpassed our expectations.



**Ian Mackie**  
Paediatric burns consultant

**“**  
The thing I'm most excited about is that planning for the move is now over, and we can concentrate on building the service and looking forward to the future. We now know exactly what we've got and we can work to make the service excellent.

Being in one location with other paediatric specialties will help our patients, and we're looking forward to working in the new building, in very close proximity to Accident & Emergency. I think learning to work effectively with other specialties is going to be a challenge. We have to learn who everyone is and how to get things delivered in this building but we are looking forward to it. Everyone we've met has been wonderful, and that's really helped to smooth the move.



**Mike Carter**  
Consultant neurosurgeon

**“**  
After an illustrious history, the last ever paediatric neurosurgery morning round at Frenchay hospital was on 7 May, just before the service relocated.

Of course it's not just the consultants; there's a cast of hundreds of professionals. We are very lucky that many familiar faces from Frenchay will be making the move with us, and there will be many new faces too.

The heart of our service is a custom-built neurosciences ward, with EEG monitoring rooms for video telemetry, used to treat patients suffering from epilepsy or seizures, and adjacent clinic facilities for outpatients. The plans are for the new neurosurgery theatre to have 3T intraoperative MRI capability together with state of the art surgical microscopes and integrated neuronavigation systems. It will be one of only two such facilities in the UK.

We have the opportunity now to build a truly remarkable, world class unit providing the best paediatric care available: it's impossible not to be excited by that!



**Giles Haythornthwaite**  
Clinical lead for major trauma

**“**  
I started working in Bristol as a consultant five years ago, and one of the main reasons I came to Bristol was that I knew the CSP project was coming. I work in the paediatric emergency department and to have all of the specialty services under one roof means we can treat people in a more holistic way.

The significance of CSP for my department is that when children arrive who have suffered major trauma, where several parts of a patient might be injured, all the services they require will be in one centre, and I think that's an especially good achievement.

We're excited; we think it's a significant improvement in services for children. We have the potential to provide world-class treatment, and that's what I want to do.

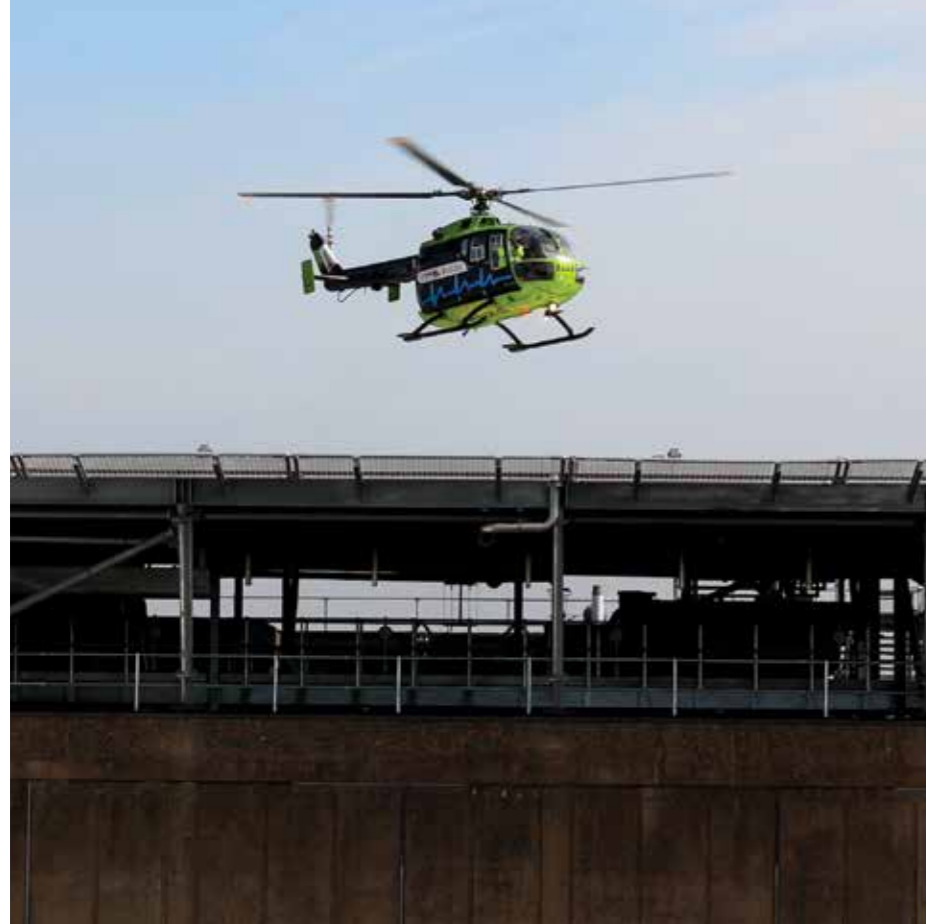


# BUILDING A BETTER BRISTOL

## Bristol Royal Infirmary helideck receives first flight

The Great Western Air Ambulance Charity's helicopter has completed the first flight onto the Trust's new helideck. The charity carried out an 'approval flight' onto the top of the Bristol Royal Infirmary (BRI) Queen's Building – a practice run preparing the helideck to receive patients. The pilot circled the deck before landing, then took off again before performing a second landing.

Additional test flights have since taken place, and the helideck is now fully operational. The helideck was completed to coincide with the transfer of specialist paediatric services from Frenchay Hospital to Bristol Royal Hospital for Children (BRHC). The 25 x 25 metre aluminium helideck connects directly to services at BRHC as well as the adult emergency department at BRI. The Bristol Heart Institute will also receive patients transferred by helicopter for emergency treatment.



## Summer milestones

Here's what we expect to see taking place over the next three months:

Level 5 of the new BRI ward block, for paediatric day cases and the clinical investigation unit, opens



Level 6 of the new BRI ward block, containing the adult intensive therapy unit, opens

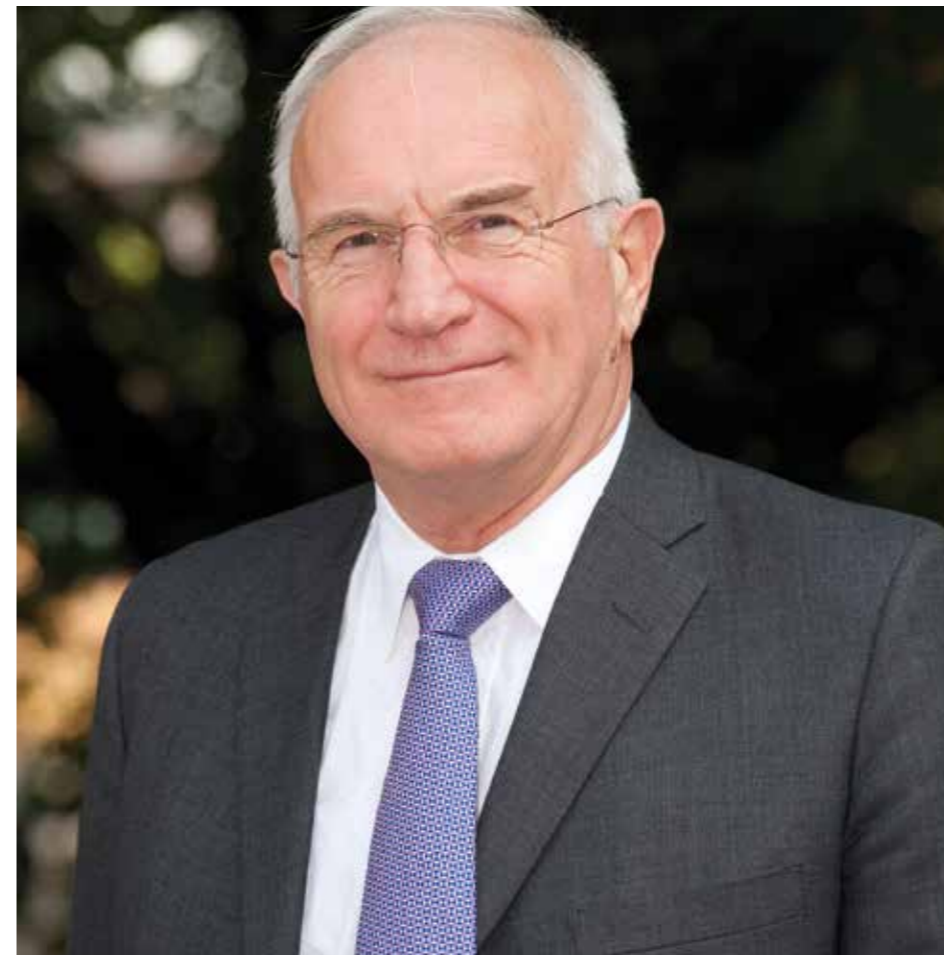


## Art projects update

An artist has completed the first stage of her commission at the Bristol Royal Hospital for Children. Sinta Tantra has created a striking wall mural which will form the backdrop to an interactive sensory garden for patients in the neurology department. Once completed, the space will feature a specially created kaleidoscope and interactive play furniture for patients to explore. Speaking about the work, Sinta said: "I wanted to create a space that met the practical, social and emotional needs of the patients and staff, creating a scheme submerged in colour, which is interactive and lifts the spirits."

The atrium of the BRI's new ward block will soon house a spectacular art installation which will also act as an acoustic baffle, helping to prevent unwanted echoing.

These and other commissions are expected to make a huge contribution to the modern, comfortable and engaging feel of the redeveloped hospitals. The Building a Better Bristol hospital redevelopment project, which also involves new facilities at Bristol Haematology and Oncology Centre, is due to be completed next year.



FROM THE CHAIRMAN

“  
Welcome to this May/June edition of Voices

It is a great privilege to be the chairman of such a large and vital hospital Trust and I am constantly humbled by the dedication from staff that I encounter every week. I am writing these lines during the Christian festival of Holy Week and so, as in every year, I am more acutely reminded of the duty we have to look after each other. This is particularly the case at a time and in a world of great anxiety and tumult. This commitment is held by all the great faiths but the Easter message is very precise in leaving one instruction, one mandate that we should care for one another. We have 8,000 talented staff at the Trust who put this message into practice each day through their compassion for patients and the excellent level of care they provide.

There is no doubt in my mind that the NHS is an amazing example of intent to provide each person with equal access to high quality healthcare. The creation of the NHS was a brave and ambitious venture that has, in spite of some difficulties over time, delivered,

improved and achieved. It is an enduring example to the world of a great common purpose and I suspect it will only be truly appreciated in a rather distant future.

We have our share of things that go wrong at UH Bristol but I know that our staff are fully committed to minimising the number of any incidents as far as possible. The truth is that the vast majority of those calling upon us for help are very satisfied with the services and level of care we provide. The wonderful expressions of gratitude we regularly receive are a welcome support for our hardworking staff and are greatly appreciated. The positive feedback we get also acknowledges the cutting edge services we provide across a wide range of specialisms. We continue to prioritise patient experience innovation and excellence so that we remain a Trust that our patients and local communities are proud of.

The Trust's investment in the future with improved facilities will come to great effect during the year and they represent

a huge leap forward. It is gratifying that we will soon be able to finally close our oldest facility, the Bristol Royal Infirmary Old Building, so that services can be transferred to premises that are more suitable for modern day care.

I'd like to invite people to attend UH Bristol's annual members meeting on 18 September from 5pm to 7pm in lecture theatre 1, Education and Research Centre. This is an opportunity for people to meet the governors and those who sit on the Trust Board, find out how the Trust has performed over the past year and learn about its plans for the coming year.

John Savage, chairman



# Transforming cancer treatment

**An innovative new form of radiotherapy is available for cancer patients in the South West. People who previously have had to travel long distances to access stereotactic ablative body radiotherapy (SABR) can now have the treatment in Bristol. Hannah Allen investigates what this means for local patients.**

**B**eing diagnosed with cancer is one of the most traumatic things anyone can go through. But your situation can become even more difficult when you discover that one of your few options, a pioneering new treatment called stereotactic ablative body radiotherapy, will involve travelling to hospitals in cities as far away as Leeds. Now for the first time, patients can benefit from SABR on their doorstep following the introduction of the treatment at Bristol Haematology and Oncology Centre (BHOC).

SABR enables a high dose of radiation to be delivered to a precisely defined

area of a tumour, greatly increasing the chances of curing the patient. It is used to treat people in the early stages of lung cancer who are not considered suitable for surgical resection of the tumour because of other health issues.

Before the introduction of SABR, cancer patients with multiple complications have had to settle for palliative care or conventional radiotherapy, which delivers a lower dose of radiation with more side effects, and offers relatively poor long-term survival rates. The way SABR treatment is delivered means that patients only have to attend hospital

for treatment three to five times unlike the usual 20 trips for standard radiotherapy. This makes treatment much more convenient.

#### Teamwork

Jancis Kinsman is a lung and advanced practice radiographer working with the SABR team. "We are very excited to be able to offer this treatment to our patients," she says. "It's taken a lot of hard work from the team to get this treatment up and running but it offers considerable benefits for patients.

Getting to where we are now has been a fantastic team effort, with medical

physicists, radiographers and doctors working together on the development and delivery of SABR."

Treatment involves the use of an innovative 4D CT scanner which captures the location of the tumour and surrounding organs along with the movement of the tumour.

The team visited radiotherapy departments in other cities, spending time with radiographers, medical physicists and oncologists to learn from their experiences of this type of scanning and treatment.

#### Planning

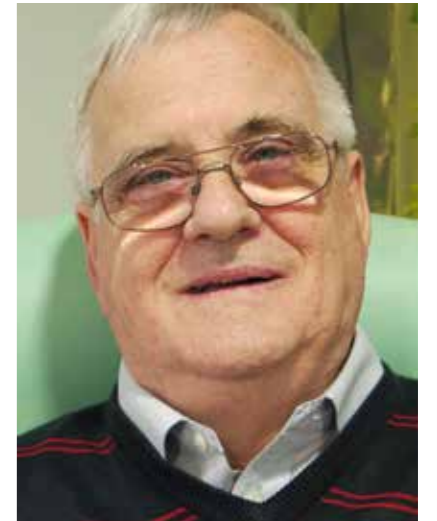
SABR requires considerable planning in order for patients to be treated effectively. "Each case is different depending on the position of the tumour relative to other structures," Jancis says. "It is important to have the whole team available for the patient's first appointment so that we have all

the expertise on hand to effectively plan next steps. The treatment needs to be very precise because of the high doses of radiation involved."

SABR became available at BHOC in February with six patients having been treated so far and two more ready to start. While it is too early to discuss notable successes, feedback has been positive with patients reporting few or no side effects.

Charlie Comins, consultant clinical oncologist and SABR lead, says the introduction of the treatment is an exciting development. "We have been able to use the recent advances in radiotherapy planning and delivery to offer this potentially curative treatment to patients who are not suitable for surgery," he says. "For too long, patients in the South West have had to travel long distances to get access to this treatment."

**Eric Duffey, 67, was the first patient to receive SABR treatment at BHOC.**



"Doctors at another hospital monitored my condition after I fell ill and found I had lung cancer. Because of a number of existing illnesses, surgery was not an option. Instead I was offered SABR at BHOC. I live in Bruton, Somerset, so it was a relief I didn't have to travel too far to receive treatment.

In February I went in for a 'dummy run', where I was required to lie still on the treatment machine for 30 minutes without radiation. I then received five treatment sessions over a two week period, attending appointments at the hospital and returning home an hour later. The procedure was painless and the only indicator that I was receiving treatment was the sound of the treatment machine.

Since receiving treatment I have suffered no side effects and attend routine check ups with Dr Comins. It's clearly too soon to say how successful the treatment has been but there was no other treatment option available so I am incredibly grateful and lucky to have had this second chance at fighting my illness. I am gobsmacked by how fantastic the team has been and want to thank everyone involved in my treatment."

# Top healthcare for local people



**More than two years after it opened, South Bristol Community Hospital (SBCH) has transformed the provision of efficient local health services. General manager Neina English explains the reasons behind its success.**

**S**outh Bristol Community Hospital has proved very popular with patients and when you enter this modern £45 million purpose-built health facility you can see why. The building, which opened in March 2012, is spacious, clean and has lots of sunlight. It offers people from south Bristol easy access to a wide range of services from generalist to specialist care. This includes midwifery, dental, audiology and care of the elderly services, along with rehabilitation, chemotherapy, day surgery and diagnostics. It's also well connected by public transport, has ample parking and a café.

"Many people comment on the great atmosphere here," says Neina English, the hospital's general manager and deputy head of nursing. "Patients are greeted when they arrive, are led to their department and seen quickly – we offer people a very positive experience in a calm environment. Staff are professional, welcoming and are extremely proud to work here."

More than 1,800 people a week are treated at SBCH. While the hospital is largely nurse-led, patients can also see therapists, GPs and consultants. The hospital has over 40 clinics a week in areas including cardiology, dermatology and ophthalmology. In addition to its extensive outpatient services, the hospital, which has over 250 staff, also provides inpatient rehabilitation for people who have suffered strokes.

One of the main successes of SBCH is the way in which it has thrived with the many organisations involved working together.

While UH Bristol is the lead service provider, responsible for the governance of the facility, Bristol Community Health, a community interest company, manages the urgent care centre; the University of Bristol runs the dental services; Medirest provides portering, catering, cleaning and security; Cofely maintains the facility and the building itself is owned by Bristol Infracare Lift, a private public partnership.

"All the organisations involved have shown excellent teamwork to provide a seamless service for patients," Neina says. "We need to build on our successes to continue attracting patients from south Bristol and beyond."

## A patient's perspective

"I had my first visit to hospital [SBCH] in my life at the age of 31 to have five wisdom teeth removed. I was a little nervous but from the second I arrived, from the chap on the front desk to all the nurses I spoke to, everyone was incredibly friendly, helpful and reassuring. It was a great experience."

More information visit: <http://www.uhbristol.nhs.uk/patients-and-visitors/your-hospitals/south-bristol-community-hospital/>.