

VOLUNTEERS' NEWSLETTER

The newsletter for the volunteers of
University Hospitals Bristol NHS Foundation Trust

Issue 5 – September 2014

Welcome to the September 2014 Volunteers' Newsletter

Over the next few months you will notice some changes within our hospital sites. There will be a new signage system to help patients and visitors find their way around. Initially, the signage will be introduced to the Bristol Royal Infirmary, Bristol Heart Institute and Bristol Haematology & Oncology Centre. All other hospital sites will follow in due course. A new ward block opened in August in the Bristol Royal Infirmary, resulting in a number of ward moves. There is more information about this in the newsletter.

From 10th – 12th September the Care Quality Commission (CQC) will be in the Trust carrying out an inspection. As a volunteer, it's possible that a CQC inspector might speak to you. Please do read the article about the CQC on page 4, if you haven't seen the previous email about the visit.

Finally, the date for the Volunteers' Tea Party is Thursday 13th November 2014. We will be sending out invitations at the end of September.

I hope you all have had a lovely summer; and thank you all for your support.

With best wishes

Judith Reed

Voluntary Services Manager

Enclosures with this newsletter:

- University Hospitals Bristol **Map** – see **pages 1 & 2**
- **Friends & Family Test (FFT) survey card** – see **page 12** – please complete and return in any post-box by 30 September. Your responses will help the Trust improve experiences for staff and patients.
- **'Here to help' badge** – please wear with your **red** volunteering lanyard and your ID badge to ensure patients, visitors and staff can identify you as a volunteer. Other lanyards should not be worn.

New signage across Bristol Royal Infirmary, Bristol Heart Institute and Bristol Haematology & Oncology Centre

Over the past 12 months, the Trust has been working to improve the signage system within the city centre hospital precinct. Our city centre hospital site is a complex one with a number of hospitals situated on a hill around busy roads in the centre of Bristol. It is naturally a difficult site for patients, visitors and new staff to find their way around and this is not helped by signage that is out of date and no longer fit for purpose. Most of us will have seen and helped people who cannot find what they are looking for.



Continued over:

New signage across Bristol Royal Infirmary, Bristol Heart Institute and Bristol Haematology & Oncology Centre - continued

A new system

To address this, the Trust has developed a new system based on zones and numbers that is logical and easy to navigate. The first phase of the new system started being rolled out across the Bristol Royal Infirmary (BRI), Bristol Heart Institute (BHI) and Bristol Haematology and Oncology Centre (BHOC) in August. New signage will be installed in the remaining city centre hospitals in 2015.

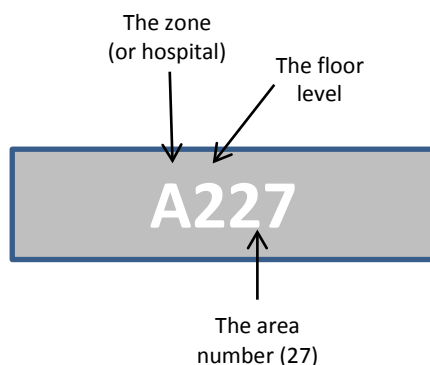
Enclosed with this newsletter is a map of University Hospitals Bristol and a list of wards, clinics and public areas with their new location codes.

The BRI, BHI and BHOC have been divided into zones. Each zone has been given a letter. Each clinical area or department within the zones has been given a location name, which is made up of the zone, the floor level and the area number.

BRI Queen's Building is zone A
BHI is zone C

BRI King Edward Building is zone B
BHOC is zone D.

Example of a location name



To find your way to where you need to go, first find the zone and then follow the numbers to the right floor and then onto your destination.

How you can help



The map enclosed with this newsletter will be sent to patients with their appointment letters. There will also be a supply of maps at the main reception areas to the hospitals. As you walk through the hospital buildings for your volunteering please look out for anyone who appears to be lost – if you have the map, you will probably be able to help them.

We still have some gaps to fill on the rota for meeting & greeting during the period when the signage changes, so if you would like to help out please contact Judith or Lin in Voluntary Services.

Ward Moves:

Previous Name & Location	New Name & Location	Specialty	Date of Move
Ward 5b and Ward 6	Ward A700 (7th floor new ward block)	Head & Neck/Thoracic	Tuesday 12 August
Ward 5a and Ward 18	Ward A800 (8th floor new ward block)	Upper and Lower GI	Tuesday 19 August

The picture below is the atrium of the new building / ward block, taken from the bottom floor.



Major Trust Project – expanding and improving our hospitals

The Trust is investing more than £150 million to expand and improve our hospitals. These changes will modernise our building and transform the way in which we deliver care.

The investment includes the construction of a new ward block, the reconfiguration and refurbishment of some of the existing wards and accommodation in the Bristol Royal Hospital for Children, in the Bristol Royal Infirmary's Queen's Building and King Edward Building and the closure of the Old Building and Courtyard offices. The project is being generously supported by £16 million of charitable funding from Above & Beyond, The Grand Appeal, Friends of BHOC, Teenage Cancer Trust and the County Air Ambulance Trust's HELP (Helicopter Emergency Landing Pads) Appeal.

Keep abreast of what is happening in the Trust

Not only can you find out what is happening in the Trust on www.uhbristol.nhs.uk; you can

now follow University Hospitals Bristol on Facebook and Twitter



Care Quality Commission inspection in September

The Trust will be inspected by the Care Quality Commission (CQC) in September. A large team of around 50 inspectors will be spending three days with the Trust from 10th-12th September. This inspection team will include doctors, nurses and other healthcare professionals, plus service users, known as “experts by experience”.

The CQC will be looking for evidence that the Trust and our services are:

Safe Effective Caring Responsive to people’s needs Well-led.

The inspection team will be divided into groups. They will observe practice, speak to staff and patients individually and will also hold group discussions with staff, service users, carers and the public generally. The inspection will focus on the city centre site but is also likely to include South Bristol Community Hospital and the Central Health Clinic, and may include our community-based services.

In addition to the planned visit, at least one unannounced visit is likely. This will probably be in the evening or weekend to test the resilience of our services out of office hours and follow up any issues identified at the announced inspection.

The CQC will rate the Trust as outstanding / good / requires improvement / inadequate. This is similar rating scale to the one currently used by Ofsted for schools. The valuable feedback we receive from inspectors will enable us to refine our practice and improve.

How does this affect you?

If you are volunteering in an area when the CQC visits, an assessor could ask you about your volunteering and how you enhance patients’ time in hospital. The CQC inspectors will wear a name badge, but if you are not sure who has approached you please do ask to see identification first. **Please ensure you are wearing your Trust ID badge and red volunteer lanyard.** It is absolutely fine for you to talk with the inspectors; they will want to hear about the good work volunteers carry out supporting patients and staff. Answer their questions honestly – and if you are proud to volunteer here, tell them and explain why you feel that way. Do be aware that what you say to an inspector may be included in their report (sometimes verbatim), but the CQC are not trying to ‘catch you out’ – they want to find out whether our services are safe, caring, effective, responsive and well-led.

If you have any queries at all about the visit please contact Voluntary Services.

Friends for Parents

News from Gill Wilding, Friends for Parents Coordinator

'Friends for Parents' volunteers work in the Children's Hospital with the aim of trying to make things easier for families while their child is in hospital. Apart from a member of the team being on the wards every weekday, getting to know the families, especially – but not only – those who are there from a distance away, who may not have family or friends around to talk to, the team also provides coffee and tea in the Parents' Rooms so that parents can make themselves a drink and relax away from the ward any time of day or night. The team relies on donations to be able to do this. Mothers' Union groups are wonderful in raising money or collecting jars of coffee etc. for this work to be done and other organisations hear about us and have occasional events to raise supplies too. It is always a worry though that people might find it difficult to continue to support us in this way. We use around two kilos of coffee a week for example! Parents are always telling us how they appreciate it though and we feel it is an important part of our work.

With this in mind, my son and daughter-in-law, both nurses at Salford Royal Hospital offered to run in the Bristol 10k run in May, to raise funds for 'Friends for Parents' work. So far they have raised £600 and had 3,900 grams of coffee and 3,040 teabags donated! They enjoyed the run, they received their medals, and we and the families appreciate very much what they have done.

The photo shows me with them after the run. I was a spectator, not a participant, but look more windswept than they do!





The Recognising Success Awards, supported by charity Above & Beyond are back for the third year! As we work together on daily challenges it is important to also recognise and celebrate successes. These annual awards, now in their third year, give all staff the opportunity to recognise the extraordinary work of their colleagues and volunteers around the Trust.

Volunteers have their own category - ***Volunteer of the Year*** – this award recognises a volunteer, or a team of volunteers, who has given their time and energy to help others, and is singled out as an example of how volunteering can contribute to the overall aims and objectives of the Trust.

We will let you know the winner and runners up later on in the year.

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King's Fund recognise the Trust's programme of volunteers supporting patients at mealtimes.

The King's Fund is an independent charity working to improve health and health care in England. They help to shape policy and practice through research and analysis; develop individuals, teams and organisations; promote understanding of the health and social care system; and bring people together to learn, share knowledge and debate. Their vision is that the best possible care is available to all.

Janette Brittan, Mealtime Volunteer Coordinator and Dietetic Assistant Food Policy recently shared details with the King's Fund about the Trust's volunteering programme supporting patients at mealtimes and we are delighted to let you know that the King's Fund picked this project as an example of good practice in the innovative care of older people in an acute hospital setting.

Well done, and thank you, to Janette and all volunteers who help at mealtimes. If you would like to find out more about volunteering at mealtimes please contact Judith on 0117 34 21530 or Janette on 0117 34 23006.



A message from the Big Green Scheme

The success of the Big Green Scheme (BGS) is entirely dependent on the passion and dedication of our Green Champions who volunteer around the Trust. But, it's not only this that likens the BGS to the wider network of hospital volunteers, we are also working towards similar goals; to enhance patient experience and the hospital environment. It was really interesting to hear that your team of volunteers is working on a 'green oasis' up at St Michael's which will help both staff and patients remember our love for the great outdoors! The natural environment is so important to our health as human beings and we know of ways to help protect it by the things we do at home. The Big Green Scheme promotes and supports staff to bring these things into work like recycling, turning of electrical equipment when not in use and thinking about the way we travel here. In this way, we are taking personal responsibility for our carbon footprint further from home and really making an impact. When we do things like this at work too then we are really making a difference because the NHS has one of the largest carbon footprints in the UK!

But we keep it fun here at UH Bristol, we promote family days out in the community and hold events with a sustainable theme within the hospital. For example, we're currently running a photo competition open to all staff and volunteers, and we will be selecting a winning image every month for our Big Green Scheme calendar, winner also get some sweet treats! There are also official trophy awards presented annually to Green Teams who are making their department a more environmentally friendly place! The 'Green Impact' award is based on how many individual actions a team is doing to be sustainable in their work area and there is an online workbook full of actions they could do. By ticking these actions off and completing sections categorised as Bronze, Silver and Gold teams can win the associated award. The awards ceremony for year 2013-14 was held on 25th June at the Bristol University, Wills Memorial Building. The enchanting stone masonry and elaborate chandeliers added worthy grandeur to the event and by the time that everyone had joined during the welcome drinks, there were over 100 people in the audience and you could sense the anticipation in the air! There were 2 Gold awards, 1 Silver and 6 with Bronze awards to hand out and there could have been more!

Our teams of Green Champions can be found in; trust headquarters, the education and research centre, on the wards and in IT for examplebased on the work you do some Green Impact teams amongst the Volunteers would also be strong contestants! Please contact me if you want to know more about how you can get involved.

Isobel Farnsworth, Change Agent

Email: thebiggreenscheme@uhbristol.nhs.uk

The Big Green Scheme Annual Event - 25 September 2014

The Big Green Scheme annual event will take place on Thursday 25th September from 10am - 2pm in the Bristol Heart Institute. There will be a market of numerous stalls promoting a range of things green and sustainable, information and resources to take away for use at work and at home, answers to your questionswhat does TLC stand for?....can I still ride a bike?....is that free cake over there? (there will be cake and bikes!!). So come along to liven up your lunch break and see a whole other, 'green' side to the hospital!

Enter The Big Green Scheme's Photography Competition!



Do you enjoy the great outdoors and have a keen eye for natural beauty? Hopefully this month's winning picture, seen to the left, inspires you! (Taken from a train leaving Bristol, by Kristina Newman, Bristol Dental Hospital)

The Big Green Scheme would love to see your photos of natural Bristol and will pick a winner every month, to be featured on the Big Green Scheme pages on the Trust's Intranet, Connect, and also added to the Big Green Scheme calendar!

If you can capture a month in a single image please send your pictures to TheBigGreenScheme@UHBristol.nhs.uk. In your email please let them know you are a volunteer and which area in the hospitals you are based.

The Hospital Free Bus

...for patients, visitors, volunteers and staff of the UH Bristol hospitals. The **Free BUS** Stops the Parking Fuss!

The service is.....

- Free
- Convenient (6:30am to 6:20pm weekdays)
- Regular (every 30 minutes)
- Has more choice of stops (including Bristol Temple Meads, Broadmead, Cabot Circus and St Michael's)
- 3 buses running throughout the week

....and will help to reduce congestion in the city centre

If you need a timetable please pick up one from the Reception Desk, Welcome Centre BRI or contact Voluntary Services.

Do you cycle in for your volunteering?

There is space for over 500 bikes on-site at all the precincts across the Trust for UH Bristol staff and volunteers.

- A cycle centre providing showers, changing rooms and locker facilities for 220 staff is available in the BRI THQ former Trust swimming pool location.
- A caged cycle store is available within St Michael's underground staff car park.
- A recently constructed cycle centre located at the Bristol Heart Institute providing showers, changing rooms and locker facilities for 220 staff.
- 30 spaces available for bike users at the BRHC.
- Racks for bikes in the BRHC garage.
- 30 spaces available for bike users in our dedicated Motorcycle / Cycle centre at the Bristol Eye Hospital.

If you would like more information and an application form to access the secure bike storage please contact Voluntary Services, or Sue Webb in Facilities on 0117 34 23231.



Keep the date for the volunteers' annual tea party



Our 'thank you' tea party for volunteers will be held on **Thursday 13th November 2014**, 2.00pm – 4.00pm in City of Bristol College, College Green Campus.

An invitation to all volunteers will be sent out in due course.

We hope you will be able to attend.

Trust-wide news – taken from an article written by Dr Sean O'Kelly, Medical Director, in Newsbeat on 14 July 2014

During 2013/14 the Trust engaged with governors, staff, services and partners to develop a draft strategy that will take us up to 2020. We have over 8,000 staff who deliver more than 100 different clinical services across nine different sites and it is important that we describe our vision and mission in meaningful words that we all share.

As a result of this collaborative work, our mission and vision have been refreshed.

Our Mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day, and

Our vision is for Bristol, and our hospitals, to be among the best and safest places in the country to receive care.

Understanding the new NHS

The Health & Social Care Act 2012 introduced radical changes to the way that the NHS in England is organised. If you would like to know a bit more about the structure of the NHS – how commissioning, healthcare services, monitoring & regulation and training fit together, there is a document called 'Understanding The New NHS' which you may wish to have a look at.

It can be found at: <http://www.england.nhs.uk/wp-content/uploads/2014/06/simple-nhs-guide.pdf>

If you don't have access to a computer, we have a copy in Voluntary Services.

Bristol Doors Open Day 2014

This year **Bristol Doors Open Day** takes place on **Saturday 13th September** and as part of the event the Trust is opening up three areas of the estate to the public – Bristol Haematology and Oncology Centre; levels three and four of the new ward block (still under construction); and Central Health Clinic. (Continued over)

Bristol Doors Open Day 2014 (Continued)

Bristol Haematology and Oncology Centre, 10.00am – 2.00pm

From 10.00am until 2.00pm take a self-guided tour behind the scenes of the recently refurbished and extended hospital and find out more from the staff about the work of the Centre, and how design supports care. (Bristol Haematology and Oncology Centre, Horfield Road, Bristol BS2 8ED).

Bristol Royal Infirmary, 10.00am – 2.00pm

From 10.00am until 1.00pm, book on a tour of the new ward block, which is currently under construction. You'll be able to see levels three and four of the new block before it opens, and speak to staff involved in the development and delivery of services. Tours will depart from inside the main entrance to the BRI - the new Welcome Centre on Upper Maudlin Street, Bristol BS2 8HW. To book your place, please contact doorsopenday@uhbristol.nhs.uk specifying preference – 10.00am, 11.00am, 12.00pm, 1.00pm. Tours will take a maximum of 10 people.

Central Health Clinic, 12.00pm – 4.00pm

From 12.00pm until 4.00pm this large Art Deco building with original marble staircases, and now home of Bristol's sexual health services, will open its doors. Discover more about the past and present work of the clinic and the building's unusual architectural history. Guided tours will depart at 2.00pm, 2.20pm, 2.40pm, 3.00pm, 3.20pm, 3.40pm. Please book at sexualhealth@uhbristol.nhs.uk specifying first and second choice. Not suitable for under 13s. (Central Health Clinic, Tower Hill, Bristol BS2 0JD).

Golden Leaf Walk on 5 October 2014

The sponsored walk for your hospitals' charity will take you on the Bristol to Bath Railway path with distances to suit all. Do it with friends, family, work colleagues or your favourite four legged pal (there are special doggy sponsorship forms available).



There are 4 starting points (Bristol St. Phillips, Mangotsfield, Bitton or Bath) and when you've finished, hospital shuttle buses will take you back to your start point. There will be refreshments and toilet stops and the charity team will be there to support you.

Every step you take will help the charity to make a difference and raise funds for the £6M Golden Gift Appeal, supporting projects above and beyond what the NHS can provide – from a world-class intensive care monitoring system to individual rooms for those patients who need them most, and family rooms for loved ones needing to be close by.

For more information about the Golden Leaf Walk, or any other fundraising activities please contact **Adrian Brown at Above and Beyond on 0117 3700 485 or email: Adrian.brown@aboveandbeyond.org.uk**

Infection prevention and control – a reminder for all volunteers particularly those on wards and in clinic areas.



Hand hygiene – Alcohol hand rub is effective on hands that are not physically soiled with dirt. The hand rub must come into contact with all the surfaces of the hand. The hands must be rubbed vigorously, paying particular attention to the tips of the fingers, the thumbs and between the rings and underneath the rings. Rub until the gel has evaporated. Alcohol gel should be used:

- When entering and leaving a ward. It is really important to use the decontamination solution in the corridor to stop the spread of bacteria and viruses.
- Before and after leaving an isolated patient.
- If you have to move patient belongings in order to place a drink or food on the table, to wipe clean the table or if a patient holds your hand for reassurance.

Bare below the elbows policy

The hospital has a 'bare below the elbows' policy to help tackle the spread of infection. The following rules apply:

- Sleeves must be rolled up to the elbow.
- No jewellery other than plain rings must be worn as it is difficult to clean rings with stones.
- Nails must be kept clean and free of nail polish – nail polish can hide dirt and flakes of it can become a source of infection. False nails must not be worn when serving drinks or food to patients.



NHS Friends and Family Test

The NHS Friends and Family Test (FFT) is being rolled out to staff and volunteers working in the Trust so you can give feedback on your experiences of working with us.

In August/September, Bank staff and Volunteers working in the Trust have the opportunity to give their feedback via the Staff FFT. The Staff FFT is an opportunity to provide feedback which will support service improvement for the benefit of both staff and patients. Postcards with FFT questions are enclosed with this newsletter.

Through the Staff FFT, you are asked for feedback on your recent experience of working here in the form of two questions, both of which include free text comment boxes so that you can add more detail:

- How likely are you to recommend the Trust to friends and family if they needed care or treatment?
- How likely are you to recommend the Trust to friends and family as a place to work?

Please take the time to fill in the postcard - the responses you give will be treated confidentially and we will use the information you share to improve experiences for staff and patients.

Once you've filled in your postcard (which needs to be sent back before **30 September**), all you need to do is to put the card in any post-box – the cards are freepost and will be delivered to Quality Health, the company who are running the survey for us.

We will be regularly updating you on how we are responding to the feedback you give through Staff FFT and how these are supporting developments and improvements for both staff and patients at the organisation

For more information about the staff FFT please contact Trish Ferguson-Jay on 0117 342 3639 or Trish.Ferguson-Jay@UHBristol.nhs.uk

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Volunteers' stories

Over the next few months, two volunteers will be going around the Trust to gather stories from volunteers and take photographs. We would love to hear why you volunteer and what you enjoy most about helping in the Trust.

This information will be used in newsletters and for advertising volunteering in the Trust. Anyone who has their photograph taken and shares their volunteering story will be asked to sign a consent form. We will contact as many volunteers as possible, but if you would particularly like to participate please let Voluntary Services know.