

# Voices

The magazine for the UH Bristol community



**p8-9**

**Ensuring patients receive high quality care appropriate to their needs this winter**





Hello and welcome to the first edition of Voices in 2017.

While delivering the best possible care to our patients is our absolute priority, looking after the health and wellbeing of staff is an essential part of the Trust's role. Our staff are our greatest asset, and ensuring that they stay well is a big focus of our work.

We know that healthier and happier staff lead to better, safer, patient care. On pages 10-11 we investigate the ways that staff can look after their wellbeing in 2017.

As the weather gets colder demand for health services increases, ensuring that patients receive high quality care appropriate to their needs is a priority. On pages 8-9 we look at some of the measures that are helping to maintain patient flow through our hospitals and helping to ensure we can care for the patients who need our services.

At the end of 2016 we were delighted to receive the news that UH Bristol has been selected to run a new region-wide sexual health service for Bristol and the surrounding areas. This new service will transform the care that patients receive, making it more accessible and easier to receive treatment closer to home than ever before. Turn to page 13 to find out more.

I hope you enjoy this edition.

*Fiona*

Fiona Reid  
Head of communications

## Chat to us:

@UHBristolNHS University Hospitals Bristol NHS Foundation Trust



**Jon Gentle** @JonnyGeeWhizz  
@UHBristolNHS thanks to a&e staff on thurs for taking care of me! Thorough and professional. #nicecollar #backwardrollfail



**Jason Lugg** @jasonlugg  
Chaired Medicine's Patient Experience Group @UHBristolNHS this afternoon. Good discussions and great ideas on how we can develop further!



**Sarah Furniss** @SarahEFurniss  
@UHBristolNHS saying goodbye to one of HoN's Hazel Moon #happyretirement we'll miss you Hazel 😊

# Contents

<b>News</b>	3-4
<b>Looking back at 2016</b> We take a look back at 2016	5
<b>Members</b> Your Foundation Trust in 2017 – make a difference	6
<b>From the chairman</b>	7
<b>Delivering best care</b> Ensuring that patients receive high quality care appropriate to their needs this winter	8-9
	
<b>Respecting everyone</b> Looking after the health and wellbeing of staff	10-11
<b>Working together</b> How we are working with patients to transform services	12
<b>Building capability</b> UH Bristol set to transform sexual health services in the region	13
<b>Above &amp; Beyond</b> News from the charity	14-15
<b>Meet the manger</b> Pam Wenger, Trust secretary	16
<b>Embracing change</b> New nursing and midwifery site launched for current and prospective staff	17
<b>Transforming Care</b> Transforming treatment through research	18
<b>Research and innovation</b> Investing in research for our future	19
<b>Recognising success</b> Double award winner	20

## A new way to communicate with theatre staff

The surgery, head and neck division has introduced a new way of communicating information with theatre staff.

The 'How are we doing?' boards are on display in communal staff areas, and are refreshed monthly with information including updates on the team (for example, new starters and staffing levels), productivity (for example, number of operations performed), training and development, quality, safety, and news. "We involved members of theatre staff in the design and production of the boards because it was important to us that we included information that they wanted to know about," explained Philip Kiely, divisional director. "The boards were introduced as one of the ways that



we are looking to improve communication and engagement with our theatre team. The initial response has been positive, and the plan is to further refine the design and content based on feedback and suggestions."

## New outdoor space for staff

An outdoor space at the back of the Education and Research Centre has been transformed into a small seating area, to help improve the health and wellbeing of staff.

The previously unused space has been cleared of shrubs, making way for benches and tree stump stools, providing a place where staff can get outside on their breaks, for lunch, or just for some time away from the office to relax and re-energise. Many staff now also use the space for informal meetings.

The development was the brainchild of Catherine Down, management assistant in the Research & Innovation Department at the Education and Research Centre. Catherine said: "I used to sit on a wall at the back of the building to eat lunch as there were no other places nearby. After getting approval from key stakeholders, I and the Education Centre staff set about fundraising. With contributions from the Research & Innovation Department and the Education Centre manager, the project was finally able to go ahead. Thanks to everyone involved."



## In brief

### We've scanned 10 million sheets of paper!

Congratulations to the electronic documentation management (EDM) scanning bureau on scanning over 10 million pieces of paper as part of the implementation of the Evolve EDM system.

If all the paper the bureau has scanned were put in a pile it would be over three times the height of The Shard building in London. The implementation of Evolve EDM, which enables us to move towards becoming "paper-light", and gives clinicians immediate access to the whole patient casenote electronically, is an important part of our work to make Bristol and our hospitals among the best and the safest places in the country to receive care, and the scanning bureau is part of making that happen.

### HSJ award win

Congratulations to UH Bristol's 'Happy App' team who won the award for staff engagement at the HSJ 2016 awards.

The team designed an interactive online feedback tool for staff to submit real-time information to managers about how they are feeling. Judges were "bowled over" by the app, which they said "demonstrably shifted behaviour and culture in clinical teams."





# Join team Grand Appeal for Nightrider 2017!

**H**op on your bikes and get pedalling for Bristol children's hospital – Nightrider is coming to Bristol on 1 to 2 July 2017! The Grand Appeal has charity places available for this exciting night-time charity bike ride, which takes you on a tour of iconic sights including Clifton Suspension Bridge and the vibrant Harbourside. With 50km and 100km routes available, it's the perfect way to see Bristol like never before.

Nightrider isn't a race, so you don't need to worry about channelling your inner Olympian. It's all about taking on a fun challenge with your friends, family and colleagues, seeing the sights, and raising vital funds. We ask that you raise £175 minimum sponsorship for us, and we'll support you all the way to the finish line



with tips and advice about your training and fundraising.

Use your pedal power for an amazing cause – join team Grand Appeal and help transform the lives of sick children and babies at Bristol children's hospital.

Sign up now at:  
[www.grandappeal.org.uk/nightrider](http://www.grandappeal.org.uk/nightrider)

Got a question about Nightrider?  
Contact [amber@grandappeal.org.uk](mailto:amber@grandappeal.org.uk) or call 0117 927 3888



## UH Bristol Macmillan support worker wins prestigious award



**G**emma Wham, Macmillan support worker at Bristol's Haematology and Oncology Centre (BHOC), has been recognised for her inspirational work supporting people affected by cancer. Gemma was presented with the award at the prestigious 2016 Macmillan Excellence Awards, in Birmingham in November.

Gemma was nominated by colleagues at the BHOC in the Service Improvement Excellence Award category which recognises those who've developed services which have greatly improved the experiences of people affected by cancer.

Gemma said: "I feel so fortunate to have been nominated, but to be shortlisted and go on to actually win is a dream come true."

## Open visiting hours

**F**rom 16 January 2017 the Bristol Royal Infirmary, Bristol Heart Institute, South Bristol Community Hospital, and ward 78 at St Michael's Hospital will switch to open visiting hours. This means that for these

wards, visitors will be welcome between 8am and 9pm.

We know that support from family and friends is comforting to patients and it is hoped that this change will further develop the positive relationship between staff, patients and visitors. The Bristol Haematology and Oncology

Centre and Bristol Royal Hospital for Children already have open visiting hours so this change will make the Trust's visiting hours more consistent.

Open visiting will not apply to the neonatal intensive care unit, antenatal and postnatal areas of St Michael's hospital which have their own visiting hours policies.

# A look back at 2016

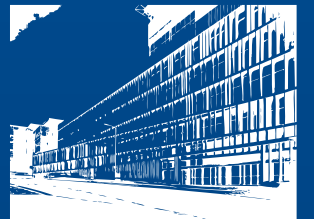


From April to September 2016 a total of **64,673** patients attended our emergency departments, **26%** of them came by ambulance.



In 2016 our children's hospital turned **150** years old, and launched its Facebook page. Have you liked it? [www.facebook.com/bristolroyalhospitalforchildren](http://www.facebook.com/bristolroyalhospitalforchildren)

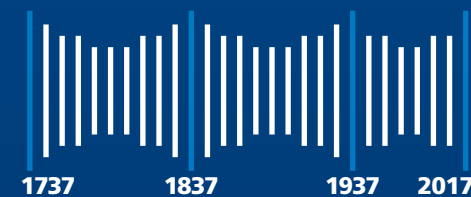
We finished the new façade on the Bristol Royal Infirmary. The façade is **112** metres long (about the length of a football pitch) and **26.5** metres high.



We launched our Trust film "**We are proud to care**" which has had more than **55** thousand views so far!



We were delighted to introduce our new hospital badge at Nurses' Day in May. The idea for a new hospital badge came from matron William Booth. To date **300** badges have been awarded to recognise nurses' achievements.



**280** years since the Old Building first treated patients.

Our IT helpdesk received on average **7,250** calls per month.



In the last **12** months we recruited **5,063** patients into research studies.



In 2016/17 to date (April-October) **98%** of inpatients and **98%** of outpatients rated their care at UH Bristol as excellent, very good, or good.



**68** new volunteers joined the Trust.



We inducted **2,380** new members of staff.

# Become a member today to help shape our tomorrow



**T**he NHS is changing. Foundation Trust members can have a say in how we develop our services, come along to our Health Matters events, receive regular e-news updates, and even stand as a governor. It's free to join and up to you how much you get involved.

Go to [www.uhbristol.nhs.uk/membership](http://www.uhbristol.nhs.uk/membership) to complete the online application form.

Or call the membership office on **0117 342 3764** to find out more.

We will be looking for patients, carers, members of the public and members of staff to take on the role of governor in early 2017, when 13 governor seats will be up for election. If you are interested in standing for election, or if you would like more information about what being a governor

involves, contact us and we will send you an information pack. Events at which you can find out more will take place in February and March 2017. Keep an eye on our website [www.uhbristol.nhs.uk](http://www.uhbristol.nhs.uk) for more details.

If you're already a member, but would like to update your details please contact [foundationtrust@uhbristol.nhs.uk](mailto:foundationtrust@uhbristol.nhs.uk) or call **0117 342 3764**.

## From the chairman



**B**y the time this page is being read we will have coped with much of the harshest time of the year. All of the UH Bristol family will have helped directly or contributed in the background to the vital care of many thousands of people; and all of this against relentlessly increasing pressures.

Part of the approaches we make to recognise the efforts of staff, our Recognising Success Awards, occurred for the fifth year running in November, with enormous help given to the Trust by Above and Beyond. This was my last opportunity to chair the panel of judges because I retire from the Trust in May after 12 years of involvement and I have seen this as a great privilege. Judging the winners from a mass of enthusiastic and sincere recommendations from so many colleagues was as difficult as ever. This process gathers so much evidence of exceptional dedication and commitment 'above and beyond' the call of duty. I shall greatly miss being involved in such a fine establishment and with so many wonderful people.

It was significant and very appropriate that all of the judges agreed in awarding the chairman's prize to a volunteer and it underlined the importance of this selfless and dedicated source of our caring activity.


As I write, the final judgement of the Care Quality Commission on their return visit in November has not been published. We do know that the team was happily struck

by the wide and positive reactions all had made to their original observations. They certainly were able to believe of us, as we clearly do ourselves, that 'care' is the principal driver for all that we do and that we did not get distracted by any tendency to resent and reject the comments of outsiders. I believe we all understood that the inspection system was a reliable prompt for speedier improvement.

Looking back I hope that you all managed to secure some respite and enjoyment during the festive period and that you will look forward with hope and confidence to the new year.

Looking to the future, we are beginning to make early progress in better co-operation with our partners in the whole health economy for the region, especially with our friends at North Bristol NHS Trust. I hope with that and the whole effort being invested in the Sustainability and Transformation Plan the vitally needed solutions to ensure better and prompt care for those who need it will begin to have effect. If you would like to stay up-to-date with our progress, then do consider joining us as a Foundation Trust member.

With all good wishes, as ever.

  
John Savage, chairman

*Looking back I hope that you all managed to secure some respite and enjoyment during the festive period and that you will look forward with hope and confidence to the new year.*



# Helping you through the winter

Ensuring that patients receive high quality care appropriate to their needs is a priority for UH Bristol. Maintaining flow through our hospitals is an essential part of this, especially during the winter months. The discharge lounge and ambulatory care unit are just two of the many services at the Trust that aim to do this. Sabrina Lee found out more.

## Discharge lounge

**D**emand for hospital services and hospital beds is increasing across the country. This winter, the Trust has put in additional support across the hospitals to help meet the increasing pressures, but getting patients home efficiently and safely means that essential services like the discharge lounge play a very important role in the 'patient journey'.

The lounge is a place where patients, who are well enough to be discharged from hospital, can wait safely for their travel home in an environment that is more comfortable and relaxed than a busy hospital ward. This service helps to make the discharge process as seamless as possible, which is essential to ensuring patients have a positive experience. Modern, light and airy - the lounge was refurbished in 2014 and is fully

equipped with seating for up to 35 patients, including reclining chairs. Televisions, magazines and activities are also available for patients to enjoy. Patients can have hot meals, sandwiches, tea, coffee and cold drinks, and special diets are catered for on request. The lounge has toilets (including disabled toilets) and staff assist patients to use the facilities if required.

The discharge lounge is on level 5 (Zone A - A516) of the Bristol Royal Infirmary and has a dedicated team of six staff made up of nurses and a receptionist, supported by volunteers. It is open from Monday to Friday from 8.30am to 8pm.

Paula Finnegan, a discharge lounge staff nurse, said: "We're here to make sure patients are comfortable before

they leave the hospital. The team and I can administer medication and change dressings. We work closely with the ward staff, ambulance transport and pharmacy teams to make the discharge process as smooth as possible".

"The lounge not only helps patients who are well enough to go home but it reduces time for patients in the emergency department who are waiting to be admitted to a hospital bed," said Trevor Brooks, matron at the Bristol Royal Infirmary.

"I think it's important for patients to have a comfortable space where they wait for their ride home that is away from the busy hospital area," said Charles Punter, a patient who lives in the Forest of Dean.



The discharge lounge team

### Did you know?

**5,014 patients** have been through the discharge lounge between November 2015 and October 2016.

As part of our work to improve the patient experience and increase capacity for our hospital, we are aiming for **all** patients who are suitable for the lounge to be discharged through the service by the end of 2017.



## Ambulatory care unit

**W**hen the weather gets colder, emergency care services come under increased pressure but there are services in place to help ensure patients receive the most appropriate care for their needs in a timely way.

UH Bristol's ambulatory care unit (ACU) provides a patient-focused service where clinicians treat patients with some acute medical conditions without admitting them to hospital overnight. Many patients seen in our ACU would have previously received the same treatment as an inpatient.

Open from 8am to 8pm Monday to Friday, the ACU is looking at extending its opening hours to include weekends in the near future. The unit has five assessment rooms and nine trolleys / assessment chairs.

The unit includes a nurse-led thrombosis service which assesses and treats patients with suspected deep vein thrombosis and / or pulmonary embolism. There is also an acute GP team (AGPT - formerly known as the GP Support Unit), run by BrisDoc in partnership with the Trust, which provides an urgent 'in-hospital' GP assessment service for patients referred by their own GPs, seven days a week. All the services in the ACU work towards assessing and treating patients on the same day so that they can avoid patients waiting in our emergency department or having an overnight stay in our assessment wards.

The unit operates in different ways; it can accept medical patients via the emergency department, referrals for urgent care from patients' GPs or treat patients needing planned day care.

Paul Davies, clinical lead for AGPT said: "Ambulatory care is an essential service here at UH Bristol. The biggest benefit for both patients and the NHS is that patients do not need to be admitted to an inpatient bed. People don't want to spend more time in hospital than necessary; they would much prefer to be seen, treated and go home as soon as possible."

Sarah Moffitt, a patient on ACU said: "My GP rang to say I needed to go to hospital for my heart palpitations. I arrived on the ambulatory care unit and got several tests done, including an ECG and blood tests. They were able to give me a diagnosis and started treatment right away, and I've avoided an overnight stay in hospital."



The ambulatory care unit team

### Did you know?

Our ambulatory care unit...

Saw over **7,000 patients** between November 2015 and October 2016.

Provided **1,391 therapeutic drug infusions** to patients so they could have their treatment and avoid admission into hospital (from November 2015 - October 2016).



# New year, new you...

While delivering the best possible care to our patients is our absolute priority, looking after the health and wellbeing of staff is an essential part of the Trust's role. Winter is always a difficult time of year for hospitals and the people who work in them, so the Trust's wellbeing team is urging staff to sign up to some healthy new year's resolutions to help them beat the winter blues. Steph Feldwicke found out more.

The health and wellbeing of its workforce has always been high on the Trust's agenda and there are now more opportunities than ever for staff to participate in activities and support groups.

Led by the new associate director of occupational health, safety and wellbeing, Teresa Isaacs, the team is focussed on ensuring all staff have access to innovative wellbeing programmes across the Trust.

For example, the seasonal flu vaccination campaign 2016/17, which started in October, has seen the team vaccinating more staff than ever before by holding out of hours clinics as well as during conventional working day hours; allowing shift workers to take advantage of the free jab. As a result, it has been an outstanding

success, with more than 75% of patient-facing staff taking up the offer of a free flu vaccination.

The team is also running several other longer term campaigns to motivate staff to make healthy lifestyle choices. These include nutrition and weight management advice, mental health and emotional support, physical activity challenges and help to stop smoking.

Among the schemes on offer, there's a five week nutrition and weight management module on the Step into Health programme. Starting at the beginning of January, it's a workbook-based, distance learning module that's completely free, for up to 100 members of staff.

This commitment to improving staff health and wellbeing is also driven

by NHS targets, known as CQUINS. These targets ensure that the Trust is challenged to make ambitious improvements in the areas of staff health and wellbeing, healthy food choices and protecting staff, patients and visitors from flu.

Claire Haley, wellbeing lead for the Trust, said: "2017 is set to be an action-packed year as we continue to build staff wellbeing to meet the needs of colleagues. Colleagues across the organisation contribute to the planning and delivery of wellbeing services and this support is invaluable. In November 2016, we were delighted to collect the Sport and Physical Activity @ Work bronze award in recognition of the Trust's physical activity schemes provided by a variety of teams and individuals".

## Support to quit smoking

Trust staff, patients and visitors who want to quit smoking can get one-to-one support. An adviser from Smokefree Bristol runs a clinic at the BRI every Monday between 1 and 4.30pm in the Quiet Room of the respiratory department (level 2 of the BRI).

Led by Nichola Woodacre, UH Bristol smoke free practitioner, the clinic has proved a particular success for one employee, Rachel Hartles. Following an initial consultation with Nichola, reception and print room supervisor Rachel embarked on her smoke-free journey. "I have taken the decision to give up smoking after 16 years of having smoked five to 10 cigarettes a day. I had previously tried to give up, but without

any support from a professional, I wasn't successful", said Rachel.

"When I first met Nichola, I was given a wealth of information about the health benefits of quitting, financial savings and methods to achieve my goal without having to go cold turkey. As well as keeping a diary of my smoke-free days, I also took a carbon monoxide test to measure my progress. I set a date to start this process which happened to be 1 October, in time for Stoptober. "It's been 17 weeks, I've smoked one and a half cigarettes, used an inhalator and patches and I can already notice a difference in myself."

Nichola said: "My role is to provide 12 weeks of free one to one sessions to staff, giving necessary information and



tailored guidance on how to give up smoking. Since starting my smoke-free practitioner post in June 2015, which is funded by Public Health England, I've seen over 50 employees at the Trust, 26 of who are now smoke-free."

# UH Bristol's midwifery service commits to the Caring for You campaign

The midwifery service at St Michael's, led by the head of midwifery Sarah Windfeld, has formed part of a growing campaign that focuses on improving the wellbeing of staff at work.

The Royal College of Midwives' (RCM) Caring for You Campaign aims to improve RCM members' health, safety and wellbeing at work so that they are able to provide high quality maternity care for women and their families. UH Bristol's maternity service has signed the pledge and committed to the five commitments on the RCM's Caring for You Charter.

These charters include building an action plan about health, safety and wellbeing for staff working in maternity, ensuring that midwives have access to a variety of shift patterns, and nurturing a compassionate and supportive workplace that cares for midwives and support workers so they can care for women and their families.

Sara Arnold, sister of ward 73 at St Michael's hospital said: "We signed up



to the campaign in September, and are making a commitment to our staff about their wellbeing at work. Through this campaign we want to reiterate to staff that it is important for them to take their breaks, stay hydrated and focus on their health – we know that if our staff feel well and energised then ultimately

they will provide better care. We are also focusing on how staff are treated at work. Committing to a zero tolerance policy on undermining and bullying behaviours forms part of the Caring for You charter, and we want staff to know that they should not accept being treated wrongly and that we encourage them to speak out."



## New associate director

Teresa Isaacs came into post as associate director of occupational health, safety and wellbeing in November.

She is passionate about supporting the needs of individuals and the Trust through staff engagement and involvement.



# Ensuring patients' voices are heard



UH Bristol's patient experience and involvement team helps to ensure that the patient voice is central to the Trust's work. Heather Price met the team to find out what this means, and the work that they have been doing.

"If we are going to provide the highest quality services, we have to understand and learn from the experience of people who use those services," said Paul Lewis, UH Bristol's patient experience and involvement team manager.

"We do this in lots of ways, for example through our Trust-wide survey programme, focus groups and community engagement events," said Paul. "From this we know that the vast majority of our patients have a very positive hospital experience here. We also encourage people to tell us how their experience could have been better, and the insight from the minority of patients and families who have not had such a good experience, is used to inform service development work across UH Bristol."

The team also help staff to carry out their own survey and involvement projects in their local departments and wards.

"There are lots of different ways to engage patients and the public," said Tony Watkin, the team's patient and public involvement lead. "But ultimately it comes down to a desire to engage with patients and to deliver a great service. These things come naturally to our staff, so our role is often about helping people develop their own ideas."

## What the team has been getting up to

**Conversations at Bristol Royal Hospital for Children**  
'Conversations' was launched at Bristol Royal Hospital for Children in September 2016, to encourage children, families and staff to share their stories of the hospital. Taking place over a 10 day period, events included a garden fete, a music video involving staff and patients, a fancy dress competition, ward roadshows and job shadowing.

Positive comments were collected from staff and families alike. "Conversations created a wonderful buzz in the hospital, and it succeeded in involving the staff and patients in so many different ways from other evaluation and discussion

projects," said one member of staff. A parent left a message on social media saying: "Such a lovely thing to do, I bet there are lots of poorly children feeling that bit better today."

**Face2Face interview team**  
An enthusiastic team of staff and public volunteers has been trained to carry out interviews with patients. Recently the interviewers have been talking to patients who are homeless or vulnerably housed about their experiences of being in hospital. Another member of the team has been located in the adult congenital heart disease service to interview patients as they come in for their appointments. The interviewers are



always keen to work in different areas of the Trust and to support staff in carrying out their own patient experience projects.

## Looking ahead: UH Bristol's new Quality Strategy

UH Bristol recently published its new Quality Strategy for 2016 to 2020. This includes an ambition to open up more opportunities for patients and visitors to give feedback, particularly in 'real-time' at the point of care.

As part of these plans, UH Bristol staff will also get better access to this information, so that they can use it to recognise success, resolve issues for patients, and inform their own practice.

For further information about patient experience and involvement, contact: **Paul Lewis** (paul.lewis@uhbristol.nhs.uk), **Tony Watkin** (tony.watkin@uhbristol.nhs.uk), or **Anna Horton** (anna.horton@uhbristol.nhs.uk)



## New era for sexual health in Bristol and surrounding areas

**Sexual health services in and around Bristol are set to change after UH Bristol was selected to manage the region's first fully integrated sexual health service. Marcella Pinto found out about developments that will be made, and how these changes will transform the experience for patients.**

**How does the current system work?**  
Currently, there are many different providers offering lots of different sexual health services in the region. For example, Brook who provide sexual health and contraceptive advice to young people under 25, and Marie Stopes International who are a leading independent provider of reproductive health services. Patients are faced with many options about where to go

for treatment when looking at their sexual health and contraceptive choices. Currently, there isn't one central place directing patients to the right service for them.

**What will change in April 2017?**  
For a five year period, UH Bristol will manage the region's first fully integrated sexual health service:

- There will be one interactive website which will provide information on all the sexual services across the area. Patients will have access to comprehensive information on sexual health so that they can make informed choices.
- UH Bristol will continue to directly provide the majority of sexual health services in Bristol. However, they will work in partnership with other NHS and non-NHS sexual health service providers in Bristol, North Somerset and South Gloucestershire to ensure that all residents can access the sexual health services they need.

- There will be a stronger focus on education, particularly among hard to reach groups, so that people are able to make better informed decisions. The hope is that better education in the community, and schools, will lead to healthier relationships and therefore better sexual wellbeing.
- Treating patients quicker is one of the main aims of the new service, with the ambition of diagnosing patients with chlamydia and gonorrhoea within four hours by the end of 2017. Currently, diagnoses takes up to two weeks. Earlier diagnoses will mean patients can be treated more quickly, which means there is less transmission of infection.
- There will be a strong emphasis on the effective use of self-test kits. Via the new website, men and women will be able to request a kit which they can then send back in the post. This will make accessing sexual health services easy for those who do not want or need to visit a clinic.

### What do the experts think?

"This new development is an exciting change for the region. In the new service we will work with our partners to ensure that residents receive quick access to services where and when they need it. We will be strongly focusing on prevention and this will be done through better outreach in local communities, utilising social media and online campaigning.

As a result of this change we hope that patients will see an improvement in access to services, and that the whole process will be much simpler for them. In addition we will be introducing a new pregnancy advisory service at Weston-Super-Mare and a full comprehensive sexual health service hub in South Gloucestershire. This means that patients will not have to travel in to the centre of Bristol to access this level of service."



Doctor Helen Wheeler, clinical lead and sexual health consultant at UH Bristol



# You've done it! Golden Gift Appeal reaches target



Three years ago Above & Beyond launched the ambitious Golden Gift Appeal to raise £6 million to transform Bristol's hospitals and we're delighted to tell you that we have reached our target.

Thank you so much to everyone who has supported us, we couldn't have done it

without your generosity. In the next issue of Voices we will share the impact of the appeal and the huge difference your donations have made.

**What next?**

The need for our work and your support continues. In the coming months, we will be

focusing particularly on our cardiac, oncology and haematology patients, to support staff training and development, provide state-of-the-art equipment and facilities.

Find out more at:  
[www.aboveandbeyond.org.uk](http://www.aboveandbeyond.org.uk)

## A perfect book for dark winter nights

Suggle up with your little bookworms on a cold winter evening and enjoy reading our children's anthology *Don't Be Scared*, featuring the world's best authors and illustrators including Jacqueline Wilson, Raymond Briggs, Roald Dahl, Quentin Blake and many more.

All book sales will raise funds for Bristol Royal Hospital for Children. Buy your copy online at [www.aboveandbeyond.org.uk](http://www.aboveandbeyond.org.uk) or pop into our Fundraising Hub in the BRI Welcome Centre, open Monday to Friday, 10am to 5pm.



## Christmas Star Concert raises £6,250

Thanks to everyone who joined us at the Above & Beyond Christmas Star Concert, supported by Rathbones, in December. £6,250 was raised on the night for Bristol city centre hospitals which will fund projects to improve patient care. Our wonderful performers included The Bristol Salvation Army Citadel Brass Band, the Above & Beyond Singers and Cosmos Children's

Community Choir, who filled Bristol Cathedral with carols and festive music.

Special thanks go to our compere BBC Radio Bristol's Phil Hammond, and to our inspirational guest speakers, who shared their stories of the amazing care they received in our hospitals. We hope to see you all again this year on 14 December!



# Thank you for all your support in 2016!

We'd like to say a huge thank you to all UH Bristol staff who have gone above and beyond for our hospitals in 2016.

These committed and passionate staff have achieved great things for Bristol city centre hospitals and your support really has made a difference to the 500,000 patients and the millions of friends and family who visit them. Here are just a handful of our hospital staff super stars!



In April UH Bristol Chief Executive **Robert Woolley** went in front of the camera for our promotional video to encourage people to sign up for our Bristol to Paris Cycle Challenge 2017. It worked - 80 cyclists are now set to join us in April!

**Owen Ainsley**, interim chief operating officer, kindly offered time to give his 'view from the hospitals' in our 2016 Reach newsletter.

In September **Tracey Phillips** from the paediatric intensive care unit shadowed Above & Beyond's press and public relations specialist **Becki Sendell**, to find out how we build awareness of the charity and share inspirational patient and staff stories.



Joining a team of 81 cyclists **Dr Andrew Tomezki** (lead clinician children's cardiac surgery), **Lisa Balmforth & Laura Brown** (HR business partner and HR information systems development manager), **Dr James Livingston** (orthopaedic surgeon, BRI) and **Dr Stephen Mitchell** (orthopaedic surgeon, BRHC), **Stewart Cundy** (transport manager), **Dr Scott Wetton** (dental hospital), **Richard Smithers** (trainee assistant practitioner, retinal treatment and research unit, BEH), **Hannah Kedzia** (business manager, hotel services) and **Rebecca Green** (senior staff nurse) pedalled 430km from Bristol to Paris and helped raise £150,000 for an ultrasound cardiac scanner for Bristol children's hospital. They tell us they loved every minute!



In June staff from **Ward C808** challenged themselves to cover 900 miles through walking, cycling and swimming to raise £1,500 for dementia patients.



Last summer 11 cyclists including the BRI's **Jim Portal**, consultant liver specialist, pedalled over 100km from dusk til dawn in Bristol's first ever Nightrider event raising over £1,400.



UH Bristol staff **Amy Rich**, **Jessica Coles**, and **Yvonne Quinn** jumped out of a plane and skydived 10,000 feet back down to earth last September, helping to raise over £3,600 for our hospitals.



# Pamela Wenger

Trust secretary



## What is a Trust secretary?

A Trust secretary's job is to advise on and support the Board of Directors and Council of Governors on all aspects of regulation, governance and effective business conduct for the organisation. It is my job to ensure that the Trust follows all statutory and legislative requirements. I work to build strong relationships between the Board and Council of Governors, who represent the interests of the local community, patients and staff, who all have the right to become members. Further information on membership is available from [www.uhbristol.nhs.uk/membership](http://www.uhbristol.nhs.uk/membership)

## When did you start working for UH Bristol, and what did you do before?

I joined the Trust in May 2016. I commute in by train every day from Cardiff; I live in a small seaside town just outside of the city. I enjoy the commute because I am able to sit back, switch off and read my

book. Before I came to UH Bristol I worked for the NHS in Wales for 15 years.

## What is governance and how do we deliver it?

Governance is a word used to describe the ways that organisations ensure they run themselves efficiently and effectively. Governance also defines the ways that organisations, such as UH Bristol, are accountable to the people we serve – our patients. Good governance is delivered via solid structures, systems and processes being in place. Ultimately, if we have good governance we make good decisions, and this leads to the best patient care.

## How is your new role going?

Brilliant! I am thoroughly enjoying working here and getting to grips with how the organisation works. I am so inspired by the dedication I have witnessed around the Trust.

## What is one of your focuses right now?

I have been appointed the Trust's freedom to speak up guardian. This means that staff can come and talk to me confidentially about concerns they have about patient safety or the way their concern has been handled. This is a fairly new development, but I will have a key role in helping to promote the profile of raising concerns in this organisation and I will also help to facilitate the raising concerns process where needed, ensuring that the Trust policies are followed correctly.

## What do you enjoy in your spare time?

In my spare time I enjoy being outside, keeping active. I have recently joined a women's running club and on the weekend I am often found walking along the beach or doing Pilates. One of my main passions is travelling, last year I visited China and Vietnam.

## Reaching out to nurses online



The team behind the website with Helen Morgan, second from left, and Jenny Tagney, middle.

**Communicating effectively with staff is one of the Trust's main priorities, and coming up with unique ways of engaging with staff is key. A senior team of nurses designed a new section of the Trust website to reach out to current – and prospective staff – which launched in the New Year. Hayley Billington was part of the team that built the new nursing and midwifery site, she found out more about the online development and how it can benefit UH Bristol's nursing and midwifery staff.**

**The nursing and midwifery 'Proud to Care' website launched at the beginning of January 2017. The website was the brainchild of a group of nurses from across the Trust, who wanted to build an online information platform that would be accessible for nurses in the Trust, and for those considering a career here.**

Helen Morgan, deputy chief nurse, who led the team responsible for the mini site, recognised that there was a gap for an online showcase of the exciting and innovative work going on within nursing

and midwifery at UH Bristol. "The aim of the website was firstly to act as a window into nursing and midwifery at UH Bristol for people who may be interested in working here, giving them a real sense of who we are and what a great place UH Bristol is to work in, and secondly to share the great work and fantastic opportunities with our own staff."

Nurses and midwives from across the Trust provided personal accounts of their professional journey through the Trust, which feature on the website. The diverse roles and career pathways demonstrate the variety of learning and development opportunities that are open to staff who work at UH Bristol. Jenny Tagney, nurse consultant works in the Bristol Heart Institute and features on the website: "I wanted to communicate how working within UH Bristol has provided me with many opportunities for professional development. I have been a nurse consultant in cardiology since 2002 and the role continues to evolve. I hope that my own experiences will strike a chord with aspiring nurses and offer a personal account of what it is possible to achieve through working in the Trust". In line with the Trust values of Recognising

Success, the new website is dedicated to celebrating nursing and midwifery achievements on a local and national level. The website enables visitors to browse results and news from events such as Nurses' Day, the Trust's annual Recognising Success awards, and the Trust's Preceptorship awards – an awards ceremony which celebrates the transition for newly qualified nurses and midwives.

As well as celebrating nursing and midwifery achievements, the site also provides insight into working in the different divisions within the Trust, staff benefits, and all of the training opportunities available to staff.

The website will continue to be updated with new information to ensure it remains current and interesting to staff using it. Helen said: "The small team working on this have worked incredibly hard to pull together the start of a dynamic website to showcase the innovative work and achievements of nurses and midwives across the Trust."

Visit the site here:  
[www.uhbristol.nhs.uk/nursing](http://www.uhbristol.nhs.uk/nursing)



# Two teams paving the way for new treatments

Delivering research that drives pioneering and efficient practice is one of the aims of the Trust, and forms part of the Trust's mission. There are a number of research units located around the Trust that are each involved in managing and delivering a wide range of clinical trials and research studies. Marcella Pinto met with the medical and surgical research unit to discuss its move into a new space, and the importance of research in developing new treatments.



The research teams at UH Bristol have many research studies on their books at any one time. The research can be short-term or long-term, and can range from testing new medications or medical devices, to comparing the clinical effectiveness of different surgical techniques or dressings.

By being actively involved in research as a Trust, and inviting suitable patients to take part, UH Bristol is contributing towards improving clinical services for future patients. It is studies such as these that led to advances in chemotherapy, and the development of new drugs. Whether big or small, medical advances are a result of somebody's research and investigation.

Kate Green, research nurse and medical research team manager said: "We work alongside clinical staff on the wards

and in clinics to encourage them to introduce research to their patients. We are approached by other hospitals, pharmaceutical companies or universities about a study.

"Each study will have a protocol which describes the study in detail and, as a result of this protocol, we know which patient groups will be eligible for the study."

"These studies pave the way for new treatments, which is why it is beneficial for patients to take part. The more patients we are able to recruit to these studies, the more results we are able to collect and therefore the more potentially ground-breaking findings there are for new treatments. Each study is different but most medical studies involve the patients coming in for regular appointments so we are able to perform examinations and tests. We aim to make each patient visit as

pleasant as possible especially as they are volunteering to take part."

Both teams have research nurses who are trained in specific areas, who focus on recruiting suitable patients for their studies. "We support studies in upper and lower gastrointestinal surgery, head and neck cancer, thoracic, and ear, nose and throat surgery. In the past six years we have grown considerably and we receive regular requests to manage studies," said Becky Houlihan, senior research nurse and surgical research team manager.

In December both teams moved into a new unit located in the recently refurbished King Edward building. The modern development will provide an improved environment for patients and better working conditions for the two units that are now jointly named 'the medical and surgical research unit.'

## A patients' perspective

Shane Williams, 52 from Bristol, has been involved with the Removal study for the last three years. The aim of the study was to find out whether a drug called Metformin – usually used for people with Type 2 diabetes – could

improve the cardiovascular outcomes of people with Type 1 diabetes. "I came in to visit the medical research unit once every six months during this study. I would have cardio-vascular scans and they would do blood tests. The extra appointments gave me reassurance and it gave me the opportunity to ask

questions about my diabetes. I would definitely take part in more studies, the team were fantastic and I hope that my involvement will provide future patients with new treatment options."



# Successfully investing in our future

Research at the Trust has gone from strength to strength and reached a new high when UH Bristol, in partnership with the University of Bristol, was awarded £21 million over five years by the National Institute for Health Research (NIHR) to fund cutting-edge translational biomedical research. Hannah Allen investigated what this new investment means.

UH Bristol opened its first Biomedical Research Unit (BRU) in 2006 when a grant from the NIHR was awarded to focus on cardiovascular disease with an emphasis on improving outcomes in cardiac surgery, led by Professor Gianni Angelini. This award was extended in 2012 when the cardiovascular BRU was renewed and the Trust was also awarded a second BRU in nutrition, diet and lifestyle, led by Professor Andy Ness. Together, the research of both units has transformed the care delivered to patients at UH Bristol, contributing essential findings to the health

community; looking at new treatments, prevention and diagnosis.

Most recently, working very closely with the University of Bristol, the Trust has been awarded £21 million for a new grant from the NIHR to continue the cardiovascular and nutrition research and to also provide funding for three new clinical research themes: mental health (led by Professor David Gunnell), surgical innovation (led by Professor Jane Blazeby) and reproductive and perinatal health (led by Professor Debbie Lawlor). Together these five themes will be integrated under the banner of the

Bristol Biomedical Research Centre which will be launched on 1 April 2017.

Robert Woolley, chief executive of UH Bristol, said: "This funding and designation is testimony to the special health research strengths that we have in Bristol and will help us to build on the excellent partnership that exists between the local Trusts and the University of Bristol. Working together, we will marry population studies, laboratory science and patient-based research to improve practice and design ground-breaking treatments and care for all."



Jane Blazeby

"The main focus of our research is to work with multidisciplinary teams to improve the outcome for patients undergoing surgery in the NHS and to reduce harm. We will be developing better and more transparent methods to allow surgical innovations to progress from 'first in-human' studies through to full trials and then into practice."



Debbie Lawlor

"The key aims of the reproductive and perinatal health theme are to improve outcomes (healthy live birth with no adverse long-term effects in mothers and offspring) among patients receiving in-vitro fertilisation treatment and, and to prevent adverse perinatal outcomes in the general population (stillbirth, asymptomatic birth hypoxia, gestational diabetes and associated adverse outcomes)."



David Gunnell

"In the mental health theme we will be looking at five disease areas: psychosis, depression, suicide, alcohol addiction and domestic violence. Our research aims to improve our understanding of the causes and best prevention strategies for these problems and how we can target treatments at those who will benefit the most."



# Stuart Taylor: Double award-winning volunteer

Volunteers play a critical role in improving experiences for patients. They assist with mealtimes in hospital, provide bereavement support to families, and befriend elderly patients on wards. Stuart Taylor has volunteered at UH Bristol for eight years. At the end of 2016, Stuart was commended for his dedication to volunteering at UH Bristol with two Recognising Success awards. Abigail Evans found out more about his role.



**W**hen people enter a hospital for the first time, it can often feel disorientating. This is where volunteers such as Stuart Taylor are vital, guiding and reassuring patients and visitors, and making things run smoothly. Stuart currently spends two days a week at the Bristol Heart Institute. In the past Stuart has helped people and supported staff at the Bristol Royal Infirmary, South Bristol Community Hospital and Bristol Eye Hospital.

"I feel like I'm oiling the cogs of the hospital," explained Stuart. "I can't go home and claim I saved a life, but it's satisfying to know that if I hadn't been there, things may not have happened the way they did."

Stuart began volunteering in 2008 after he was signed-off from work with a

long-term illness. He started out by supporting the stroke rehabilitation team.

"There was a great deal of fun and happiness in that unit. We would spend a lot of time with the same patients and would do artwork, quizzes and games with them. Getting that hands-on experience straight away was the best thing to pull me into volunteering, and since then my love for it has just grown and grown."

During his time spent at the BRI, Stuart went out of his way to create a training document for other new volunteers that would provide all the information a volunteer might need to help guide patients around the hospitals: "I was keen to gather more knowledge of the hospital site. I felt as though volunteers needed to

know all nine hospitals, and I endeavoured to make that possible."

When volunteering at the cardiac intensive care unit Stuart's role changed to one behind the scenes, answering phones and letting in visitors.

"As volunteers we take away the non-clinical work from the nurses so that they can concentrate on the clinical side of things," said Stuart. "I have so much admiration for their skills; I just want to help them in whatever way I can."

Stuart's diligent and caring nature was celebrated at the 2016 Recognising Success awards, where he picked up not only the Volunteer of the Year Award, but also the Chairman's Award.