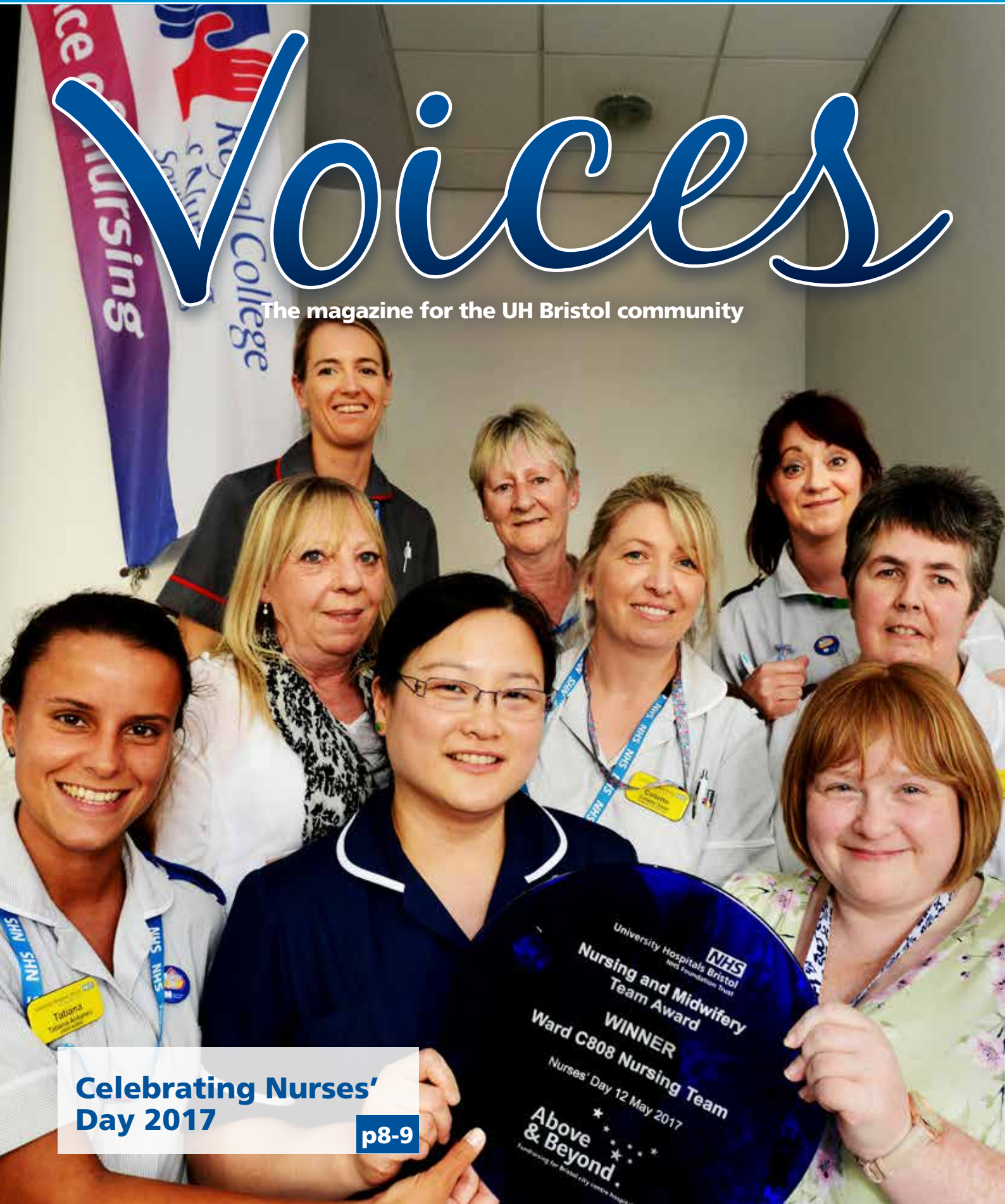


Voices

The magazine for the UH Bristol community



Celebrating Nurses' Day 2017

p8-9



Hello and welcome to the May/June edition of Voices.

Delivering the best care we can to patients and their family unites everyone who works at the Trust, no matter where they work or what their role. In this

edition of Voices you can read about the changes we have made to improve care for stroke patients on page 14 or supporting patients who have been on our intensive care unit to recover on pages 16 and 17. We know that we must ensure that our hospitals run as smoothly as possible and on page 15 you can read about improvements we have made to pharmacy that also result in a better experience for patients.

Every year we celebrate the contribution of our nurses and midwives on Nurses' Day with a celebratory event. Congratulations to the winners of the annual nursing awards and scholarships but we congratulate them at the same time as we thank all our nursing and midwifery staff for the job they do and the difference they make to patients and their families.

I hope you enjoy this edition.

Fiona

Fiona Reid
Head of communications

Chat to us:

@UHBristolNHS using our hashtag #ProudToCare

University Hospitals Bristol NHS Foundation Trust



Craig Evry @craigevry
Nothing but praise for @UHBristolNHS - have brought my neighbour into A&E & the care he's received is second to none. The NHS is just



Elizabeth Wood @elizabe19620182
@UHBristolNHS marvellous service for my son at the dental hospital. Thank you so much.



Deborah Matthews @SuccessfulStays
A big thank you on #WorldKidneyDay and every day to the renal team @UHBristolNHS Children's Hospital who care for my daughter

| | |
|---|--------------|
| News | 3-4 |
| Embracing change | 5 |
| Helping patients transition from a children's to adults' ward | |
| Members | 6 |
| Reflections from our governors as some step down | |
| From the chairman | 7 |
| Recognising success | 8-9 |
| Nurses' Day 2017 - Celebrating our nurses and midwives | |
| Working together | 10-11 |
| UH Bristol and Great Western Air Ambulance are teaching simple skills that save lives | |
|  | |
| Above & Beyond | 12-13 |
| News from the charity | |
| Respecting everyone | 14 |
| Improving care for stroke patients by improving oral hygiene | |
| Working together | 15 |
| New electronic system for pharmacy | |
| Delivering best care | 16-17 |
| Supporting ICU patient recovery | |
| Research and innovation | 18-19 |
| A modern approach to treating our patients with non-Hodgkin's lymphoma | |
|  | |
| Meet the manager | 20 |
| Juliet Cox, head of nursing for the division of surgery, head & neck | |

Let's celebrate!



South Bristol Community Hospital kicks off fifth anniversary celebrations.

2017 marks South Bristol Community Hospital's fifth year anniversary of providing care to the local community and to celebrate this achievement, the hospital has organised a series of special events over the next few months for patients, staff and visitors.

The first event in March was a Mad Hatter-themed tea party for patients, staff and members of the community. The second was a community gardening event in April to celebrate Earth Day.

"The first two celebrations were a great success. It was lovely to have patients, visitors and staff join us. We are very excited about the next events we have planned," said Caroline Bannister, speciality and deputy general manager at South Bristol Community Hospital.

A family cycling event is planned for June and the celebrations conclude with a gala evening party at the M-Shed in July.

For more details, please visit the UH Bristol website.



New chief operating officer and deputy chief executive

Welcome to Dr Mark Smith, the Trust's new chief operating officer and deputy chief executive.

Mark joined UH Bristol having previously worked as chief operating officer at Brighton and Sussex University Hospitals Trust. Mark practiced as a GP until he became the deputy medical director for the North East Strategic Health Authority. He has worked on several national committees and the High Quality Care for All Strategy whilst on secondment to the Department of Health. He has held several chief operating officer roles including at City Hospitals Foundation Trust and Leeds University Teaching Hospital. He brings to our Trust extensive experience in clinical engagement, quality improvement and health informatics.



Mark said: "I am delighted to join the team at UH Bristol and to have the opportunity to work with the outstanding staff across the Trust and with our local health partners to provide high quality care for our patients."

In brief

Picking up a new tune

Patients, their families and staff at our children's hospital now have the opportunity to take part in ukulele lessons.

The new lessons are taught by Dan Budd from FunkyPunk Music and Ukulele Jam who works alongside our Trust's music therapists.

The ukulele is an accessible instrument, perfect for beginners and suitable to be taught in either our hospital's school room, or at a patient's bedside.

The feedback from patients, their families and staff has been very positive and they've enjoyed learning fun and simple songs like 'The Bear Necessities', 'You've Got a Friend in Me' and 'Three Little Birds'.



Outpatients team welcomed a new arrival

Chloe Melhuish had only come to South Bristol Community Hospital (SBCH) for a routine check-up appointment with her midwife when she suddenly started going into labour. Baby Scarlett was born with the help of midwives Tracey-Dawn White and Hana Evans, and Sarah Wheatley, outpatients department (OPD) sister.

"My due date wasn't for a few days so to give birth suddenly in the department was certainly a surprise. Unfortunately Scarlett's father, Kallum, was working in a remote location and



wasn't able to make it back for the birth as it happened so quickly. Thankfully Kallum's mum, Tina, was with me. She was a huge support and I'm so grateful to her. Scarlett and I are doing well and we've had a really good, positive experience at South Bristol. I couldn't have asked for better professional teamwork and the midwives and OPD sister had everything ready for my baby to arrive," said Chloe.

Sarah Wheatley said: "It was a privilege to work alongside Tracey-Dawn and Hana and to be part of the team assisting Chloe in delivering her baby Scarlett. It was vital that we ensured Chloe's safety, privacy and dignity and I'm extremely proud of the rest of the OPD team here, who worked really hard to ensure the seamless continuity of all our other clinics on that day."

Theatres at Bristol children's hospital get an out-of-this-world makeover

Artwork through the corridors and wards of the Bristol Royal Hospital for Children has transformed the environments for the 100,000 young patients who are treated at the hospital each year.

The Grand Appeal is proud to fund these artworks as part of their role as the Bristol children's hospital's charity. The charity has raised £50m for the hospital since 1995, including The Special Baby Care Unit at St Michael's Hospital, and continues to transform the lives of sick children, providing pioneering medical equipment, family accommodation, arts, music and play therapy, and so much more.

The theatres on levels 4 and 5 of the hospital have had an out-of-this-world transformation by artist Emily Golden, to provide a soothing and distracting environment for children before and after their surgeries. Level 4 theatres are now colourfully seaside-themed, while level 5 theatres got a space-themed makeover to



transport pre- and post-operative children into another dimension.

The transformation has proved hugely popular with patients and staff alike. Staff said: "Before the art work, the anaesthetic rooms presented a clinical environment devoid of distraction. Now our young patients enter anaesthetic rooms that offer

a pleasing distraction and a helpful talking point to ease them into the anaesthetic, which is so important when they are at their most vulnerable."

To find out how you can help The Grand Appeal continue its vital work to support sick children and their families, visit: www.grandappeal.org.uk

Helping patients transition from a children's to an adults' ward



Ward A900 in the Bristol Royal Infirmary is an adults' ward that specialises in gastroenterology and cystic fibrosis and has a large proportion of patients that are aged 16-25. Sabrina Lee learned more about the team's recent accreditation as a 'Young People Friendly' ward and how it is making a difference to patients.

At UH Bristol, we provide care to many people who started as patients in our children's hospital and then continue to receive care as adults. The move from being a patient in a children's hospital to an adult ward is significant for patients and their families and it is important that we provide them with the right level of support.

"We have many young adult patients and have focused on the specific needs of our younger patients to ensure the transition of care is smooth and continues to be a positive experience for both the patient and their family," said Sarah Beech, ward sister on A900.

"Our team has worked closely with inflammatory bowel disease and cystic fibrosis specialist nurses and the Trust's young persons involvement worker, Sara Reynolds, to obtain feedback from our younger patients to develop and enhance the care we provide to them. We are very proud to announce that because of the work we have done, we are now officially accredited as a 'Young People Friendly' ward."

The 'Young People Friendly' quality accreditation is based on criteria from the Department of Health. The standards reflect good practice guidelines based on local practice and evidence that has proven to improve patient experience and outcomes for young people. Other wards in our Trust that are also accredited please change so that it reads - include wards 35 and 32 in the children's hospital and Area 62 in the Bristol Haematology and Oncology Centre.

One example of where the team has adapted how they deliver care based on patient feedback is increasing flexibility around the meal service. Sarah and her team are currently in the process of developing a pantry for patients to access so they can be more independent and have more control in deciding when and what they would like to eat.

Some of the patients on the ward may have frequent admissions or long stays so it is important that the ward is a space where they feel comfortable. Recent

patient feedback revealed that the side rooms on the ward felt 'very clinical' so the team is having artwork installed to make them more inviting.

Sarah said: "We are very grateful for the input we receive from our patients. The feedback from them has been overwhelmingly positive but we are always looking at how we can continually improve so we really appreciate their views."

Saskia Head, a 17 year old patient from Somerset, said: "The care I've received from the team on A900 has been great. They take the time to listen to our thoughts on the service and have worked really hard to make sure the needs of younger patients are met."

If you are interested in finding out more about Young People Friendly accreditation, you can contact Sara Reynolds, our young persons involvement worker, on 0117 342 7443

Reflections from our governors



At the end of May, some of our governors stepped down as they reached the end of their term of office. Governors can serve between three and the maximum term of nine years. Two of the governors who are stepping down reflect on their time as governors at UH Bristol.

Patient governor Anne Skinner said: "It has been a great honour and a privilege to have been elected to represent patients at UH Bristol for the past nine years and being part of the original governing body when UH Bristol first became a Foundation Trust in 2008. Looking back over all those years, I have greatly enjoyed representing patients, being

part of many groups and seeing the issues that I have raised being acted upon and come to fruition. All of these things have improved patient care and the hospital environment in which our patients are treated and cared for."

Bob Bennett, public governor, said: "Being a governor at UH Bristol has given me an insight into how the NHS works – warts and all. I have learnt about the difficulties UH Bristol experiences and the advances made, the latter very rarely included in the media. It has been a privilege to be a part of the hospital group and to have the opportunity to help take the hospital forward. It is with sadness I am standing

down due to health problems and I wish everyone involved in our hospitals, from volunteers to the Board, the very best."

If you're interested in finding out more about what our governors do and how they work, then you can attend the next Council of Governors meeting on Friday 28 July from 2-3.30pm at Trust Headquarters.

For more details please contact the Membership Office at foundationtrust@uhbristol.nhs.uk or call 0117 342 3764.

Annual Members' Meeting

Please be aware that the date for this year's Annual Members Meeting has changed and it will now be held on Thursday 21 September 2017. This event is open to everyone, so please come along to hear about the progress the Trust has made over the last 12 months, and how it continues to work to improve services for patients. As part of the meeting you'll hear from our sexual health team about the new integrated sexual health service for Bristol which launched on 1 April.

Where? Education and Research Centre, Upper Maudlin Street, Bristol BS1

When? Thursday 21 September 5pm -7pm with refreshments available from 4pm.

Governor elections

As Voices went to print, we were anticipating the outcome of the 2017 round of governor elections. In total 14 seats were up for election across public, patient and staff constituencies.

To see the results of the election, visit www.uhbristol.nhs.uk/elections

Members - update your details

Thank you to those Foundation Trust members who have updated us with any change of contact details over the past few months. If you are a member, and your address has changed or you have an email address you can share with us so that we can be in touch more regularly. Please contact the Membership Office via foundationtrust@uhbristol.nhs.uk

From the chairman



Although now a little late in time this is my best opportunity to add to the congratulations already rightly made on the achievement of the Trust's Care Quality Commission rating. I know that the whole of the Trust Board stands with me in re-iterating enormous gratitude to all of our staff and volunteers for the great effort to achieve this. It was a momentous plus in a now long history of successes and improvement.

The pace, of course, cannot slacken and never must. We will encounter new difficulties but can have the confidence of our experience and the optimism that all will be surmountable. Work in this environment will always be challenging and hard but it is certainly not thankless; the vast majority of those we care for and their friends and relatives express their gratitude generously and responses from our surveys improve continuously.

We remain ever mindful of the core importance of our workforce and will continue to improve our communications with them, to listen and understand and react in constructive ways. The service we offer is the care that springs from our staff. All of the wondrous enhancement from modern facilities and technology

and equipment are as nothing without them and we will never hesitate to mark this point.

By the time that you read this our new electronic document system Evolve will have advanced from introduction in St Michael's and the children's hospital to the Bristol Royal Infirmary, the Bristol Heart Institute and South Bristol Community Hospital. This great step forward will help to make our hospitals among the best and safest in the country to receive care and it is another pointer to the opportunities of the future.

Crucially this piece of technology gives clinicians immediate access to the whole patient case note electronically and will further enhance and facilitate those personal skills which are irreplaceable in any other way.

I remain enormously optimistic about our way of life and the Trust's part in it locally. A man called David Landes said this of optimists:

"In this world, the optimists have it, not because they are always right, but because they are positive. Even when they're wrong, they are positive, and that is the way of achievement, correction, improvement, and success.

"The service we offer is the care that springs from our staff. All of the wondrous enhancement from modern facilities and technology and equipment are as nothing without them and we will never hesitate to mark this point."

Educated, eyes-open optimism pays. Pessimism can only offer the empty consolation of being right."

Keep smiling.

With all good wishes, as ever

Canon Doctor John Savage CBE, chairman

Celebrating our nurses and midwives on Nurses' Day

International Nurses' Day has been celebrated around the world on the 12th of May since 1965. Nurses' Day is a great opportunity to say thank you to UH Bristol nurses and midwives who are at the heart of providing healthcare and who are nurturing, understanding, responsible, smart and extraordinary.

As well as the usual awards ceremony attended by staff, an evening event celebrating nursing in Bristol's past, present and future was held at Bristol Cathedral, in collaboration with North Bristol NHS Trust and the University of West of England and other colleagues.

This year also saw the launch of the long service award for nurses and midwives. A badge was awarded by Carolyn Mills, chief

nurse for the Trust, in recognition and appreciation of individual nurses' dedication and commitment to nursing at UH Bristol.

The design of the long service badge is based on the nurses' hospital badge that was launched last year and designed by nurses from the Trust. The long service badge uses colour to recognise years of service; blue for five years; bronze for ten years; silver for 20 years; and gold for 30 years.

UH Bristol's charity Above & Beyond supports the awards ceremony, the annual nursing scholarships and post-registration education awards. Sarah Talbot-Williams, chief executive of the charity, said: "Above & Beyond is always so proud to be a part of the Nurses' Day awards which recognise those inspirational individuals

who strive to provide outstanding patient care, affect change and improve services and facilities in our hospitals."

The awards were presented by cricketer Ebony Rainford-Brent, World Cup winner, BBC Test Match special pundit and director of Surrey Women's Cricket, who spoke about how to remain positive and focused in the face of obstacles.

UH Bristol chief nurse Carolyn Mills said: "I would like to thank all of those who received awards today and all of those nurses and midwives working in the Trust for their hard work and commitment to continually deliver services in a dedicated, caring and compassionate way by putting patients and their families at the centre of everything you do."



Carolyn Mills, UH Bristol chief nurse and Professor Jane Cummings, chief nursing officer for NHS England



Cricket World Cup winner Ebony Rainford-Brent gives her inspirational talk to the audience.

Team Award

WINNER: Ward C808 nursing team, Bristol Heart Institute. Ward C808 is leading the way in caring for older adults. Staff work collaboratively together as a multi-disciplinary team, ensuring the highest standards of care for complex patients in often challenging circumstances. The team is always looking to improve patients' and their families' experiences, and safety, and are enthusiastic about new initiatives and developing services.

Highly Commended: Advanced nurse practitioners for cardiac surgery team, specialised services division.



Above & Beyond award

WINNER: Elizabeth Hopkins, registered nurse, ward A602, Bristol Royal Infirmary. Lizzy has gone beyond what is expected of her by developing and implementing a care plan to improve the oral hygiene of patients. This will ultimately help to reduce chest infections and identify mouth conditions sooner, all down to her informative posters and sheer enthusiasm.

Highly Commended: Francis Edwards, paediatric palliative care liaison nurse, Bristol Royal Hospital for Children, and Elaine Howell, specialist nurse at liaison psychiatry, Bristol Royal Infirmary.



Inspirational leader of the year

WINNER: Salena Williams, team manager, liaison psychiatry, medicine division. Salena has created a culture of responsiveness, kindness, and thoughtfulness. Managing a team of highly skilled clinicians with a light touch, she drives change at every level. She is supportive to all members of staff, encouraging them to pursue excellence. Salena has completed nationally recognised research and translated it into reality, all while providing excellent patient care.

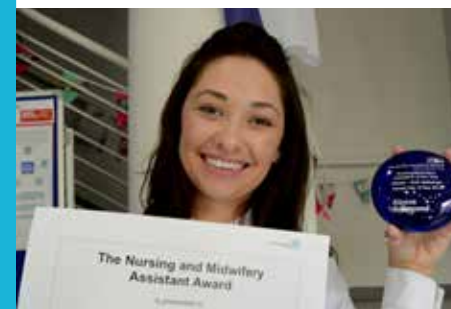
Highly Commended: Carolyn Shepherd, arrhythmia nurse specialist, specialised services division.



Nursing/Midwifery Assistant of the year

WINNER: Beth Melksham, nursing assistant, ward D603, Bristol Haematology and Oncology Centre. Although she hasn't been on the ward for very long, Beth has been singled out by families praising her care during difficult times in their lives. She provides outstanding compassion to patients with cancer and shows enormous courage, bringing energy and positivity to the ward every day.

Highly Commended: Collette Dean, ward C808, Bristol Heart Institute, and Emma Wood, ward A900, Bristol Royal Infirmary



Registered nurse/midwife of the year

WINNER: Florence Manyika, paediatric immunology nurse specialist, Bristol Royal Hospital for Children. Florence is leading the UK paediatric immunodeficiency network registration process and has made a significant contribution to the development of our paediatric immunology and infectious disease service. Always happy to visit patients at home, Florence has also proved herself to be an asset to her team by completing the nurse prescribing course.

Highly Commended: Emma Painter, sexual health nurse, Bristol sexual health service, Central Health Clinic.



Rising star

WINNER: Deb Marriage, paediatric respiratory and allergy clinical nurse specialist, Bristol Royal Hospital for Children. Deb provides clinical leadership for the whole children's allergy service with direction and innovation. Alongside her clinical nurse specialist role, she has successfully been elected as lead of the nursing group at the British Society of Allergy and Clinical Immunology, and is making a difference at a national level. Alongside this she has completed a Professional Doctorate in Health, significantly improving our understanding of the practical management of food allergies in children.

Highly Commended: Anne Duffner, antenatal screening co-coordinator at St. Michael's Hospital; Rebecca Russell, tissue donation ICU link nurse on A600, Bristol Royal Infirmary; and Sophie Hewer, senior staff nurse ward A600, Bristol Royal Infirmary.



Simple skills that save lives

Would you have the confidence and skills to administer CPR to save someone's life? Hannah Allen reports on an exciting new partnership which will see a generation of heart starters with the training and knowledge to save lives.

Every year in the UK there are 60,000 out of hospital cardiac arrests; over half are witnessed by a bystander. However, not everyone knows what to do in a situation that requires life-saving skills such as cardiopulmonary resuscitation (CPR).

This is set to change as a dynamic partnership, led by Great Western Air Ambulance Charity (GWAAC) and including UH Bristol, the University of the West of England (UWE), South West Critical Care Network and health professionals across the region, has the potential to save thousands of lives.

The Great Western Heart Starters campaign gives young adults the opportunity to learn the skills and gain the confidence to administer CPR when required. Volunteers with previous experience will then provide basic life support training to secondary school pupils across South Gloucestershire and Bristol, with a view to expanding this across the region to create a new generation of lifesavers. In addition, sessions at the Bristol Royal Hospital for

Children will be given to patients and families who wish to learn.

Johannes von Vopelius-Feldt, research fellow and emergency medicine registrar at UH Bristol and chair of the Great Western Heart Starters committee, said: "My research looks at how we can improve survival rates of patients following out of hospital cardiac arrest across the UK. Immediate bystander CPR can double a patient's chance of survival and is one of the most powerful interventions for cardiac arrest that we have. Teaching CPR in schools will have a direct positive impact and the interaction with this next generation of lifesavers is immensely rewarding."

Graham Brant, lead nurse and manager at the South West Critical Care Network, is also a registered nurse who has worked in intensive care units at UH Bristol. He said: "I am a UK Resuscitation Council Instructor and have a passion for ensuring as many people as possible have this skill. In my spare time, I am the County Commissioner for Avon Scouts. We have 11,000 young people aged 6-25 who need to learn this



The Heart Starters volunteers deliver a session on Ward 35 at the children's hospital.

skill and this will make a big difference in the community in the future.

"The idea of teaching in schools appealed to me as we would capture everyone. To this end, I volunteered as a committee member and as a team leader on the teaching days to spread my passion and help drive this initiative."



Matt Thomas, intensive care consultant at the Bristol Royal Infirmary and GWAAC lead doctor

Matt Thomas, intensive care consultant at the Bristol Royal Infirmary and GWAAC lead doctor, explains the importance of this training and how it could improve outcomes for patients in the future. He said: "Early intervention of lifesaving skills is so important when someone is in danger or has stopped breathing. Although the air ambulance crew can get anywhere in the region within 20 minutes; the care a patient receives before they arrive can be vital to their survival."

"Everyone should know basic CPR skills, and our team members providing this training are passionate about educating people to acquire these skills so that they know what to do if they're called upon."

Analysis of GWAAC patient data has shown that training like this can drastically improve the survival rate to hospital, and it is estimated that this activity would result in 4,788 lives being saved per year.



GWAAC case study

John Waddington from Weston-super-Mare is living proof that CPR training saves lives. In July he suffered a cardiac arrest while playing football at his local leisure centre, and his life was hanging in the balance. The GWAAC Critical Care Team was soon on the scene, but before they arrived the duty manager Dave Gould had used the defibrillator on him, and was performing chest compressions. This early intervention saved John's life. After three weeks in hospital he was back home with his family, and has fully recovered.

UH Bristol case study: Ally and Dylan Woodley

In November 2015 Ally's three year old son Dylan choked on a ham sandwich. Ally performed CPR until the ambulance crew arrived and were able to take over. They performed CPR on Dylan for 45 minutes and eventually his heart started to beat on its own. Unfortunately Dylan suffered global brain damage and has spent over a year in hospital recovering and adapting to his new way of life. Ally feels every parent should learn the life skill of CPR. "You never know what can happen, especially with younger children. If I hadn't known what to do I wouldn't have my little boy here with me now. I remember so clearly the paramedics telling me I had done everything I could to help Dylan and this has brought me so much comfort over the last year," she said.

Ally and Dylan are now looking to leave hospital this summer and return to their home town of Wells, Somerset.



GWACC Heart Starters team on the helideck with helicopter and the Bristol Royal Infirmary helideck team

How to get involved:

Great Western Heart Starters are always on the search for volunteers who can give their time to the project. If you are a medical professional who would like to volunteer their time in local schools in the Bristol area and will be able commit some of your time during school hours and term time, please email Claire Harmer on claire@gwaac.com.



Bristol to Paris cyclists raise over £150,000



On Friday 28 April, 80 cyclists made up of hospital staff, corporate teams, family and friends of patients and members of the community, set off on the Bristol to Paris Cycle Challenge.

With their adrenalin pumping, they cycled across the iconic Clifton Suspension Bridge, past Bristol Royal Infirmary where they were cheered on by friends, family, hospital staff, patients and visitors. They then headed south to the coast, followed by two days' cycling through the French countryside, finishing triumphant at the Eiffel Tower on Monday, 1 May.

The team raised over £150,000 for Bristol Royal Hospital for Children's major trauma and rehabilitation unit, which provides essential care for children from across the South West suffering from traumatic brain injuries, brain tumours, epilepsy and cerebral palsy.

Aimee White, paediatric major trauma rehabilitation co-ordinator said.

"Rehabilitation is a long road to recovery, so with the help of the Bristol to Paris cycle, we will be able to create a place where children and their families feel at home whilst receiving the best possible care."

A huge thank you to all of our cyclists for an amazing achievement!

Get on your bike in 2018! 80 cyclists. 430km. Four days. Two wheels. One goal.

Join us for four unforgettable days in the saddle from Friday, 27 April – Tuesday, 1 May 2018. Money raised in 2018 will go towards a state of the art ultrasound scanner for the fetal medicine unit in St Michael's Hospital. Open to anyone - individuals, groups of friends or colleagues, the cycle is a great way to challenge yourself, whether you're a novice or a pro!

Places fill up quickly, so reserve yours now. Email hello@aboveandbeyond.org.uk.



Above & Beyond is the local hospital's charity fundraising for patients, families and staff in Bristol city centre hospitals / 0117 927 7120 / www.aboveandbeyond.org.uk

Claudia Fragapane joins us as our new Celebrity Champion

Above & Beyond is very excited to announce that Claudia Fragapane, Olympian, Commonwealth champion and former Strictly Come Dancing contestant, is our new celebrity champion! Claudia is helping us raise awareness about the difference that your donations make to our hospitals.

"It means a lot to me to work with a charity that supports a cause in my hometown of Bristol, where I live and train. As a gymnast, I know how important it is to stay fit and healthy – a small injury could mean the end of my career – and I wanted to help raise awareness about the need to support our city centre hospitals," said Claudia.

Thank you Claudia! Find out more about how Claudia is going to support Above & Beyond at www.aboveandbeyond.org.uk



GOLDEN GIFT APPEAL
A Brighter Future For Bristol's Hospitals

Celebrate hitting £6m with us!

On 20 June, we will be celebrating the incredible achievement of reaching our Golden Gift Appeal target.

Follow us on social media @ [aboveandbeyond1](https://twitter.com/aboveandbeyond1) for the full details of this celebration day or take a look at our website www.aboveandbeyond.org.uk.

Above & Beyond staff take on the Three Peaks Challenge



On 16 June, Above & Beyond staff will tackle the three highest peaks in England, Wales and Scotland, all within 24 hours. The team of hikers include six Above & Beyond staff, a charity trustee, a wonderful volunteer, plus enthusiastic family members.

They have chosen to raise money to say thank you to the wonderful nursing staff who work tirelessly in our city centre hospitals.

Please help us to show how much we appreciate our nurses by donating at www.justgiving.com/fundraising/above-beyond-3-peaks. Thank you.

If you'd like to set yourself a challenge and fundraise for your hospitals, take a look at some ideas on our website: www.aboveandbeyond.org.uk/events or contact the community fundraising team on 0117 927 7120.

Donate your snazzy new £1 to your hospitals

Above & Beyond is encouraging supporters to give their new £1 coins to help support Bristol city centre hospitals.

"Every £1 raised is vital to our hospitals. You can help us to go above and beyond what the NHS has the means to do," said Simon Purkiss, Above & Beyond.

All funds raised will go towards supporting our four key areas; to create welcoming environments, fund innovative research, support staff training and development and provide state of the art equipment.

Please donate online at www.aboveandbeyond.org.uk or visit our fundraising hub in the Bristol Royal Infirmary Welcome Centre, we're open Monday-Friday, between 10am – 5pm.

Improving care for our stroke patients by improving oral hygiene

Every year 152,000 people in the UK have a stroke and the after effects on the body and a person's abilities can be severe. The acute stroke unit team at UH Bristol identified a way to reduce the risk of stroke patients developing pneumonia through better oral hygiene. Sabrina Lee found out more.

Here at UH Bristol, we see approximately 600 people a year who have suffered a stroke.

All patients who are admitted with stroke have a screening test within four hours of admission to find out if their ability to swallow or speak has been affected as a result of their stroke.

Pauline Baker, stroke specialist nurse on the acute stroke unit (A515) said: "If a person's ability to swallow is affected, they are unable to eat or drink properly. This can have a significant impact on the patient as it puts them at risk of infection because of a change in the microbiology of their mouth. Stroke patients who are unable to swallow are at risk of developing aspiration pneumonia which is a lung infection that develops after you inhale food or liquid into your lungs."

Research shows that treatment with regular oral care, for example brushing teeth twice a day, reduces the risk of pneumonia in older adults who have suffered a stroke by 30%.

In December 2015, the A515 team discovered that the majority of patients



Bristol Dental Hospital dental hygiene students

in the unit did not have an oral hygiene assessment or care plan in place. To ensure the team delivered the best care to patients, they immediately brought in expertise from the Trust's dental hygiene tutors and regular teaching to improve oral hygiene on the ward.

Together, the ward and dental hygiene tutors developed a three month pilot where student dental hygienists visited patients on the ward twice a day, once in the morning and again in the afternoon, to brush their teeth or gently clean their mouths or help a patient brush their own teeth. The hygienists worked closely with the ward's nursing staff and speech and language therapists to identify which patients were most at risk of developing

pneumonia and established a system for updating patient's oral assessments in the patient's 'log book' and an oral healthcare protocol.

"The experience of working on A515 was very rewarding and it took some of us out of our comfort zone but we all learned so much. Communication with patients was sometimes difficult because of the effects of the stroke but ward staff were always helpful even though they are incredibly busy," said Ramin Mohvahed, a dental hygiene student at the Bristol Dental Hospital.

The pilot was successful and the teams continue to work together to improve oral hygiene for stroke patients.



The acute stroke team on A515

A new tool is improving medicines management and helping our hospitals run efficiently

A new pharmacy electronic dashboard tool is helping pharmacists work efficiently, cutting down the time patients wait for their medication before they are discharged from hospital and helping our hospitals run smoothly. Hannah Allen met Rick Cooper, lead pharmacist for electronic prescribing, to learn more.

Making sure that patients get home safely and in good time is a priority for UH Bristol. The Trust's pharmacy team plays a key role in this 'patient journey' and is responsible for the medicines patients need while they are in hospital and when they leave.

A patient may move from one department or area of the hospital to another during their stay and it is important that our pharmacy team is able to follow each patient's medicines history as they move throughout the Trust and that this medicines information is readily available.

Rick and his team realised that there was an opportunity to create a tool that would be electronically accessible to the pharmacy teams via the Trust intranet and

allow them to see if patients' medicines have been appropriately checked and to see which patients' medicines need their immediate attention.

"The e-dashboard enables a different way of working. We can now ensure all adult pharmacists are working effectively across the Trust, and that staff are prioritising patients based on their needs and the information we input on the system," said Rick.

"It is a more efficient approach and has the potential to improve our service and how we care for our patients."

The benefit for patients is that the system decreases the time they may have to wait for medicines to be prescribed before



they leave hospital and therefore speeds up their discharge and improves the efficient flow of patients through the Trust's hospitals.

The e-dashboard is also more environmentally friendly and sustainable as handwritten notes on print outs are no longer necessary.

The system took three months to develop and implement. Rick and his team worked closely with the Trust's information management and technology (IM&T) team to build the dashboard, pilot it on our acute medical ward before rolling it out across adult services in the Bristol Royal Infirmary, Bristol Eye Hospital and South Bristol Community Hospital.

Stephen Brown, director of pharmacy at UH Bristol, said: "This is a transformational improvement that enables our pharmacy staff to work more efficiently and focus their attention on patients who are in particular need of medicines review and optimisation."

The feedback from staff on the system has been very positive and pharmacists also now have more time to spend on the wards to discuss patients' treatments with other clinical staff face to face.



Rick Cooper and Nicholas Jones, electronic prescribing support pharmacist, review the dashboard on A525

Supporting the patient recovery journey

Patients who have been treated on our intensive care unit (ICU) are returning to the unit after leaving hospital. Hayley Billington visited the unit and learned how these visits are helping patients recover and staff improve our service.

Post-ICU syndrome is a condition that can affect anyone who has been treated on an ICU. Even after a patient has been discharged from ICU or hospital, they can still suffer from symptoms including memory difficulties, sleeping difficulties, altered body image, changes in body function, long standing pain, anxiety, post-traumatic stress disorder and auditory and visual hallucination recall. This can particularly affect those who have been unconscious or delirious for long periods of time. Our staff have introduced post-ICU visits at the Bristol Royal Infirmary to support former patients to understand and work through some of these difficulties that they may experience.

Our ICU staff are now undertaking innovative work alongside the psychiatry liaison service to help heal many of the unresolved psychological impacts caused

by an ICU inpatient stay. Patient visits enable staff to further develop their service in response to patients' needs. Charge nurse John Bell explained: "The post-ICU visits are a really good way to learn from our patients' experiences. They give us a better appreciation of how being treated in the unit can have a negative impact on someone physiologically and the more visits that occur, the greater our understanding becomes. We aim to develop our service and strive to prevent post-ICU syndrome as much as professionally possible."

Based on patient feedback on how we can improve their stay on the unit, we have made several changes which include the installation of a 24-hour clock which also displays the date. This helps with delirium and is something that was not used in the old unit. We encourage patients who are

in the unit after an operation to get out of bed and mobilise as soon as they can but some of our patients found that difficult.

The unit now also has new highly specialised rehabilitation chairs, thanks to generous funding from Organ Donation and Gift of Life. The chairs can recline and adapt to a specific patient's needs which has improved comfort and recovery.

Nicky Freeman-Fielding, matron for critical care said: "We continue to use the feedback we get to improve the environment in the unit. Since the changes have been made, patients have had a better experience. I am proud of our staff who have worked hard to make these improvements and spent time hosting patient visits. It is important for us to provide the best care we can."

Helping patients recover

Caroline Swann was one of the first patients to be treated on the new ward when it opened two years ago. As her condition improved she was transferred to a different ward and eventually discharged. Even though she has now fully recovered physically, she has found it difficult psychologically to come to terms with what was a very traumatic time for her and her family.

Caroline recalls her memories of being on the unit: "I can remember the noises of the different machines. In my head they were loud and intrusive. Now I have felt brave enough to come back and visit this part of the hospital, everything seems so much calmer than I remember. Equipment that I thought was big and scary really isn't. I think

that was part of my delirium and now I can see it from a different perspective it will help me with those memories. The staff that cared for me are amazing and it was nice to see them again and talk through how I've been doing since and finally get to grips with everything that happened during my time as a patient on the unit."



The team on the adults' intensive care unit.



Caroline Swann (second from the right) and her mum, Anne, (second from the left) meet the ICU team on their visit to the unit.

Targeting cancer with new generation treatments

A new type of cancer treatment is being trialled on patients whose disease has become resistant to other therapies, or who are too poorly to have other treatment. **Stephanie Feldwicke finds out more.**

The novel radioimmunotherapy, called **Betalutin**, is being made available to patients with relapsed, low-grade non-Hodgkin's Lymphoma (NHL) as part of the LYMRIT 37-01 trial being run at Bristol Haematology and Oncology Centre (BHOC). Seven patients have now taken part in the trial.

Betalutin is the first of a new generation of targeted radioimmunoconjugates currently undergoing clinical testing. Radioimmunoconjugate is made by attaching a radioactive molecule to an antibody that can bind to cancer cells.

The aim is to use the radioactivity to destroy the cancer cells inside the body, while limiting damage to normal cells.

The diagram right shows a lymphoma cell and proteins, or antigens, present on the surface of lymphoma cells.

The trial, sponsored by Nordic Nanovector, opened in June 2015, and the BHOC was the first investigational site in the UK to recruit a patient. The hospital went on to be top recruiter for the trial in Europe during 2015-2016.

Principal investigator at the BHOC Dr Matthew Beasley, consultant oncologist, has a well-established collaboration with clinicians across the South West. This regional network gives many patients access to this trial, even if they do not live in the Bristol area.

The main aims of this trial, with a single dose of Betalutin, are to improve the response to treatment, offer an alternative option, and to improve patients' quality of life while receiving treatment by reducing visits to hospital and limiting the number of side effects

that are associated with chemotherapy.

Which patients can benefit from the trial?

The trial offers a new therapy option for patients with low-grade lymphoma which has become resistant to other treatments, as this type of lymphoma can be extremely sensitive to radiation.

It is also an alternative treatment for patients with relapsed high grade lymphoma, who are not well enough for high intensity chemotherapy, as it is generally a very well tolerated treatment.

Who co-ordinates the trial?

The trial is being co-ordinated by the Clinical Trials Unit (CTU), based at the BHOC.

The CTU is well established and manages more than 200 trials across all types of cancers. The unit has more than 30 team members, made up of research nurses, trial and data co-ordinators and management team.

Due to the number and diversity of the trials undertaken at the BHOC, the team works in specialist tumour groups, for example the radiotherapy/radioisotope group which manages the LYMRIT 37-01 trial.

The dedicated team members in this specialist group include Dawn Bowers, advanced practice research radiographer; Sarah Zellej, research radiographer; and Amelia Lowe, trial co-ordinator. They are also responsible for managing 12 other radiotherapy studies currently recruiting patients.

The team works closely with Dr Beasley to carefully co-ordinate screening to ensure

that patients are appropriately recruited to the trial, to co-ordinate the treatment regime for this complex study, while providing significant support to those patients who take part.

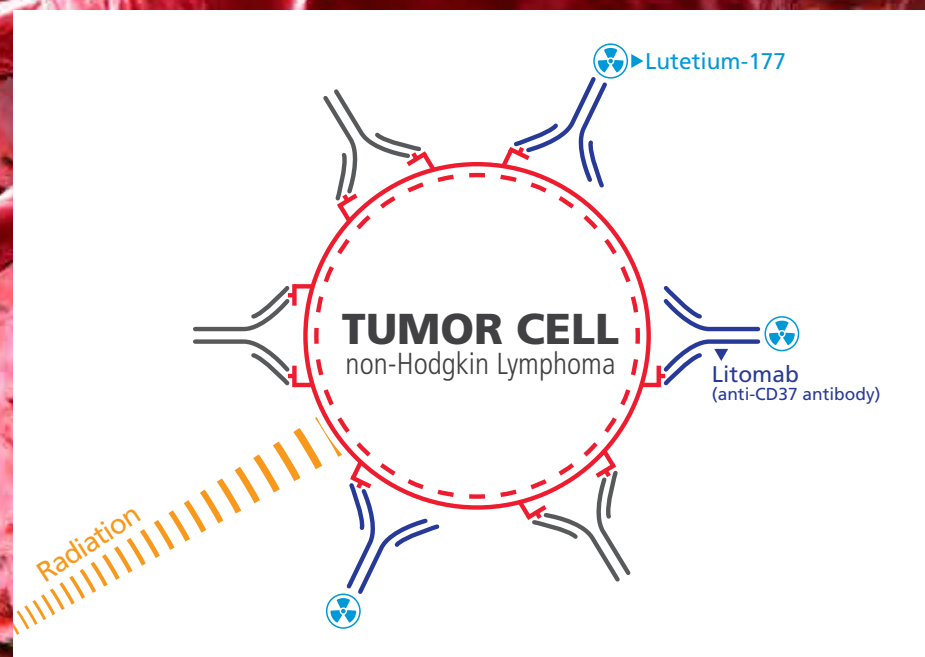
Are other hospital staff involved?

More than 20 members of staff are involved in each patient's treatment and the CTU works in partnership with colleagues within the BHOC, Bristol Royal Infirmary and North Bristol NHS Trust.

The CTU has increased its knowledge to deliver this treatment. The hospital's radiotherapy unit are now trained to prepare and dispense the Betalutin and our molecular radiotherapy staff can arrange the necessary preparation to administer the medication in their specialist treatment area. The CTU also works closely with colleagues in pharmacy, pathology, radiology and the haematology day unit.

Dr Beasley said: "Careful timing of all trial activities is crucial, so it is important that we all work together with a unified approach. It is thanks to the great teamwork of everyone involved that we have been able to treat seven patients.

"The LYMRIT 37-01 trial is complex and requires considerable time, and we are very proud to be able to deliver it here at the BHOC."



The diagram above shows a lymphoma cell and proteins (antigens) present on the surface of lymphoma cells



Dr Matthew Beasley, consultant oncologist at BHOC and principal investigator on the LYMRIT trial



Sue Cowley, molecular radiotherapy unit manager, explains how the therapy is given.



The LYMRIT 37-01 team



Juliet Cox

Head of nursing for the division of surgery, head & neck

How long have you been at UH Bristol, and what is your background?

I joined the team at UH Bristol just over a year ago. Before that I was head of patient experience at a large teaching hospital on the south coast.

My nursing background is working as a cardiac nurse within a high dependency unit as the ward sister, and then matron for the cardiovascular and thoracic speciality, leading for the coronary care unit, catheter lab and inpatient wards.

I have also spent considerable time supporting new matrons in surgery, neurosciences and trauma and orthopaedics within the hospital, helping them develop in their leadership role within their speciality.

What does your current role involve?

My role is focused on leading the team to deliver quality care for our patients. As a key member of the Trust's divisional management team, I have a pivotal role ensuring the delivery of clinical services and professional standards, and the development of nursing leadership within the division.

I have a particular interest in developing staff who will be future leaders, so I am supporting the preceptorship programme within the Trust – these staff will set the standards of care for the future. An exciting opportunity for me is working on developing programmes to plan for future ward sisters, specialist nurses and matrons across the Trust.

What do you enjoy most about your work?

Healthcare is continuously changing and one day is never like the other, so I enjoy the variety and challenges this role brings. Having been in my previous trust for 22 years, it was a big move for me coming to UH Bristol, but after a year in post I am extremely proud to work here.

I feel honoured to be a nurse and privileged to be in a position that allows me to lead the nursing team and influence the standards of care we are providing for patients. My aim is to always strive to improve the care we provide and set the values and expectations for staff, and being proactive about ensuring patient safety whilst in hospital.

The team I lead are very hard working and the feedback from patients is extremely positive. I am most proud of the division achieving 'outstanding' for caring in the recent CQC inspection and this is something we need to sustain and continue improving.

I get great satisfaction from hearing back from patients about their experience of being in hospital and knowing that we have provided them with care that met their expectations. We don't always get it right for our patients; however, we can learn from this feedback and develop ourselves to ensure we continue to deliver excellent care.

What do you like to do outside of work?

With two young boys aged four and seven, life is pretty hectic keeping them entertained!

My life is currently spent ferrying children around to parties, swimming lessons, football and taekwondo. As we have just moved to this area and have a new house, a lot of our time is spent exploring the countryside and beaches around Bristol and North Devon and enjoying the area we now live in.