

Voices

The magazine for the UH Bristol community

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Improving care through simulation p12

Learn while you earn p14

A holistic approach to dentistry p18

Inspected and rated

Outstanding 



Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.



Hello and welcome to the September/October edition of Voices.

This edition is packed with inspiring information about the work we are doing to ensure our patients get the best care. On page 5 you can read about the safety checklist that was developed and piloted in our adults' emergency department that has been nationally

recognised for its significant contribution to patient safety.

We are also offering innovative treatments such as brachytherapy high-dose-rate (HDR) monotherapy, a one-off treatment for prostate cancer (page 8), while our ketogenic dieticians are helping children with epileptic seizures and infantile spasms (page 10).

While patient services are what unites us, in this edition you can also find out about how you can earn while you learn by starting an apprenticeship at UH Bristol (page 14).

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

Lizzie Beale @LizzieBeale1025
I can't thank the staff at Bristol Eye Hospital enough for looking after me so well over the last 6 weeks. They are all stars ★ @UHBristolNHS

Nicola Folker @FolkerNicola
Thank you to all the staff @UHBristolNHS C602 especially Tim for the brilliant care yesterday at Bristol Heart Institute #brilliantnhs

Julie Alderson @smilealdie
I am proud to work @UHBristolNHS in a team that strives to offer the very best support and care

Charlotte Hitchcock @gremlin2c
Thank you to staff @UHBristolNHS cardiac surgical team & the wonderful Charlotte on A607 for care you are giving my brother. ❤️❤️

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Launch of new Unity Sexual Health service



The Unity team celebrated the service launch at Bristol Pride and Weston-super-Mare Pride in July

A new sexual health service led by UH Bristol, for people living in Bristol, North Somerset and South Gloucestershire launched in June.

Unity Sexual Health offers new initiatives including more evening and Saturday clinic appointment slots, a new sexual health service at Concord Medical Centre in South Gloucestershire and self-testing kits for sexually transmitted infections (STIs), which can be ordered online through the Unity website: unitysexualhealth.co.uk.

UH Bristol is working in partnership with seven organisations – British Pregnancy Advisory Service, Brook, Marie Stopes UK, Terrence Higgins Trust, The Eddystone Trust, North Bristol NHS Trust and Weston Area Health NHS Trust – to deliver the Unity service.

Dr Helen Wheeler, clinical lead and sexual health consultant at Unity Sexual Health, UH Bristol said: "We are thrilled to be able to offer a range of new sexual health initiatives through Unity such as self-testing kits available online."

100,000 genomes and 1,000 patients

The West of England NHS Genomic Medicine Centre (WEGMC), led by UH Bristol, has enrolled 1,000 patients and family members to take part in the 100,000 Genomes Project.

Nicola Windless, from Midsomer Norton, and her family have joined this ground-breaking initiative, which aims to sequence 100,000 genomes from patients with rare inherited diseases or with cancer.

Nicola's twin daughters, Kayleigh and Michelle, have an undiagnosed condition and Nicola hopes that research like 100,000 Genomes can



help provide some answers. Professor Andrew Mumford, clinical director of the WEGMC, said: "The enthusiasm around the project from patients, their families, and the healthcare community has been incredible."

In brief

Free dental treatment at Bristol Dental Hospital



If your teeth need some routine dental treatment and you're flexible with your time on weekdays, you could be eligible for free dental treatment at the Bristol Dental Hospital.

Student dentists, therapists and hygienists from the University of Bristol Dental School are offering free treatment, which includes fillings, oral hygiene advice, scale and polish, crowns, bridges or dentures, to people who currently don't have a dentist. All treatments are supervised by qualified clinical staff.

Interested? Download a self-referral form at uhbristol.nhs.uk/media/2812524/bdh_generic_referral_letter_2019v2.doc or pick one up from the Bristol Dental Hospital main reception.

Completed forms can be handed to the hospital's reception or posted to: Student co-ordinator, Bristol Dental Hospital, Lower Maudlin Street, Bristol BS1 2LY or emailed to student-treatment@uhbristol.nhs.uk.

Innovating care for teenage and young adult cancer patients

The Teenage and Young Adult (TYA) Cancer South West team have been shortlisted for a Macmillan Professionals Excellence Award in the Innovation Excellence category for their IAM Portal project.

The team has worked with teenage and young adult patients to develop and design the online mobile-friendly

portal (tyaiam.co.uk) in which patients can self-assess their needs at any point during their treatment, including how their cancer is affecting their emotional and psychological wellbeing. This means that TYA professionals can access and review what having this cancer and its treatment mean for this young person and their support network at that given time. Multi-disciplinary teams also have



The team posing with the IAM portal

access to the IAM database for reporting and assessing overall service demands.

Winners will be announced at the Excellence Awards ceremony on Thursday 16 November 2017.

Working together to improve care in self-harm

A recent evaluation of a partnership between the liaison psychiatry team and Health Integration Team (HIT) STITCH has revealed the real positive impact they are having on patient experience. The HIT is made up of a multidisciplinary steering group who are leading experts in suicide and self-harm.

Reduced repeat attendance with self harm by



The partnership looks to reduce self-harm by implementing specialist mental health services in the adult emergency department (ED), such as supporting patients presenting with self-harm/suicide attempts in adult ED seven days a week.

Reduced self-discharge rates



Positive results were shown in a report by the National Institute for Health Research Collaboration for Leadership in Applied Health Research and Care West (NIHR CLAHRC West), some of which you can find in the graphic above.

Increased interventions such as psychosocial assessment by



Grand Appeal funds jam-packed Arts Week at Bristol Royal Hospital for Children

Bristol Royal Hospital for Children played host to an amazing array of activities in August as part of Arts Week, which was funded by its charity, Wallace & Gromit's Grand Appeal.

Patients, families and staff at the hospital were treated to workshops in the play centre, including graffiti, drumming, balloon modelling and printing, while the play staff were busy hanging 1,000 origami paper cranes – a symbol of hope and healing – which were made by wards and departments across the hospital.

Greeting families as they came into the hospital's reception during the week were two 'Thought Trees' which were soon filled up with messages, thoughts and doodles. One parent

said: "The tree is a really nice way to spread positivity to everyone and lets us know that there are other people thinking of us! It was lovely to read the messages and it gave us hope."

As well as the workshops, The Grand Appeal funded activities around the wards for children unable to make it to the play centre.

One activity saw Paula Bowles, illustrator and Gromit Unleashed artist, join storyteller Wilf Merttens as they visited patients, working together to create wonderful stories which they illustrated simultaneously. A huge #TeamGrandAppeal thanks to everyone who made Arts Week 2017 such a brilliant experience for the young patients treated at the children's hospital.



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

National recognition for checklist that improves patient safety

At UH Bristol delivering best care to our patients is our top priority and we do all we can to improve the safety of the care we provide. A patient safety checklist developed and piloted in our adult emergency department has been nationally recognised for its significant improvements to patient safety. Hannah Allen investigates.

The adult emergency medicine team at the Bristol Royal Infirmary (BRI) has been recognised for its innovative work to address patient safety and care in the department with a safety checklist tool. The checklist, developed by the team, aims to provide a safe, standardised approach to basic care which is both resilient to periods of overcrowding and a variable nursing skill mix.

Emma Redfern, consultant in emergency medicine, explains: "The checklist is an A4 document used by emergency department staff to standardise the basic care. It ensures hourly observations and National Early Warning scores (NEWS), pain scores, analgesia and medication administration are constantly maintained even during periods when we are extremely busy. The aim is to stop us missing early signs that a patient is deteriorating.

"It also provides a template for ambulance staff to work to, helping to improve the transition of care between the ambulance service and clinicians in the emergency department."

A pilot study of the safety checklist took place at the adult emergency department of the BRI and was supported by the Health Foundation in winter 2014/15. The Trust then successfully implemented it in winter 2015/16.

"Our standard of care has dramatically improved with statistical significance. Since the safety checklist was introduced there have been no clinical incidents where failure to recognise a patient's deterioration was a contributing factor," says Emma. "As a result of our success here at the BRI, the safety checklist has been rolled out to emergency departments in the region, providing safer care to patients using these departments, with support from the West of England Academic Health Science Network and South West Ambulance Service NHS Foundation Trust. It was also noted in the Trust's most recent Care Quality Commission (CQC) report that the safety checklist was being actively managed in a way

that kept patients safe during periods of overcrowding in the department."

Since its launch the checklist has been continually recognised for its success in improving patient safety, and in July 2017 it scooped a national award at the HSJ Patient Safety Awards for 'best patient safety initiative in A&E'. Jason Lugg, matron, previously lead nurse for the safety checklist project, says: "This national recognition proves that a simple, well-designed checklist such as this can greatly improve the delivery of safe care."

A paediatric safety checklist has also been developed and is currently being piloted in the children's emergency department.



Some of the ED team standing proud with the checklist

Getting to know your new governors

UH Bristol continues to keep in touch with our Trust members via Voices, our Health Matters Events and importantly, through our recently elected Council of Governors.

In June this year 18 new governors joined the council here at the Trust, including four members of Trust staff, with a responsibility to represent members' views and feed back to members whenever possible. Some of our governors have shared their reasons for wanting to get more involved in the Trust and what they hope to achieve in their role.



Jenny James, public governor – "I trained as a nurse at the BRI and then spent most of my working life at the Trust. Following retirement I wanted to stay involved, and in addition to becoming a governor I also volunteer at the Bristol Haematology and Oncology Centre. I really feel it's important to support the NHS, and hope that in my role as a governor I'll be doing this."



Mary Whittington, public governor – "Before retiring I was an architect and worked a lot with NHS trusts to help them improve the experience of their patients from the best use of their buildings. I hope to share my experiences with the other governors and in doing so support my local trust with this agenda."



Derek Wholey, patient governor – "I am old enough to remember life before the NHS! It was often a struggle for poor working-class families to pay for healthcare, so often they did not seek treatment until it was too late for a satisfactory outcome. I'm getting involved as I know first-hand as

a patient, and as the carer of patients, the benefits of having the NHS. As a governor I hope to help ensure quality care continues to be available to us all."



John Chablo, patient governor – "My son was treated for leukaemia at the Bristol Royal Hospital for Children, and continues to have regular follow up appointments there. Following our experience I wanted to get involved and give something back after all the support we received."

For a full list of the Council of Governors, please go to the Trust website: uhbristol.nhs.uk/about-us/how-we-are-managed/governors



Health Matters events

Look out for details of our next Health Matters event, to be held in November, on our website at uhbristol.nhs.uk/about-us/how-we-are-managed/membership/.

Our governors are always keen to hear from you; you can get in touch with them by emailing foundationtrust@uhbristol.nhs.uk. You can contact them with your queries and suggestions for future events.

From the chair

Present tense – future perfect?



This is my last piece for "Voices" before retiring after 13 years with the best public service establishment in our region. It has been the greatest privilege to be the chairman.

Before this I was invited in 1988 to lead a small group of people wanting to bring new answers to the urgent problems of the time. The aim was to inspire an ambitious vision for Bristol and to work to ensure its successful future for the sake of its citizens. The largest commercial enterprises, the universities, the church, police service and the local authorities came together in the Bristol Initiative to pledge delivery of creative and positive action. Much was achieved and the group survives today in increased numbers. The members continue to commit to the long-term improvement of the place in which they choose to operate, believing that their own organisations will naturally benefit from enlightened self-interest in the condition of others.

The Initiative led partnerships to bring positive activity through flagship projects like Broadmead renewal and the regeneration of the Harbourside amongst many others. It provided resource, expertise and immense commitment from leading players.

Looking back I believe we failed to adequately understand the long-term problems that would be posed for health and welfare services. The starkest challenges then were homelessness, the poor performance of state education and threats to the economy.

Sadly the fundamental ills have not changed greatly; Bristol is not as threatened as it was 30 years ago, investment has occurred, but a chronic

lack of homes continues and there is still an almost wanton disregard by some of the true scale of this basic need. People are sleeping in the streets again. This cannot be right in a civilised society in the 21st century. These issues have a distorting effect on the work of those involved in healthcare and particularly the problems faced by the chronically ill and an increasing elderly population and those with special needs. The delivery structures that we employ routinely are fragmented and are just not adequate for this challenge and, increasingly, a burgeoning shortage of people with the necessary skills is insufficiently addressed.

Of course, the nation as a whole needs to be more imaginative about its approach to these vital matters and more honest. Our local strategic partnership, in which the Trust plays a major part, begins to take effect in seeking radical change but it deserves more resource if it is to ensure the successful long-term plan that is an imperative if standards are to be maintained and improved.

The world around us grows more ugly and infinitely less civilised in spite of the great triumph over evil accomplished 70 years ago with the ending of the Second World War. We cannot boast our position as one of the most civilised societies ever seen on earth until we do properly consider our obligations to each other and as part of this achieve the level of care promised by the creation of the welfare state and the National Health Service. We have a vast debt to those who fought for our free existence but could not go on to enjoy it themselves; we are obliged to complete the job.

My general belief has been that, within the bounds of considerate behaviour

This is my last piece for "Voices" before retiring after 13 years with the best public service establishment in our region.

and sensible constraint, the point of life is to have the enjoyment of it; to have a good life. In thinking about it I recalled some words of the Roman philosopher and politician Cicero from the last century before Christ. He argued that the basis of moral goodness and the ability to live a good life depended on, amongst other things, the need to behave considerately and understandingly in our associations with other people. Another leader, 80 odd years later, exhorted us above all else to love one another, which I have interpreted as to take care of each other. I see the efforts of our staff applying these maxims as a routine of their daily lives, often against great odds, and I have been enormously inspired by it over my time with the Trust.

I wish all the fortitude to continue and good fortune in your own lives.

Canon Doctor John Savage CBE, chairman



100th patient treated with unique treatment for prostate cancer



The brachytherapy team at the Bristol Haematology and Oncology Centre has recently treated its 100th patient with brachytherapy high-dose-rate (HDR) monotherapy; a one-off treatment for prostate cancer. The unique treatment offers a less invasive alternative to surgery, and normally requires just one overnight stay in hospital before the patient can return home.

The 100th patient to be treated with the therapy, Alan Windslow, was informed in December 2016 that he had prostate cancer following an annual check-up with his GP. "After my brother had surgery for prostate cancer in the United States 14 years ago, I was advised to regularly visit my GP for check-ups in case I was at risk of prostate cancer," said Alan.

"I was aware the prostate enlarges as you get older, and have always been proactive about checking if there are any noticeable changes. When my brother was diagnosed, he didn't know where the prostate was and had no noticeable symptoms, so I knew it was important to remain vigilant and check.

"For years my tests were clear but last year, after a biopsy, it was confirmed that I did have prostate cancer." Alan discussed his treatment options with clinicians closer to home, and was introduced to Amit Bahl, oncology consultant in Bristol, who could perform brachytherapy HDR monotherapy.

Amit said: "We are very fortunate to be one of a handful of hospitals in the UK to offer this treatment to prostate cancer patients.

"Often we see patients local to the hospital, but because there are few hospitals that can offer this service we can see patients from as far as Cornwall to the Midlands and have even treated a patient from the Isle of Wight.

"There are many advantages to brachytherapy HDR monotherapy, but it appears few men who are diagnosed are aware. Following treatment there are no immediate restrictions, including interruptions to the patient's diet or ability to drive. Interactions with family and friends will not be affected as a result of radiation and the outcomes are the same as for those patients who have surgery."

Alan added: "Following the treatment I feel fine, and I have no regrets. I will be followed up with a call and will return to the hospital for future check-ups with the team. My tests have always been straight-forward and the only discomfort I've experienced to date is the biopsy and immediate swelling following treatment. No comparison to what could have been."



Amit Bahl, oncology consultant

Our mission as a Global Digital Exemplar

A digital revolution is happening in our hospitals. John Kirk discovers how the Trust's role as a 'Global Digital Exemplar' will lead to improvements in quality of care, safety and access to information for our patients.



nurses to record patient observations, such as heart rate and blood pressure, in real-time on a portable device. This will keep track of a patient's vital signs, reducing the risk of errors, giving early warning if a patient's condition deteriorates, and prompting where more frequent observations are needed.

At UH Bristol, we're on a mission to trial pioneering digital technology to drive radical transformation in the care of our patients.

Last September, we were named by health secretary Jeremy Hunt as one of 16 acute trusts in the UK to become a 'Global Digital Exemplar' to lead the way in using the latest technologies to benefit our patients and improve our working practices.

The three-and-a-half year programme features 20 major projects and many smaller ones all designed to bring improvements for our patients and staff.

Dr Adam Dangoor, consultant in medical oncology, said: "This is a really exciting opportunity to provide new technology to support patient care faster than would have been possible outside of this programme. The advantages for patients will be both in the quality of care they receive, and easier access to services and information."

Over the coming months some of the systems we have been developing will begin to be rolled out across our hospitals, including one which will allow

A secure messaging system, similar to smartphone messaging apps, will allow clinicians to have conversations about a patient's care remotely. They will be able to securely access patient information and connect to other systems, revolutionising the way they work.

Ensuring systems work together is key and the projects being developed will allow data to be shared electronically, reducing duplication and ensuring staff have the latest information available about a patient's condition and treatment.

Dr Dangoor says the future looks exciting with systems due to be trialled early next year that will bring further benefits to patients. "This programme will mean doctors and other healthcare staff will find it easier to share data faster, reducing delays in treatment and improving safety," he added.

"In addition, patients will have more convenient access to their own information online. They will be able to check their own health records or perhaps have consultations via mobile phone to reduce hospital attendances."

Seizing control

The ketogenic diet is high in fat, with low amounts of carbohydrate and sufficient protein for growth. The exact mechanism of how the diet works isn't yet known, however it appears to reduce the abnormal electrical activity in the brain which can cause seizures.

"This may be due to the direct action of the ketones produced, or the metabolic changes associated with ketosis," explains Victoria Bittle, specialist paediatric ketogenic dietitian.

"When eating a normal diet our brain uses glucose as its main source of fuel, which comes from carbohydrate foods. When these foods are removed from the diet and replaced with a diet very high in fat, the body responds by producing ketones, which the brain starts to use as its new fuel source."

Since it was set up in 2010, the service has seen more than 90 patients from birth to 18 years of age, with more neurologists considering a ketogenic diet as a robust treatment option for the management of epilepsy. The team of dietitians will tailor a food plan to an individual's needs, with the food given orally or through a feeding tube.

Victoria adds: "We have found the diet to be effective in lots of different types of seizure disorders and infantile spasms. Fasting has been used as a treatment for seizures for many years and was first used in the 1920s as a treatment for epilepsy.

"Generally, a third of patients respond very well, 10-20% becoming seizure-free. A third have a 50% improvement and a third unfortunately don't respond at all. In some cases, it may be possible to reduce or even stop anti-epileptic medications, a decision made by the neurologist.

"A three-month trial is offered to all patients to assess the effectiveness of the diet and we only continue with it if there has been a marked improvement in the child's quality of life.

"Children should be considered for the diet if they have failed to respond to two or more anti-epileptic medications. A paediatric neurologist or consultant paediatrician can then refer them to us.

"It's so rewarding to be able to help children through the diet and see the incredible life-changing effects it can have."

Mandy Savin's son, Jack (pictured), experienced a seizure at 18-months-old, which led to him being taken to the Royal United Hospital in Bath. It was discovered he had a rare genetic disorder known as SCN2A.

After trying different medications, consultants suggested that they begin a ketogenic diet to help reduce Jack's seizures.

"I had done some reading about it and thought it sounded great, but didn't realise they offered it in the UK, so I was thrilled when we got referred over to the team in Bristol," said Mandy.

"They were fantastic. They ran some tests on him to make sure he was going to be okay on the diet and we started it in February 2016. A few weeks later he picked up a bug and we got sent back to hospital with terrible seizures, but we weren't deterred and continued with the diet.

"We started noticing some real cognitive changes in him – a few smiles started shining through, something we hadn't seen in nearly six months. We were so excited and the seizures were becoming less and less."

Jack, now three-and-a-half years old, has been going from strength-to-strength. Before starting the diet he was having up to 50 seizures a day, now he gets one or two a week.

"It's amazing how well he is doing, he's gone from being tube-fed to feeding himself with a bottle. He is crawling around the room and even looking to play with his toys again, and best of all, he's laughing with his little sister.

"We are so grateful to the staff in Bath and Bristol for never giving up on our little boy and always fighting for him."

Epileptic seizures and infantile spasms can be disruptive and distressing. In instances where several different anti-epileptic medications fail to make an impact, neurologists from across the country are frequently referring young patients to the ketogenic dietitians at Bristol Royal Hospital for Children. Now that the team has begun receiving referrals from South Wales, Abigail Evans met them to find out more about the difference they're making to children's lives.



Paediatric dietitians Chloe Elliot, Victoria Bittle and Phillipa Thomas

Improving patient care with simulation training

At UH Bristol, developing our staff and enhancing their skills is really important as part of our mission to improve the health of the people we serve. The Bristol Medical Simulation Centre (BMSC) provides simulation training to our staff as well as other healthcare teams from across the country. Hayley Billington investigates.

The BMSC's unique simulation programme helps to improve training, patient safety and quality of care across the Trust. Provided to around a quarter of our staff, the training is used at UH Bristol as an effective way for staff to practice their skills in treating and caring for patients.

The leading centre trained more than 2,100 UH Bristol staff between April 2016 and March 2017, providing over 400 innovative training sessions in the wards and departments where they work.

Made to mimic a human patient, the lifelike simulators can physically open eyes, breathe and even make sounds. They can be used to simulate a variety of situations including asthma and burn wounds.

The simulators are transported to various clinical workspaces across the Trust, with sessions being delivered in a wide range of areas including emergency departments, medical and surgical wards, high dependency areas, intensive care, theatres and recovery units. This method of training also allows multidisciplinary teams to exercise working together, making use of the variety of expertise, skills and knowledge within the teams.

Dr Dan Magnus, paediatric simulation programme director, explains: "The BMSC's unique simulation programme gives UH Bristol staff a chance to consolidate



their skills in a familiar environment with their own equipment and teams. It also serves as an effective way to test processes within wards and clinical areas, and make any necessary adjustments."

At UH Bristol, nursing staff often take part in simulation training as part of their induction before they begin work on our wards. Tailored training is also provided to staff when necessary so they can gain experience and practice management of specific clinical problems.

The BMSC was the first simulation centre to open in the UK and the adult and paediatric simulation programmes here in Bristol support some of the most diverse and well established simulation activity in the UK.

"This type of simulation training helps us guide teams towards improved performance and patient safety," says Dan.

"The ultimate aim is simple: to improve the care we provide for patients and families."

Making an IMPACT with bone marrow transplants



UH Bristol's IMPACT centre team

UH Bristol strives to be a world-class leader in healthcare research to explore ways to improve patient care. Our efforts received a boost in May, when we were named as one of ten new funded IMPACT centres in the UK to lead the way in Bone Marrow Transplant (BMT) research.

The funding pays for a research nurse for four years who will lead clinical trials to explore ways to improve outcomes for patients who receive transplants to treat conditions affecting the blood cells, such as leukaemia and lymphoma.

The funding will allow us to build on the great work already under way on our adult BMT unit at the Bristol Haematology and Oncology Centre (BHOc), as well as the efforts of the centre's clinical trials team to research new techniques and treatments.

Newly appointed IMPACT clinical trials nurse Peter Robertson said: "The IMPACT award is fantastic news for UH Bristol and in particular for our BMT patients.

"It will allow us to access more studies than ever before to benefit patients

who need a bone marrow transplant. It will mean our patients, where eligible, can experience pioneering techniques, therapies or treatments, improving their care, outcomes and quality of life.

"To play a part in such a ground-breaking development is an exciting prospect. Each trial brings new challenges and we look forward to continuing to develop our specialised skills within the Trust to improve patient care and overall outcomes."

The focus of the IMPACT programme is stem cell transplantation. A stem cell or bone marrow transplant replaces damaged blood cells with healthy ones.

Stem cells are special cells produced by bone marrow (a spongy tissue found in the centre of some bones) that can turn into different types of blood cells. A stem cell transplant involves destroying any unhealthy blood cells and replacing them with healthy stem cells removed from the blood or bone marrow.

Each year around 200 patients are referred to the Bristol Adult BMT unit at BHOc,

where they are cared for in our newly built specialised ward.

The specialist BHOc Clinical Trials Unit (CTU) is already experienced in recruiting patients into clinical trials, allowing many patients to access new and pioneering treatments.

Last year, over 500 patients were recruited into BHOc clinical trials, including 22 into adult BMT trials. The BMT unit recruits twice as many patients into transplant trials than the national average.

More recently, UH Bristol was the first centre in the world to recruit and treat a patient into a global trial exploring treatments for possible complications of a bone marrow or stem cell transplant from another person.



Peter Robertson, IMPACT clinical trials nurse

Learn while you earn

Apprenticeships are a great way to learn and earn on the job. UH Bristol is now an official provider of apprenticeships and offers a huge range of career opportunities in clinical and support services.

With rising tuition fees and increased competition for jobs, apprenticeships are becoming more of an attractive option for career development.

As one of the largest acute trusts in England and one of only seven NHS trusts with main apprenticeship provider status which is recognised by the Government, the opportunities available to learn transferable skills at UH Bristol are widespread.

“Our Trust is one of Bristol’s largest employers and an apprenticeship with us is an opportunity to gain professional skills, knowledge and UK-recognised accreditations while you are in a paid job,” said Julian Newberry, deputy head of education at UH Bristol.

“People think because we are a healthcare organisation the only career opportunities we can offer are clinical but we have a vast range of job opportunities in support services such as finance, administration, team leadership and management, engineering, library services, maintenance and information technology.”

Ian White is a senior electrical engineer at UH Bristol and currently hosts six apprentices on his team. He said: “There are many great benefits to employing apprentices such as more flexibility within the workforce, the chance to pass on knowledge and experience of the unique engineering requirements of the Trust and the enthusiasm and drive to learn from our apprentices is really inspiring for the entire team.”

“I’m in my third year of my four-year apprenticeship at the Trust. It’s been great having the opportunity to gain the qualifications that I want whilst getting paid and experience all at the same time. Once I’m a qualified mechanical engineer, I’d like to continue to work at UH Bristol as it’s a good team and the work is really interesting and varied.”

Charlie Pugsley, mechanical engineering apprentice, UH Bristol estates department



Did you know?

An apprenticeship is not just for school leavers. They are available to anyone who is aged 16 years or over and looking for an exciting new opportunity to develop or further their career.

For more information on apprenticeships at UH Bristol, please email apprenticeships@uhbristol.nhs.uk

“I originally joined the Trust from a retail background as an assistant technical officer in the pharmacy department. Working alongside pharmacy apprentices, I saw a progression route for myself. I didn’t want to leave the Trust to gain training, so enrolling as an apprentice meant I could train and work here at the same time. I aim to get more experience at the Trust and to further my qualifications.”

Hayley McSweeney, pharmacy technician apprentice, UH Bristol pharmacy department



Empowering staff to deliver quality patient care



Empowering our staff to deliver high-quality patient care is vital. We want to encourage and give staff the tools to continually improve what they do.

Earlier this year we launched our Quality Improvement Academy which aims to encourage and support staff to get their innovative ideas off the ground. Since April, over 50 staff have attended a “bronze” entry level programme to expand their knowledge and practical skills about quality improvement.

This was followed in July by a quality improvement forum which showcased staff members’ quality improvement work, brought colleagues together and gave them the opportunity to interact and discuss their work with peers. In total staff created and submitted over 70 posters into a competition and 66 of those were displayed at the event in the atrium of the Bristol Heart Institute. The audience, full of entrants and staff members from across the Trust, quietened to hear Anne Frampton, clinical lead for transformation, announce the three winning posters.

Congratulations to those winners; Naomi Hryb and Caroline Horrobin, patient safety nurses, for their poster titled “Improving the identification and treatment of sepsis in the adult inpatient population”; to Lucinda Armstrong, senior staff nurse, and Mark Lyttle, emergency department consultant, for their poster “Criteria Led Discharge is safe and effective for wheezy children” and to Nathaniel Ahearn, orthopaedic registrar, Paul Gravestock, F2 trauma & orthopaedics and colleagues for their poster titled “Optimisation of BRI acute fracture clinic”.

Naomi said: “I entered the forum to showcase the good work and outcomes that we have achieved in the care of patients with sepsis.”

“We recognise that healthcare is always evolving and therefore quality improvement is vital to keep pace and improve patient care”, added Caroline.



Winner Naomi Hryb



Stephen Brown, improvement manager, Anne Reader, head of quality, Anne Frampton, clinical lead for transformation and Simon Chamberlain, director of transformation

Anne Reader, head of quality (patient safety), who presented the prizes, said: “I knew our staff were doing some great quality improvement projects within the Trust, but I was amazed at the number and variety of fantastic projects from different teams.

“If evidence of our commitment to quality and safety improvement was needed, the quality improvement forum provides a focus to recognise and share some of this great work to help us deliver the best care we can for our patients and their families.”

The Bristol Heart Institute Appeal

Help raise £830,000 and together we can continue to provide the very best care to those who need it most.

On Friday 29 September, we launched our new Bristol Heart Institute Appeal to celebrate World Heart Day.

The Appeal will raise funds to ensure the Bristol Heart Institute (BHI) continues to stay at the forefront of treatment for patients with serious heart conditions.

We need to ensure hospital staff have the latest hi-tech heart scanning equipment and facilities to perform complex keyhole surgeries. Minimally invasive keyhole surgery is particularly important for patients considered too high risk for open heart surgery and results in **faster recovery, fewer post-surgery complications and less time away from home.**

We're fundraising for...



The whole team wants to make a difference and enhance patient experience even further, and your support through Above & Beyond means the world to us. People from across the South West directly benefit from having specialist cardiac services on their doorstep. Your help with the Bristol Heart Institute Appeal will enable us to push the boundaries of innovation even further for future provision of care.

Jenny Anstey, matron

★ **CorKnot devices** **£30,000**
To assist surgeons carrying out intricate keyhole procedures such as heart valve surgery. The device rapidly ties surgical knots in extremely small and difficult to reach spaces, giving surgeons greater control, accuracy and speed to aid a faster recovery.

★ **Echocardiography facility** **£378,000**
To relocate all heart scanning services under one roof. Currently these are split between the Bristol Royal Infirmary (BRI) and the BHI, so this would mean that cardiac patients would no longer have to be moved around the hospitals for a scan.

★ **A new echo machine** **£106,800**
To provide the Cardiac Intensive Care Unit with its own ultrasound equipment. This will enable urgent bedside diagnosis and prevent delays in diagnosing life-threatening conditions.

To donate, or for information about fundraising events, visit aboveandbeyond.org.uk or call 0117 927 7120. Thank you.

Providing comfort in times of need

Your support has helped give £5,000 to the hospitals' palliative care team to create 'Comfort Boxes' for relatives or carers staying in hospital with patients at the end of their lives.

The new boxes contain little things that make a big difference when you don't want to leave a loved one's side including toiletries, tea, coffee and even a small thermos flask.

Sue Coghlan, Sister on Ward 78 at St Michael's Hospital, said: "During difficult times, it really is the little things that can make all the difference to a relative's or carer's stay on the ward. Having simple amenities such as the ability to make yourself a cup of tea in the early hours without having to leave your loved one is so important.

"These comfort boxes will allow us to provide the best possible care for both



the patient and their family, friend or carer, when they need it most."

The funds have also purchased special chairs which convert into a bed for relatives or carers who stay overnight.



Christmas Star Concert

Thursday 14 December
7.30pm – 9pm
Bristol Cathedral

Join us for a magical evening of musical performances and traditional carols in the magnificent Bristol Cathedral. Featuring The Queen Elizabeth's Hospital School Choir, The Above & Beyond Singers and many more!

Now in its fifth year, this enchanting event is a must on the city's calendar.



Tickets: £12 adult, £5 child, £25 family (2 adults, 2 children).

To book, call Above & Beyond on 0117 927 7120, visit aboveandbeyond.org.uk or pop into our Fundraising Hub in the BRI Welcome Centre, Mon-Fri, 10am-5pm.

New partnership supports Bristol Royal Hospital for Children

The UK's original balance bike company, Kiddimoto, has teamed up with Above & Beyond to support Bristol Royal Hospital for Children.

£1 from every helmet sold on their official website (kiddimoto.co.uk) will be donated to projects that make a real difference to children being treated in the South West.

Throughout August, Kiddimoto also launched a special Above & Beyond 'Design-a-Helmet' competition for children to design their very own helmet. The winner will spend the day with Kiddimoto's design team and see their creation come to life ready for Christmas. £5 from every 'Above & Beyond' helmet



will be donated to help children and families being treated in our hospital.

Thank you to everyone who has entered and to the wonderful Kiddimoto team based in Cheddar.

A holistic approach to dentistry

Patient-centred care is something all our clinical teams strive to achieve, but there's a small and busy team in Bristol Dental Hospital who have set the gold standard with their holistic approach to caring for vulnerable patients. Steph Feldwicke finds out about the work of the special care dentistry team.



Heather McKenny, nursing assistant who specialises in caring for patients with special needs and Shabnum Ali, senior specialty registrar

Meet Shabnum Ali in a large, specially equipped treatment room. She is a specialist in special care dentistry and one of eight members of a team led by consultant Tony Brooke, which includes specialty registrars, a specialty dentist, dental core trainees (DCTs) and nurses.

They receive referrals from GPs, NHS and private dentists and other parts of the Trust and treat a diverse group of patients who are not able to access conventional dental care.

Special care dentistry is a specialty that became recognised by the General

Dental Council in 2008, and the specialist training pathway started in the Bristol Dental Hospital in 2010; it has since become a regional training centre.

Shabnum explains: "We see adults with many different types of physical or learning disabilities, medical problems, mental health conditions, patients who have cancer, those who are elderly or end-of-life patients, patients who have social barriers to care such as homelessness or drug abuse, or anyone who is not able to access dental care on the high street. We reach out to some of the most vulnerable people."

We're sitting in a spacious, private room which has equipment you wouldn't expect to see, such as walking aids, a wheelchair tipper and a hoist. There is another room nearby that has a specially-adapted bariatric dental chair for patients who can't be treated in a standard chair.

Shabnum says: "We aim to provide holistic care and make all the reasonable adjustments we can to ensure patient experience is the best it can be, as the standard care pathway isn't always suitable. Primarily our focus is patient-centred, in support of their families and carers and we do our best to provide care that's tailored for them."

As some patients do not have the capacity to give consent, their carers, relatives, social workers, and other medical teams are fully involved in their treatment. Shabnum says: "Working out the best plan can be very complex, we have to juggle the best clinical outcome with what is holistically in the patient's best interests. If a patient doesn't have family or friends, an independent mental capacity advocate (IMCA) will be involved."

The special care dentists provide all of the outpatient treatments at Bristol Dental Hospital, and provide dental treatment under general anaesthetic once a week at the day case unit at St Michael's Hospital for patients who can't be treated while they are awake. Other medical procedures or tests are often carried out at the same time, so the patient does not need another general anaesthetic.

Lorna Hayles, learning disability liaison nurse (LDSN), works closely with the team to ensure that adjustments in care are made to support equal access for those living with learning difficulties, their families and carers. She says: "It's rewarding to champion and advocate the needs of people with learning difficulties. Recent feedback has highlighted that having the support of the LDLN makes such a difference to patient experience."

Shabnum adds: "It is a challenging but rewarding specialty which requires a wide range of skills and medical knowledge, as well as proficiency in all aspects of dentistry. But the most important qualities are empathy and compassion for patients. I get a huge sense of satisfaction from knowing I've done everything I can to help a vulnerable patient."

Mark Goninon

Head of nursing



How long have you been in your current post and what is your background?

I've been at the Trust since September 2016, so, 12 months now. I'm Australian; I trained in Australia and came to the UK in 1990. I'm hospital trained and went straight into paediatrics after training. I worked for five years in general paediatrics before working in paediatric intensive care. I've worked at Guy's and St. Thomas', Harefield Hospital and Birmingham Children's Hospital. I then worked as a clinical site practitioner for eight years and as head of nursing for four years at Great Ormond Street. Most recently I was head of children's nursing for the Royal Free Trust.

What does your job involve on a daily basis?

Along with the operational lead, I'm responsible for coordinating and delivering everyday activities and processes for our nursing workforce. This involves balancing the management of day-to-day pressures

within our services against the more long-term goals of the hospital. To boil it down, I have oversight of all aspects of nursing within the children's hospital.

What are some of your focuses right now?

We're about to take the initial steps towards setting up a South West Hospital network. This means that all the children's wards across the South West will support each other with clinical advice, strategic planning and innovation. Working together with other hospitals will encourage children's healthcare to be more streamlined in the region, and ultimately help us to deliver high-quality patient care. We also have a lot of new nurses joining us in September and October so I'm focusing on what we can do to ensure they are settled and supported.

What do you enjoy most about your job?

I enjoy the challenge. The staff at the children's hospital are beaming with

innovation, and I think the hospital has an enormous amount of potential to deliver even more pioneering patient care. What I want to do is to raise the profile of the hospital on a national level and I think that's a really exciting opportunity, to get all of the staff here the recognition they deserve.

What's your management style?

My ethos around leadership is collaborative, I believe in doing things together. There are times when I need to make decisions, but, as much as possible, I like to get feedback from the teams to understand what their views are. I've never professed to know it all and I never will. I'm always learning, the same as everyone else, therefore we should be making a lot of decisions together.

If you could have dinner with somebody famous, who would it be and why?

Bill Nighy. He just strikes me as a very interesting person.

Celebrating our green impact



The Green Impact Awards have been running at UH Bristol since 2008, supporting staff to make small changes that make a big difference to the environment. The 2016/17 ceremony was held at the University of Bristol's Wills Memorial Building. Abigail Evans attended the event to find out more.



The Green Impact Awards celebrate and recognise the efforts of teams who perform activities in their workspace that have a positive environmental impact. Activities range from making sure all lights are switched off at the end of the day, to taking the stairs instead of the lift, to calculating the team's carbon footprint for business mileage.

The 2016/17 Awards were launched in October 2016 as part of Bristol Healthy City week; teams had from then until April to complete their green activities. During this time a nominated team member logs the team's actions in an online workbook which monitors their progress towards a Green Impact award.

The ceremony was a joint event with North Bristol NHS Trust and the University of Bristol. UH Bristol chief executive, Robert Woolley, presented 21 teams from the Trust with a Green Impact award,

along with six teams and individuals who received Special awards. Each winning team received a recycled slate plaque to display in their department and a Fairtrade hamper.

Caroline Bannister, deputy general manager at South Bristol Community Hospital, took part in the Green Impact awards this year for this first time.

"I set about gaining the Bronze award by ensuring rooms had the correct recycling bins, and adding posters and stickers to remind people to think green and recycle where possible," said Caroline.

"We followed the online workbook and activity list, whilst communicating to relevant colleagues exactly what we were aiming to achieve. In doing so we've raised staff awareness and encouraged them to take responsibility for recycling and turning lights off.

"I also nominated the Early Supported Discharge team for a Special award due to their use of electric bikes. We're now able to offer more patient home visits by e-bike."

Sam Willitts, sustainability manager for the Trust, said, "The Green Impact Awards are part of a wider sustainability agenda at the Trust, known as the Big Green Scheme.

"We recognise that one of the biggest effects of climate change will be on the health of people. Therefore, as a Trust, we have committed to improving efficiency, promoting healthy, low-carbon lifestyles and creating a shared vision where NHS trusts are part of the solution to climate change."

For further information and to get involved please email biggreenscheme@uhbristol.nhs.uk.