

Voices



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Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

Get involved:



Inspected and rated

Outstanding ★





Welcome to the January/February edition of Voices - the first edition of 2019.

I am excited to be taking on the editorial role for Voices magazine, especially as there is consistently so much fantastic work to showcase from across our hospitals. In 2019 it's important we continue to

recognise the successes of our staff and the hard work that goes into improving the health of the people we serve.

In this edition you can find out about the great work of our Bristol Haematology and Oncology Centre staff which is improving the experience of our patients; how staff across our hospitals have been working together to promote the flu vaccine; and how a team of elderly care registrars have developed a ten-minute delirium training session.

I hope you enjoy this edition.

T. Warr

Tasmeen Warr
Internal communications manager

Chat to us:

@UHBristolNHS using our hashtag #ProudToCare
University Hospitals Bristol NHS Foundation Trust

Justin Ridge @jpridge
Heading home to #brisvegas after having to race to the UK when Dad had a heart attack. 11 days on he's doing better than expected - poss home next week. Thx to the staff in #ITU and #Bristol_Heart_Institute at @UHBristolNHS (BRI) for working miracles.

Marvin Rees @MarvinJRees
It was great to visit @UHBristolNHS today, where I had the opportunity to talk with patients & staff. Thanks to all #Bristol #NHS staff for your hard work & important contribution to the health of our city, especially at this time of the year #WhyILoveTheNHS #NHS70 @NHSEngland



Kathryn Tully @KathrynTully
Thank you to all the amazing staff at Bristol Heart Institute @UHBristolNHS for the outstanding care you gave my dad for the last 7 days. A special thank you to the nursing team, and in particular Matt, Michelle and Debbie, on ward C705. We're so very grateful to you all!

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Meet the Manager 20
Sheena Vernon, lead nurse for the congenital heart disease network for the South West and South Wales

Promoting rest and sleep in our hospitals



Staff across the Trust have joined together to help reduce noise at night time for our patients.

The Noise@Night initiative raises awareness of the importance of being quiet around our hospitals at night, which can help our patients to get a restful night's sleep.

Julie Crawford, cardiac intensive care and surgery matron and lead for the

initiative, said: "We wanted to re-establish the importance of rest and sleep on patient recovery and ensure this is provided in all ward areas within the Trust as much as possible."

To mark the launch of the initiative, an art installation was displayed in the Bristol Heart Institute, a local choir visited wards to sing lullabies, and new posters and banners are being displayed across our hospital sites.

Children receive toy models of treatment machine



Children and young people undergoing cancer therapy at UH Bristol are being given toy models of the machine used in their treatment to help them better prepare for radiotherapy and ease their anxiety.

The Institute of Physics and Engineering in Medicine (IPEM) initiated the 'Little Linac' project to give every child in the UK undergoing radiotherapy treatment for cancer a free kit of play bricks to make a model linear accelerator machine (Linac for short), which is used in their treatment.

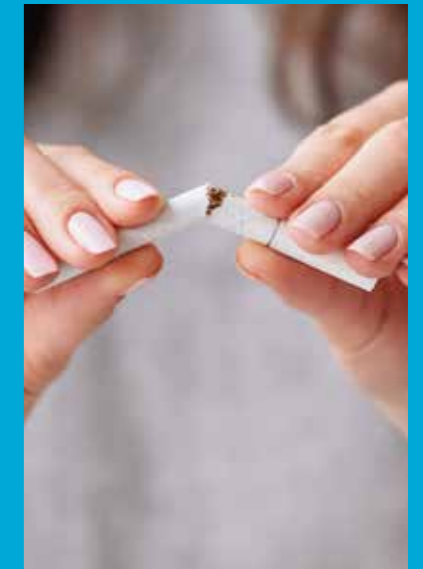
Joanna Casely, oncology play specialist at the children's hospital, said: "This is

a wonderful addition to our specialist resources that we use to prepare children and young people for radiotherapy, which can be very frightening and cause a great deal of apprehension to the child and their family. Having a model of the machines can help the child to understand what they are going to see and experience."

The 'Little Linac' project is being rolled out to every children's radiotherapy centre across the country thanks to a York-based charity. Steve Blake, head of radiotherapy physics, is working with IPEM to share the model linacs with the children's hospital here in Bristol.

In brief

UH Bristol is now completely smoke free



University Hospitals Bristol NHS Foundation Trust is now completely smoke free.

Patients, visitors and staff are not permitted to smoke anywhere on our hospital sites. This includes inside the buildings and outside the buildings within the boundaries of our grounds (signified by a white painted line on the ground). E-cigarettes are also not permitted anywhere on the hospital sites.

Matthew Joint, director of people at UH Bristol, said: "As a healthcare provider we have a role to play in promoting healthy living and offering support to staff and patients who want to give up smoking."

Find out more at www.uhbristol.nhs.uk, call the Smokefree national helpline on 0300 123 1044, or drop into your local pharmacy for advice.

20 teams from UH Bristol awarded for green impact



On Thursday 6 December 2018, 20 teams from the UH Bristol received a Green Impact award in recognition of their efforts to implement sustainability solutions in the workplace.

Colleagues from UH Bristol, North Bristol NHS Trust and University of Bristol attended the ceremony, which took place in the Wills Memorial Building.

For seven years UH Bristol has been taking part in the National Union of Students (NUS) led initiative, which has driven a reduction of over one million kilogrammes of greenhouse emissions in Bristol alone.

Paula Clarke, director of strategy and transformation at UH Bristol, presented the awards. She said: "The Green Impact awards are a wonderful celebration of individuals and teams right across UH Bristol who are taking personal responsibility to make positive changes for the environment they work and deliver care in, as well as finding more efficient and sustainable ways of doing this.

"We have made significant progress in the last four years, with a 26% reduction in our carbon footprint, over £1.8million savings in energy costs and 21% of staff engaged by our green champions in sustainable activities but we must keep improving so I urge our colleagues to play their part and get involved in 2019."

For further information and to get involved in the Green Impact awards at UH Bristol please contact: TheBigGreenScheme@UH Bristol.nhs.uk

We're here to help



In December, we launched a new patient experience programme called 'Here to help'.

At UH Bristol, we take pride in delivering an outstanding service. This makes a difference to our patients, 98% of whom rate the care they receive here as excellent, very good or good. The 'Here to help' programme will support our continued development as a listening and responsive organisation.

Part of the programme is seeing the roll-out of new touchscreen feedback points across our hospital sites, which will enable patients and visitors to provide feedback to the Trust in real-time. Paul Lewis, patient experience manager, said: "UH Bristol already has a 'here to help' culture - we want to celebrate this and ensure that this is always the experience that our colleagues, patients and visitors have at the Trust. We will be keeping staff informed of new developments as the programme is rolled out over the next few months."

Gromit Unleashed 2 raises £2million



During the summer of 2018, Bristol welcomed back its beloved pooch Gromit in The Grand Appeal's third arts trail, Gromit Unleashed 2. Joined this time by his best pal Wallace and arch nemesis Feathers McGraw, the sculptures were visited over 2.5 million times by trail fans across the globe.

In a first for arts trails across the world, Gromit Unleashed 2 brought together arts and science, with interactive sculptures, the use of contactless donation technology and augmented and virtual reality.

After an epic summer of sculpture hunting, eager bidders and guests were welcomed to an electrifying auction as each sculpture went under the hammer beneath the wings of Concorde at Aerospace Bristol. Extra special guests - comedian Dawn French, renowned auctioneer Richard Madley and

long-time patron of The Grand Appeal and Aardman co-founder Peter Lord - were all in attendance for the spectacular evening as well as around 600 guests bidding in-person, while online bidders across the country upped the ante.

Coupled with fundraising efforts during the trail, including contactless donations, proceeds from a sculpture raffle, exhibition tickets, app downloads and private donations, Gromit Unleashed 2 has raised a phenomenal £2million for the Bristol Royal Hospital for Children and the neonatal intensive care unit at St Michael's Hospital! These proceeds are directly supporting the young patients and families cared for by the hospital and The Grand Appeal, providing life-saving medical equipment and facilities, pioneering research, patient and family support and more.



From the chair

Iwould like to start by thanking our staff that worked over the Christmas period; it's hard to leave our loved ones at times of festivities, but the feedback we receive from patients and their families shows how grateful they are. I completed my first year as chairman of the Trust and am grateful to so many people for the help, support and guidance they have given me in settling into a new role. I'd particularly like to thank our governors and other volunteers who give up their time to tirelessly help us improve everything we do. There will be governor elections in Spring of this year and this will provide an opportunity for both new and returning governors to join a great team in the Trust. I feel immensely privileged to be representing the Trust as your Chairman and I proudly tell people this at every opportunity.

We are gaining a growing reputation as one of the best trusts in the country in the services we provide and the way we manage in a challenging financial environment, but I firmly believe that this success will be short lived if we don't listen to our staff and understand what works well and what doesn't. I am delighted that we have seen a significant rise in the completion of the staff survey this year. For me the staff survey is the first document I turn to in any organisation in trying to understand the challenges people face. However, why

would anyone fill it in if they didn't think it would make any difference? As chair of the Board I will continue to encourage a significant focus on how we review the responses and act to change things where we can. Where we can't change things you should have a clear explanation why it is not possible.

I was pleased to be asked to open the positive culture day in the dental school in December. I thought this was a really optimistic move by the management team to discuss the values and behaviour we expect in the Trust. It gave me an opportunity to reinforce that nobody is more important than anyone else in the Trust and that we just do different jobs, something I strongly believe. I also had the chance to reinforce how if we stop listening to what our staff are telling us, however hard that can be at times, then we stop leading. That is why at the Board I have introduced sessions at the start in which a member of staff is invited to talk about their experiences of working in the Trust, from a variety of different backgrounds. This has been extremely useful in exploring different experiences and perspectives and has been enhanced by a process of reverse mentoring for Board members from some of our black and minority ethnic staff.

Finally I just want to focus on the year ahead. Things are unlikely to get easier, but I am optimistic that in our expected

"I'm looking forward to being out and about in the coming months so please don't let me pass you without saying hello."

CQC inspection this year that we will again receive positive feedback based on everything I am seeing in the Trust. However, I think we are reaching a crossroads in healthcare. Working in the way we have served us well up until now, but both from national requirements, gaps in funding and the opportunity to reduce duplication across the system, we are going to be required to work differently and together in a more effective way. I believe we have a huge leadership role to play in this and whilst that may mean some changes to the way we work, if that benefits patients and the wider public it's the right thing to do.

Jeff Farrar, Trust chair

Your Health Matters – join us to find out more

We want to hear what you think about the services we provide. In 2019 we will be hosting 'Health Matters' events on a variety of health topics – and we hope you will join us to hear what we have to say, share your views and meet your governors and members of staff from across our hospitals.



5
MAR

Living with arthritis

This talk will look at the causes, symptoms and treatments for arthritis

5.00-6.30pm



11
APR

Living with dementia

Hear about improvements in care for patients with dementia

5.00-6.30pm



22
MAY

Managing pain

Are you living with pain or interested in hearing more about managing pain? Come along to hear from our expert pain management team

6.00-7.30pm



20
JUN

The children's hospital as a major trauma centre

This talk will look at the role of the children's hospital as a major trauma centre

6.00-7.30pm



16
JUL

Stroke services

Find out about how to be aware of the symptoms of a stroke and how to reduce the chances of having a stroke

6.00-7.30pm



19
SEP

Members' Meeting

A chance to hear from our Board and Governors about the highlights of the past year and plans for the next

5.00-7.00pm

Health Matters events are free talks hosted by consultants or senior managers on specialist areas of health, or on issues affecting the Trust. They are an opportunity for our Foundation Trust members to meet Trust staff, ask questions and give feedback. These events are also open to the public.

All events take place in Lecture Theatre 1, Education & Research Centre, Upper Maudlin Street, Bristol BS2 8AE. Doors will open 30 minutes before each talk. To book your place and for any updates or changes to the programme, please visit our website: www.uhbristol.nhs.uk/healthmatters or contact the membership team.

If you are not already a member of our Trust, and would like to keep updated on what's happening around our hospitals, you can fill out a simple form on the website: www.uhbristol.nhs.uk/membership or call the membership team on 0117 342 3764. It is free to join. You can also come along to any of the talks and sign up on the day.

Could you be a governor?

If you are interested in getting more involved in the work of our Trust, then do consider becoming a governor. You can find out more information about the Spring elections on our website or you can contact the membership team for more details.



Helping our patients live well with and beyond cancer

Results from the latest National Cancer Patient Experience Survey has shown that our Trust is now better than the national average in eight areas which are scored by patients. Abigail Evans met with interim lead cancer nurse, Lisa Castellaro, to find out more.

Every year, people receiving treatment for cancer are asked for their feedback as part of a national survey, so trusts across the country can assess how the care they provide is impacting on their patients' experience.

Over the past four years, UH Bristol has undertaken a range of work to enhance this experience, including an extensive feedback project in 2016 which has helped to create an improvement plan for the service.

As a result, the Trust has seen its scores from patients steadily increase, with this year's being some of the best our hospitals have received.

Lisa Castellaro, the interim lead cancer nurse for the Trust, explains what has been done so far to benefit cancer patients receiving treatment at the Bristol Haematology and Oncology Centre (BHOC).

Lisa said: "The Recovery Package is an integral part of the work we are doing to help our patients live better with and beyond cancer. It includes holistic needs assessments, health and wellbeing events and treatment summaries all of which help patients access the help they need. We have allocated two years of funding from NHS England to enable us to deliver this work with the hope that the service will be taken on by the Trust at the end.

"We've increased access to clinical nurse specialists by investing in new posts and different ways of working. As part of this we've further developed the cancer support worker role so that all new patients have access to ensure non-clinical needs are met.

"There are now more volunteers in the chemotherapy and radiotherapy departments, and we've reviewed and developed the psychology services available in the BHOC.

"When you come through the Bristol Royal Infirmary (BRI) Welcome Centre you'll now see a Macmillan cancer information hub, and we've also extended our Macmillan therapies support service which provides access to therapy and fatigue management courses for all those going through treatment.

"We're also about to start the refurbishment and reconfiguration work in the BHOC. Ward D603 is going to be refurbished, and we're increasing the amount of space in both our outpatient areas by expanding to level 4 as well as additional chairs in our oncology chemotherapy day unit on level 5.

"In the future, we're also looking towards building a cancer Wellbeing Centre at the Trust. This is one of the most exciting changes that will happen for our patients and will provide a haven away from the hospital environment for support and information."



Sharing best practice with future generations



Since 2011 we have had 75 nominations for UWE's Best Practice Awards

UH Bristol is one of the UK's leading teaching hospitals and providing exceptional training to future generations of healthcare professionals is a key part of our Trust mission. Sabrina Lee finds out more about how our staff are being recognised for the outstanding mentorship and support they provide to students.

In 2017, we hosted 193 students across adult/paediatric nursing and midwifery specialities who can spend up to 24 weeks per year completing their placements in our hospitals.

We are one of the largest placement providers for University of West of England (UWE) students and we can have over a hundred students on placement at the Trust at any one time. During their time at UH Bristol, our staff act as mentors and practice educators to support them through their placement.

The annual UWE Best Practice Awards were created in 2010 to recognise individuals and teams who have been identified as providing excellent support for students on placement. Nominations can be made by students or Trust staff including the Learning Education Facilitator team (LEF). The awards cover physiotherapy, radiography, radiotherapy, occupational therapy, paramedic science, sports therapy and rehabilitation, nursing, mental health and learning disability, midwifery, specialist community public health nursing, health care science and physician's associates.

"Since 2011, we've had 75 nominations for UWE's Best Practice Awards and 12 category winners. This is an amazing achievement and testament to the exceptional work and effort our staff put in to nurture and support high quality nursing, midwifery and allied health professionals of the future," said Tricia Hewitt, academic dean pre-registration nursing and midwifery and LEF team leader.

"We have a significant number of mentors, practice educators and supervisors who go beyond the essential requirements to support students whilst on placement with us. The awards enable us to formally recognise and celebrate the mentorship achievements of our busy frontline clinicians."

Hannah Smith, LEF, said: "Our staff promote positive learning environments; create learning opportunities, not just in their teams but across wider services. They also assist and support students, some of whom may be struggling due to an array of factors, as well as continually wanting to improve the experience of students who have their placements with them."

Excerpts from student nominators:

"My mentor supported and challenged me and we really connected on our enthusiasm for the job. I gained so much knowledge from her and I can only hope to become half the nurse she is."

"It was an absolute privilege to be part of such a fantastic team, even if only for a short while. As a result of the support I received during this placement my knowledge base, decision making skills, clinical reasoning and my confidence have been enhanced beyond measure. I'm extremely grateful to everyone for the support and encouragement they've given in facilitating my transition from student to newly qualified nurse." (The neonatal intensive care unit team won the UWE Best Practice Child Nursing Category in 2014)

Ema Swingwood is a physiotherapist and the 2018 winner of the physiotherapy category. She said:

"It was a massive surprise and I feel very lucky to receive the award but it really is a team effort. The team and I recognise that we were all one students and it's important that we give back and help them develop their skills and provide them with a positive experience."



Hannah (right) pictured with Caroline (left), one of the winners

Nationally recognised for making a difference

Patients born with a rare genetic bone condition, osteogenesis imperfecta, can expect to receive exceptional treatment delivered by Bristol's multidisciplinary team; just one of four highly specialised paediatric services in England. Hannah Allen met the team to hear of their success and cohesive approach to providing an outstanding service.

Osteogenesis imperfecta (OI), more commonly known as brittle bone disease, affects around 5,000 individuals living in the UK. Characterised by fragile bones that break easily, presenting in many different ways and a range of severity, the condition requires medical intervention and patient support from newborn babies through to adulthood.

Dr Christine Burren (pictured, second from left with the OI team), consultant paediatric endocrinologist and service lead, said: "Bristol has been delivering treatment and surgery to affected patients since the 1980s. In 2012, NHS England selected our services as one of four highly specialised childhood services in the country to provide more intensive support to patients; including occupational therapy, psychologists, social workers, physiotherapy and specialised nurse input.



The OI team are based in the Bristol Royal Hospital for Children

Last summer, colleagues from OI services across the country, and affected individuals and their families, were welcomed to a Parliamentary Reception at Westminster. In celebration of the Brittle Bone Society's 50th anniversary, the event continued to raise awareness of the condition and the requirement for improved multidisciplinary healthcare for adult services that meet the same standard of treatment and care available to paediatric patients.

In a letter from Prime Minister Theresa May, clinicians delivering OI services were thanked for their tireless contributions tackling the condition in order to make a real difference and heartfelt congratulations to those recognised through the Brittle Bone

Society Excellence Awards, including Bristol Royal Hospital for Children.

"I am extremely proud of the service we are able to deliver to our patients and their families, which wouldn't be possible without the whole team who input their expertise", says Dr Burren. "In addition to the recognition we received last summer, we are also an accredited member of the European Reference Network for Rare Bone Disease, and often collaborate with international colleagues.

"We strive to make improvements to ensure patients receive the best possible care, and continue to work on a number of initiatives to ensure patient needs are catered for."



Service improvements for 2019 will include more education sessions for professionals working with children with OI, a range of therapy-led groups to aid motor and social skills, research projects and strengthening links to adult services, building on our established transition pathway.

Dr Christine Burren
consultant paediatric endocrinologist

UH BRISTOL FIGHTS FLU!



This season's staff flu programme has so far seen over 5,850 UH Bristol staff come together to fight flu in our hospitals.

Each year UH Bristol offers all of its staff a free flu jab, but this year's programme has seen record-breaking engagement, with over 78% of frontline staff getting vaccinated within the first 12 weeks of the 22-week long programme.

The comprehensive planning of the flu vaccination programme has been down to the efforts of a multidisciplinary team led by the Trust's deputy director of people, Lynn Lane. She said: "It was fantastic to see over 100 clinical staff from our hospitals volunteering to be a vaccinator this year and hosting regular staff flu clinics across our hospitals."

"From communications colleagues and our wellbeing team, to occupational health, our divisional matrons and the pharmacy team, everyone has gone above and beyond to ensure the success of this year's programme."

This year staff were able to access the clinic calendar on a mobile device as well as a desktop PC, enabling colleagues who don't have regular contact with a computer to be able to easily view the clinic times.

Some vaccinators have hosted clinics during the early hours of the morning and over the weekend to ensure colleagues working different shifts had access to the

THANK YOU TO OUR STAFF WHO HELP TO PROTECT OUR PATIENTS, RELATIVES AND FRIENDS BY GETTING THEIR FLU VACCINATION

vaccine. The programme also has mobile vaccinators who take vaccines round to clinical staff that might find it difficult to come away from the ward. Jeanette Jones, peer-vaccinator and Royal College of Nursing representative, said: "We need to offer the vaccine to all staff. For some staff, it can be difficult to get time to attend a set clinic so the clinic comes to them."

Joanna Coles, director of infection control, said: "The flu vaccine offers the best protection against flu particularly to those at risk, including over 65s, young school children and pregnant women. The vaccine is offered free of charge to health and social care staff."



Let's talk about alcohol and tobacco

With the Department of Health and Social Care putting prevention as a priority, the tobacco and alcohol screening team are looking out for our patients' long-term health by asking important questions and providing interventions. The team is in place until March 2019, so Abigail Evans went to find out what they've done so far and what they hope to achieve.



"It's all about having the conversation," says Kate Turkentine, a senior staff nurse and member of the tobacco and alcohol screening team.

"Not just with patients, but with staff as well. We need to make asking about smoking and alcohol an everyday thing, and make sure we're offering people the right advice and support."

Working across the acute medical unit (AMU), the older persons assessment unit (OPAU), surgical trauma assessment unit (STAU) and hoping to branch out to A602, A604 and the Bristol Heart Institute (BHI), the screening team is made up of three specialist nurses: Kate, Laura Cossar and Rosa Carter.

The team is dedicated to preventing the long-term health effects of alcohol and smoking, with the aim of reducing further patient admissions down the line.

Rosa explains: "When it comes to alcohol use, we ask patients how often they drink alcohol, how many units they drink on a day where they're drinking, and in the last year how often they drank over a certain amount of units in one session – six units for women, eight for men."

"This allows us to develop a score, and if they score above five we start looking at ways to reduce their alcohol intake."

"This can be as simple as making them aware of what harm alcohol can do to their body. We often find that people don't realise how many units are in a



drink, so providing accurate information can really make a difference."

With patients who currently smoke, the team realise that it can be difficult for nursing staff on the wards to know what to do for the best, particularly with the Trust going completely smoke-free.

"Our aim is to give staff the confidence to talk to patients about the harms associated with smoking and to help them to make a quit attempt whilst in hospital," adds Laura.

"We have developed the smoking cessation page on the Trust's intranet which is full of resources to help staff provide stop smoking advice, nicotine replacement therapy and support."

It's hoped that by embedding the routine of having these conversations with patients, it will also prompt staff to look at their own relationships with tobacco and alcohol use, and put this public health advice into practice."

Service development proves life-changing for patients



The trio recently received a 'Highly Commended Clinical Team of the Year' award at UH Bristol's Recognising Success staff awards for their work to transform care for their patients

Three UH Bristol nurses are helping patients to improve their fitness so they can undergo life-saving surgery.

Surgery is often the only route of treatment for patients with upper gastrointestinal (GI) cancers and can bring life-saving benefits. However, many of these patients suffer with symptoms that damage their overall fitness such as jaundice and malnutrition, which means that they might be too high risk to undergo surgery.

But in 2017, upper GI clinical nurse specialists Ruth Harding, Cathy Pillinger and Karen Clemett, set up a prehabilitation programme that helps patients improve their overall fitness so they are able to have this vital surgery. Ruth said: "Due to the nature of these cancers, patients are often diagnosed when their cancer is at an advanced stage, which means that surgery would be the only option.

"About a third of this patient group would only be suitable to have surgery if they were fit enough."

Patients on the programme will work with a multi-disciplinary team to plan a fitness regime tailored to their abilities.

"The aim is to plan exercises which work around the patients' fitness capabilities and lifestyle. It might be that the patient can take their neighbour's dog for a walk once a day, go to a Pilates class or simply walk to the shop. It's about increasing their heart rate and exercising to the point where they are hot and perspiring - this will ensure they are benefiting from the exercise.

"We also have a dietitian who works with the team and helps patients with their diet, which can contribute to an overall improvement in fitness."

During the programme, which usually lasts around six weeks, patients will receive a weekly phone call from one of the nurses who will discuss the progress of their fitness plan and also how they feel in themselves.



As well as being able to provide emotional support, we can signpost to a variety of other services that may be helpful to the patient.

Ruth Harding,
Upper GI clinical nurse specialist

"Although the programme is predominantly about getting patients fit for surgery, part of the service is providing emotional support. Often the side effects of these cancers can be a strain on a patient's mental wellbeing.

"As well as being able to provide emotional support, we can signpost to a variety of other services that may be helpful to the patient."

43 patients have been on the programme so far, 73% of those have improved their overall fitness to be able to be considered for surgery.

"Those patients who are still unable to undergo surgery after the programme have fed back that they feel much better in themselves overall. Just the act of regularly exercising and having frequent contact with one of us helps to improve their overall wellbeing."

Delirium training on wheels



Usually developing over one to two days, delirium is characterised by disturbed consciousness and cognitive function. It can lead to further complications such as risk of falls, pressure sores, poor nutrition and subsequent issues with wound healing. This then often results in a prolonged stay in hospital and leaves the patient with greater care needs than before being admitted.

Delirium – a state of sudden confusion – is thought to affect:

Up to 30% of older hospital patients

Up to 50% of patients post-surgery*

*NICE Guidance

Older people and those with dementia, severe illness or a hip fracture are more at risk of delirium. Research also shows that there is an increased risk of death within the first year after diagnosis. However, it can be prevented and treated if dealt with promptly.

In a bid to increase awareness of the symptoms, a team of elderly care registrars have developed a short training session which can be taken directly to staff. Armed with a tea trolley and plenty of biscuits, they drop in to different wards across the Trust to provide 10 minutes of teaching designed for all disciplines and staff levels.

"The benefit of increasing awareness is that it becomes everybody's business," said junior doctor Anna O'Brien.

"We wanted to encourage engagement across all levels so that staff feel empowered to diagnose delirium and therefore help to start the treatment early which can help prevent its progression. The staff who spend the longest time with patients are the ones who can spot the start of confusion early e.g. health care assistants and therapy staff."

The sessions are designed to be short and succinct focusing on the key learning points of recognising, diagnosing and managing delirium.

They also include a pre and post learning questionnaire to gauge understanding, along with posters and handouts with additional information on the 'Dos and Don'ts of Delirium'.

Signs of delirium can include hallucinations, an inability to speak clearly and disorientation. The training encourages staff to look out for the symptoms and to think about common reversible causes including pain, infection or dehydration.

The response to the sessions has been very positive explains Anna: "We have been

really pleased with the impact of this project. The initial results are great and we have been very encouraged by the engagement and interest that staff across all levels have displayed.

"It can be difficult to find the time to have off work to go to formal teaching sessions. By squeezing these sessions into the normal working day it enables more learning to happen."



Pain relief – how research could help to treat pain following surgery

A trial is looking at the benefits of trying a different medication to treat pain for patients following an operation. John Kirk found out more.

The GAP study, which is being sponsored by UH Bristol and involves the University of Bristol, University Hospitals Southampton NHS Foundation Trust and the University of Oxford, is focusing on gabapentin, a medicine used to treat epilepsy and pain caused by dysfunctional nerves.

Recently, doctors have begun using gabapentin to treat pain after an operation, with the aim of reducing the amount of other drugs needed to help with pain relief.

Opioid drugs such as morphine and fentanyl are the most commonly used drugs to control pain after surgery, but doctors want to try to reduce the use of opioid drugs because they can cause side effects, delaying discharge from hospital and leading to slower recovery.

Professor Chris Rogers, non-clinical lead for the trial and based in the Clinical Trials and Evaluation Unit, Bristol Trials Centre at Bristol Medical School at the University of Bristol, said: "The trial is focusing on the question of whether the



The team leading the study

use of gabapentin to help with pain relief following an operation will reduce the need for opioid drugs, lead to fewer side effects and, as a result, help patients to recover more quickly from surgery.

"The trial is recruiting patients having cardiac, thoracic or abdominal surgery in Bristol or Southampton, and so far 205 patients have agreed to take part. Patients are randomised to either receive gabapentin or an identical looking dummy pill, known as a placebo, in addition to the usual painkillers for each type of surgery.

"We will give patients gabapentin or placebo one hour before surgery and for two days after surgery. Every other aspect of care will stay the same. We will then compare patients who received gabapentin with those who received the placebo to determine the impact on recovery."

Trial recruitment began in April 2018 and the findings are expected in May 2021. This study is funded by the National Institute for Health Research - Health Technology Assessment Programme.

For the greater good



Extra follow-up appointments and close monitoring are two of the well-known benefits to patients who take part in clinical trials. However, one of the nurses who cares for patients on the cancer treatment trial called PALLAS says the overarching reason people give her for taking part is to help improve treatment for future patients.

"A number of patients participate in clinical trials in order to advance treatments and so their participation might be purely for altruistic reasons", says Carlota Clemente, who works in the six-strong nursing team based at the Bristol Haematology and Oncology Centre (BHOC), looking after patients on the PALLAS trial.

This selfless attitude is illustrative of the positive response patients have to clinical trials, says Carlota. It also goes some way to understanding why the Trust has become the top recruiter of participants in this international study which aims to reduce the recurrence of cancer in breast cancer patients.

The PALLAS, or PALbociclib CoLLaborative Adjuvant Study, explores whether a targeted medication called palbociclib taken alongside endocrine therapy can decrease the chance of a patient's cancer coming back, compared to receiving endocrine therapy on its own. Palbociclib was found to stop cancer growing in a different clinical trial called PALOMA-2.

Recruitment to the PALLAS trial, which has been running internationally for the past 10 years but only started in this Trust 18 months ago, closed in November. But with 22 patients taking part at the BHOC, the Trust has attracted more participants than any other organisation.

Cancer patients, who have had surgery at Southmead Hospital, are referred to BHOC for subsequent treatment (adjuvant chemotherapy and/or radiotherapy). Potentially eligible patients were offered the study and given the option to participate in the trial and have further follow up at the hospital after completing standard curative treatment; those found not to be eligible who have completed their adjuvant treatment are discharged from BHOC care, and go on to receive follow-up care at either Southmead Hospital or at their GP surgery.

Those who continue on the PALLAS trial will be monitored at follow-up appointments in the BHOC. The trial group is split into two sets of patients – ones who receive the targeted medication (in tablet form) with endocrine therapy and the others who receive endocrine therapy only.

"This medication and therapy combination is generally well tolerated," explains Carlota. "Unlike chemotherapy, there are very few side effects. The main one is a drop in the patient's white blood cells, but adjusting levels of medication and therapy can correct this."

It must be noted that long-term side-effects of the therapy are still unknown. PALLAS trial participants will be followed up for 10 years post-trial treatment.

As with other clinical trials, data collected from the study will influence the development of drug therapies and other treatment pathways.

Heather Carroll, clinical trials manager at the Clinical Trials Unit in the BHOC, explains: "Patients' participation in clinical studies contributes to data which can support the licensing of new drugs, change clinical practice or help develop whole new treatment pathways.

"Although participant numbers in trials appear to be low, this is because the number of eligible patients is relatively small. The uptake here at the BHOC is very good as our clinical teams are good at identifying eligible patients and at outlining the treatment options to them."

The research nurses' priority is to ensure the patient receives the highest quality care and comprehensive information to enable patients to make informed decisions.

Staff and patients can find out more information about research and how to take part in the Trust's Research & Innovation pages at www.uhbristol.nhs.uk/research-innovation/information-for-patients-and-the-public/

Thanks for your support in 2018!

From the Above & Beyond trustees, staff and volunteers, we'd like to say a huge thank you to everyone who supported Bristol's hospitals in 2018.

Last year was another incredible year for the charity – from our first comedy night to celebrating 70 years of the NHS. Our dedicated supporters made a real difference to the 989,000 patients who visited Bristol's hospitals in 2018.

We had some brand new charity events in 2018, including Write your Will Fortnight and Funny Bones: Russell Howard and Guests.

During Write your Will Fortnight in September, local solicitors donated their time for free to make or update Wills in exchange for a donation to Above & Beyond. More than 70 appointments were booked across the two weeks.

Funny Bones: Russell Howard and Guests saw comedians come together for some huge laughs at Bristol Hippodrome – raising £100,000. Russell Howard was joined by Joel Dommett, Laura Lexx, Jon Richardson and many others – all hosted by Mark Olver.

Following the event Michelle, who has worked at UH Bristol for almost 20 years, was so inspired she raised funds for Above & Beyond by taking part in the Cardiff Half Marathon.



On 15 September, five brave daredevils took part in our skydive day. Raising almost £5,000. This year's participants included Rod Lawless, a BRI carpenter, and Pat Lockett, who did the 10,000ft jump aged 90!

If you're inspired by Michelle, Rod, Pat, or any of our fundraisers and want to challenge yourself in 2019 get in touch on fundraise@aboveandbeyond.org.uk

In 2018 we also celebrated with DAC Beachcroft, who hit the £100,000 fundraising milestone after taking part

in the Bristol to Paris Cycle Challenge for the last three years, and Nisbets who have raised more than £20,000 through running the Bristol 10k.

We announced new partnerships with Bristol Twenty Coffee and Carbase and raised £12,000 for our BHI Appeal with the help of football head coaches Gary and Lee Johnson.

If you're interested in fundraising with your colleagues, email companies@aboveandbeyond.org.uk

Here's just some of the things we've funded thanks to your support...

- ★ Craft materials for the children's hospital Play Team
- ★ A meeting venue for Breast Cancer Care
- ★ Ocean-themed wall vinyls in the children's department of the eye hospital
- ★ Cleft palate diagnostic models for the dental hospital

For more details on supporting Above & Beyond in 2019, visit our website. Things you could do:

- ★ Take part in an event
- ★ Fundraise at work
- ★ Set up a direct debit or make a one-off donation
- ★ Volunteer for the charity



BHI Appeal complete!

We're pleased to announce that we've hit the target in our £830,000 Bristol Heart Institute (BHI) Appeal! Generous donors, determined fundraisers and encouraging hospital staff have all helped to provide the latest treatments, surgery techniques and facilities at the BHI.

Everyone has really rallied behind the cause. From Pete Lamb doing eight marathons in eight countries to John Griffin, who raised over £11,000 with his 12 hour spinning challenge. Not to mention BHI physiotherapist Caroline who got a team together to take part in the Cotswolds 24-hour Challenge.

Of the money raised, £378,000 will go to the relocation of the echocardiography facility from the BRI to right next to the coronary care unit in the BHI. This will make a huge difference to patient care, with poorly patients no longer having to make the long, public journey for their scan.

The end of the appeal does not mean our work with the BHI stops. Any potential fundraisers or donors can get in touch with us at Above & Beyond either by phone or email.



Sunflower Ward gets a refurbishment

At the end of 2018, Sunflower Ward, the neuro-rehabilitation unit at Bristol Royal Hospital for Children, reopened after a refurbishment to improve the environment and space for both families and staff.

The work was funded thanks to the participants in the 2017 Bristol to Paris Cycle Challenge, who together raised £119,000, and a donation from Westerleigh Parish Council.

Sally and George, who share the sister role on the ward, said: "The improvement for everyone is just fantastic. With limited space we had to be creative and the estates team and architect did a great job.

"In particular the nurse's station is much more effective work space that still allows general oversight of the whole ward."



To sign up for next year's challenge go to www.aboveandbeyond.org.uk/event/bristol2paris

This year's Bristol to Paris Cycle Challenge participants will be able to fundraise for the hospital of their

choice. The ride takes place from 11-15 September 2019 and registration is open now.

Improving wellbeing through arts and culture

Thanks to funding from Above & Beyond, UH Bristol has appointed its first arts programme director. Dr Anna Farthing's brief is to create an arts and culture strategy and programme that supports patients, staff, students, volunteers and visitors across all of our nine sites.

Anna said: "The arts programme at UH Bristol responds to increasing evidence that shows a link between healthy lifestyles and creative or cultural activities."

The programme is organised around monthly themes. As well as signposting opportunities both within the Trust and in nearby venues, each month includes a 'Second Wednesday' evening of discussion supported by the University of Bristol. These informal events bring people together from across the Trust and from the wider public, to share ideas and experiences.

Anna said: "Audiences seem to really enjoy talking to people they would not normally encounter. In December, the evening with the 'Sound' theme included a neurosurgeon discussing sound perception, nurses on tackling noise at night, a patient who is making a VR opera about her experiences, and our music therapists, who demonstrated the effect of music on the body by getting everyone singing. People were having such a good time, they were reluctant to leave."

Highlighting the creativity and ingenuity of staff through forming new partnerships both in the city and further afield is a major objective of the programme.

Anna added: "The 'Heart of the Matter' exhibition came about through a partnership between Giovanni Biglino, bioengineer at the Bristol Heart Institute, and the arts teams at Great Ormond Street and Newcastle hospitals.

"Artist Luke Jerram's 'The Impossible Garden' shown at University of Bristol's Botanic Garden over the summer, was the product of his artist's residency within our Bristol Eye Hospital."

"'Gutted', a touching comedy about living with Crohn's disease was performed at the invitation of our stoma nurses, and more recently we exhibited the award-winning work of our own medical photography team."

This programme is reliant on people getting involved, but the Trust also benefits from links with experienced practitioners and researchers through networks such as Arts and Health South West, the national Culture, Health and Wellbeing Alliance and the network of hospital arts programmers, as well as civic partnerships.

Anna said: "The film 'NHS70: A Picture of Health' was created with support from Bristol Archives, Watershed and Empica Medica and the new 'Civic Welcome Pack' was supported by the Lord Mayor's office, Destination Bristol and Bristol Arts Marketing.

"Bristol Culture will be providing our dementia team with reminiscence resources and a new Memorandum of Understanding with University of West of England (UWE) enables us to welcome art and design students as interns."

More information about the UH Bristol Arts and Culture Programme can be found here: www.uhbristol.nhs.uk/artsandculture



What's Next? THEMES for 2019

February	NOURISH – exploring the food of diverse cultures for health and care
March	MOVING – to move and be moved for emotional and physical wellbeing

Promoting equality and diversity in the NHS



A learning disability nurse from UH Bristol has been helping NHS England better understand the experiences of black and minority ethnic (BME) frontline NHS staff within the workplace.

Around one in five colleagues in the ANHS are from a BME background, but data suggests that the general treatment and experiences of those staff in the workplace falls short of the values and principles of our NHS.

To gain further insight, NHS England set up a discussion forum in which around 25 BME frontline staff from across the NHS meet to share their experiences as BME staff and support each other to implement positive changes in their own organisations.

Lorna Hayles, whose parents arrived in the UK from the Caribbean, has been attending the group on behalf of UH Bristol.

The forum was set up in 2017 following the launch of the Workforce Race Equality and Standard (WRES) initiative in 2015, which is a set of nine measures that NHS providers use to help identify the issues and challenges for BME staff within their organisations.

The first five WRES forum meetings helped NHS England build a picture of the challenges still faced by BME staff in today's NHS. The initial feedback sessions have completed but the group will continue to meet in 2019 to share best practice and support each other - the first session of its kind will be hosted by UH Bristol in January.

The Trust has recently started a reverse mentoring scheme - an initiative recommended by the WRES forum whereby a BME staff member shares their experiences with an executive director during one-to-one sessions. This relationship will help to improve the Trust's understanding of issues faced by BME staff and stimulates creative thinking about how it can increase diversity within its workforce.

Lorna, who is one of the scheme's mentors, said: "Reverse mentoring has been fantastic experience so far while giving me the opportunity to share my knowledge and learning. As a nurse within the organisation I would encourage more senior leaders to take up this fruitful opportunity, as it is such a positive experience for all to get involved."

Matthew Joint, director of people, said: "WRES has demonstrated that when organisations ensure that individuals from BME backgrounds have equal access to career opportunities and receive fair treatment in the workplace, those organisations are better places to work and provide a better service.

"The reverse mentoring scheme is just one of many initiatives but it enables staff from BME backgrounds to expose their challenges and frustrations to the most senior leaders of the Trust, which is already resulting in positive action."

As a WRES frontline staff representative, Lorna recently took part in an NHS England-led video project and attended a storytelling workshop where she made a short film in regards to her experiences as a BME staff member. The emotional and engaging storytelling video aims to highlight the issues still met by BME staff today.



In October 2018, we hosted a Black History Month celebration at the Trust in collaboration with the Royal College of Nursing. Special guest May Tanner, who was the first ever black ward sister at the Bristol Royal Infirmary in 1966, attended the event with her husband Michael. Speakers included Councillor Asher Craig, deputy mayor of Bristol, and Neomi Bennett, a nurse inventor.

Amongst the attendees were members of the BME workers forum, including forum chair Everton Barclay, who regularly meet to share their experiences, discuss BME related issues and provide each other with support. The group can raise any issues and feedback to the Trust.



Sheena Vernon

Lead nurse for the Congenital Heart Disease Network for the South West and South Wales and adult congenital heart disease clinical nurse specialist

What is your background and how long have you been with the Trust?

I moved to UH Bristol in 1984 and began working on the cardiac intensive care unit; I became a sister in 1986 and worked on the unit for 18 years. During that time I got married, completed a three year diploma in nursing and had three children.

In 2002 the role of clinical nurse specialist in adult congenital heart disease was advertised. I was keen to look after a smaller group of patients and get to know them better. However, this was not the case as one in every 100 babies is born with a heart condition and there were around 6,500 adult congenital patients in the South West at that time! My medical colleague Dr Graham Stuart had begun to set the service up and there was no clinical nurse specialist at the time.

What was it like starting such a new role at the Trust?

Developing the service was very exciting. Patients would be seen in

clinic, need congenital cardiac surgery and cardiology procedures. A number of patients may have additional special needs and require extra support. There are around 200 teenagers moving from the children's service to the adult service every year and we work as a team to transfer them to the adult service.

Women born with heart conditions who are pregnant also need varying degrees of support.

What is the Congenital Heart Disease Network?

In 2016 NHS England published the national 'Congenital Heart Disease Standards and Specifications', in which was a requirement for formal regional hub and spoke networks. The South Wales and South West Congenital Heart Disease Network was set up two years ago and covers a huge geographical area. We have a number of children's and adult outreach clinics across the South Wales and the South West. I was

appointed lead nurse two years ago. Our recently launched website provides information and resources for patients, families and health care professionals and can be found at www.swswchd.co.uk

The NHS marked its 70th birthday in 2018 – what makes you proud to work in the NHS?

I feel really proud to work in the NHS. I enjoy making a difference to patients with long-term conditions and getting to know them and their family well.

I have worked with some fantastic people - people who want to give their best clinically, work hard under difficult circumstances, often with a great sense of humour.

What do you enjoy doing in your spare time?

Walking and taking my binoculars with me in case there are any interesting birds. I swim regularly, enjoy reading, films and cooking for family and friends.