

insight

ISSUE 16 AUTUMN 2012



Election Special

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Welcome



Dr Liz Brown (centre) and team mates celebrating the 200m final

After enjoying the fever pitch of the Olympics, you will get a glimpse of what it was like behind the scenes when you read about the experiences of two of the six hospital staff who volunteered their services at the 2012 London Games, on page 11.

The excitement is building as we take the next step towards becoming an NHS Foundation Trust. The Secretary of State has given his approval for the Trust's application to be passed to the independent regulator, Monitor, to assess our readiness to become an NHS Foundation Trust over the coming months.

We have begun the election process for our Council of Governors and you can find out more about putting yourself forward to stand for election on page 4. All nominations need to be submitted by **18 September**.

Read Mistekima's story on page 12. A warning that the pictures don't make easy viewing, but the story is a hopeful one, when you read how teams of anaesthetists (including one of our own), facial surgeons, and nurses are giving their time voluntarily to improve the quality of life to severely disabled children and young adults in Africa.

Anita Houlding

Editor / Senior Communications Officer

Editorial dates 2012

You can send your articles for insight via email to anita.houlding@nhs.net or RUHcommunications@nhs.net or you can send a paper copy via the internal mail. Deadline for copy for next issue is **1 November** for publication early in December.

Contributors



Roxy Poultney

Membership and Governance Manager

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Sarah Beale

Specialist Nurse in Organ Donation

Giving the gift of life p8



Dr Michael Coupe

Consultant in Anaesthesia

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Election Special

Our hospital is just one step away from becoming an NHS Foundation Trust (FT).

The Secretary of State has given his approval for the Trust's application to be passed to the independent regulator,

Monitor, who will assess our readiness to become an NHS Foundation Trust over the forthcoming months.

You can keep up to date with the latest news via the hospital's website www.ruh.nhs.uk

A step closer to the podium

We've already begun the election process for our Council of Governors.

If you are already an FT member, you should have received a Notice of Election, which was your first opportunity to put yourself forward to stand for election. All nominations need to be submitted by **18 September 2012**, so if you are reading this around the first week of September, you'll need to get your skates on if you're interested in becoming a Governor. It's not too late to be a member, and then stand for Governor.

You don't need any qualifications,

just life-experience and enthusiasm, a willingness to ask questions, open to ideas, and a desire to make a difference by getting involved in your local hospital. It's this public involvement that will help to ensure our services best reflect the needs of the local community.

If you don't wish to stand for Governor yourself, you are of course entitled to vote for a candidate to represent your views at Council of Governor meetings.

All elected Governors will receive induction and training depending on their desired level of involvement. They will be supported in

communicating and meeting regularly with their constituents, and feeding back at the quarterly Council of Governor meetings.

Governor duties include appointing and removing the Chairman and Non-Executive Directors of the hospital, and holding the Board of Directors to account for the Trust's performance, strategic plan delivery, and meeting core purpose and values.

There has been considerable interest in our Governor Information Sessions and more than a 100 people came along to find out more about the role.



We are still signing up members: you need to be a member to stand for election as a Governor.

Talk to us

If you would like to talk to someone to find out more about the role of Governor, then Roxy Poultney, our Membership and Governance Manager, would be only too happy to hear from you.

Roxy says: "We have 11 vacancies for public Governors and so we want dozens competing for election; it will be better for our members to have a wide field of candidates to choose from. Please do call me if you are interested in applying, I'll be delighted to talk to you."

If you don't wish to stand for election, do ensure you vote for your preferred candidate. Voting will open from Wednesday 10 October and ballot papers will be sent directly to your home address. If you have recently moved, please remember to let the Membership Office know your new address.

The Election timetable

If you want to stand for election, you can request a nomination form from our Returning Officer, Caroline Hinchcliffe, on 0208 889 9203. A reminder that the deadline for returning nomination forms to ERS (returning officer) is Tuesday 18 September 2012.

Please note that you cannot vote in the election if you are not registered as an NHS Foundation Trust member.

If you want to vote, you must take up membership before the 21 September 2012. We'll be waiting.

Monday 20 August	Notice of Election issued; nomination forms are available upon request from Electoral Reform Services (ERS). ERS act as returning officer, and they are running the election independently from the RUH
Tuesday 18 September - 5pm	Deadline for receipt of all nominations
Friday 21 September	Last date for candidate withdrawal
Tuesday 9 October	Notice of Poll published by ERS
Wednesday 10 October	Voting packs despatched to all members home addresses (ensure we have your up-to-date contact details)
Members vote	
Friday 2 November	Closing date for election
Monday 5 November	Results announced

Dates for the diary

Take a look at what's coming up...

Date	Topic	Time	Venue
20 September	Caring for you: Surgery and pain management	18:00 – 19:30	RUH, Department B20
26 September	Annual Members Meeting	18:00 – 19:30	Assembly Rooms, Bath
29 November	Caring for you: Men's health – urology and cardiology	18:00 – 19:30	RUH, Department B20

Remember, the Caring for You events are exclusively for NHS Foundation Trust members, so if you are keen to understand more about the work of your hospital, please sign up as a member. You can contact the Membership Office on any of the contacts listed on page 6, at any time during the working day, and we'll be delighted to help you.



left: Roxy Poultney, Membership and Governance Manager with Eric Sanders, Trust Board Secretary

You don't need any qualifications to become a Governor, just life experience and enthusiasm.

Come and join us - **our first assembly**



The delightful Assembly Rooms, Bath will be the setting for our AGM again this year.

Our first Annual Members Meeting, combined with the AGM, will take place on Wednesday 26 September 2012 at 6pm in the Assembly Rooms, Bath.

Two of our top consultants, Respiratory Physician Dr Vidan Masani and Dr Alastair Kerr, Elderly Care Consultant, will be talking about Chronic Obstructive Pulmonary Disease (COPD), as well as how the Trust is improving care for people at the end of their lives. COPD is the name for a collection of lung diseases including chronic bronchitis, emphysema and chronic obstructive airways disease.

The Trust's 2011/12 Annual Report and Accounts, Quality Accounts and a summary chronicling the quality of the work of the Trust over the year, will be available.

Exhibitions will also showcase some of the work of the hospital and staff will be on hand to answer any questions guests may have.

Trust Chairman Brian Stables, says: "This annual meeting is open to all members of the public and offers everyone the opportunity to share their views with us, and participate in learning more about the activities of the Trust. We hope to make this the biggest membership event yet, so please register your interest today."

Contact us

Please contact us via any of the following numbers or addresses for more information:

01225 821299

RUHmembership@nhs.net

www.ruh.nhs.uk/foundationtrust

FREEPOST RSLZ-GHKG-UKKL, FT Membership Office, Royal United Hospital Bath NHS Trust, Combe Park, Bath BA1 3NG

Caring for you: Living with diabetes

Members of the public, who have signed up to become members of the NHS Foundation Trust, attended the latest Caring for You event, which focused on one of the most common, life-long health conditions, diabetes.

In the UK there are 2.9 million people diagnosed with diabetes, and an estimated 850,000 people who have the condition, but don't know it. Around 21,000 people in the hospital's catchment area alone are living with this condition and thousands of those are treated at the RUH every year.

It was an educational and interactive event, with lots of audience participation. As well as sharing knowledge of the two types of diabetes, and how we treat diabetic patients here, Consultant Physician Dr Alexandra Ward also tested the audience's understanding of the condition. They used electronic key pads to 'vote' for what they considered to be the correct answer to a series of questions put to them. It was a novel way of engaging with our members, but also an effective way of learning about a condition,



Talking about diabetes

which affects so many people.

Guests also had an opportunity to explore the equipment that diabetic patients may have to use to manage their condition; such things as insulin pens used to inject insulin, insulin pumps which determine how much insulin you already have in your system, so you don't accidentally give yourself too much, and blood (sugar) glucose testing machines used to monitor blood sugar levels.

There was some useful literature on podiatry, nutrition and diabetes and retinal screening for guests to read or take away.

Sharon Reilly from Chippenham thoroughly enjoyed the Caring for You event: "As a student nurse, I have a fair understanding about diabetes already. This session has helped to raise awareness of the condition and I can help with that too, by talking to my family members and patients about it. I would recommend the Caring for You events to anyone who is interested in healthcare issues. I'm looking forward to the next one."

At the next event our Theatres Team will tell you all you need to know about surgery at the RUH. You'll get to see some of the equipment involved, hear about the preparations we make and we'll show you some of the 'positions' that are required for different operations. We'll publicise future sessions in insight and on the hospital website and they need to be booked early to avoid disappointment.



Advising on nutrition

Giving the gift of life

More than 10,000 people in the UK currently need an organ transplant. Of these, three a day will die waiting as there are not enough organs available.

It's a shocking statistic and one that might be changed if more people registered as an organ donor. In fact, the British Medical Association, and many transplant surgeons, are keen to see an 'opt out' system, which will presume that an individual wishes to be a donor unless they opt out. They also say that relatives would be relieved of the burden of making that decision at

such a traumatic time.

This is likely to cause some debate, but whichever way you look at it, the facts don't change; there is a serious shortage of organ donors and long waiting lists for transplants (over 7,500 on the active transplant waiting list).

Transplants are one of the most miraculous achievements in modern medicine. But they depend entirely on the generosity of donors and their families who are willing to make this life-saving or life-enhancing gift to others.

Sarah Beale (pictured) is a Specialist Nurse in Organ Donation at the RUH and she works closely with staff in the Emergency Department and Intensive Care Unit. When appropriate, she talks to families about organ donation, when a loved one is dying or has died.

"Being a Specialist Nurse in Organ Donation is an amazing job and I work with a very supportive team. I feel very privileged to be so closely involved with families. I often feel humbled by those I meet who are thinking of helping others at such a difficult time for themselves.

"A call came from the intensive care department about a 53 year old man who was critically ill. He had come into

hospital after collapsing at home and a head scan showed he had suffered a large bleed. There was nothing any of the specialists could do, they agreed that further treatment wasn't an option and that life support should be

stopped. In cases like this, it may be possible to help other people through organ donation, and I talked through the options with his wife.

"Whilst she was on the Organ Donor register, her husband wasn't and it was something they had never discussed. He had been such a kind and generous man that she felt he would have wanted to help others, and she took some time to discuss it with her family.

"As soon as we had consent, I was able to make the necessary arrangements, and his wife had time to say all the things she felt she needed to before the life support was stopped.

"This gentleman saved the lives of three people through organ donation, and enhanced the lives of four others through donating his eye tissue and heart valves.

"His wife has told me that hard as it was at the time, she gets such comfort from knowing that her husband had helped so many people in such a tremendous way. It would have been easier had they talked about their wishes regarding organ donation and she urges others to do so.

As a result of patients at the RUH donating organs, eight life saving transplants were carried out. 25 people also donated their corneas and heart

valves after their death and 41 people benefited from this tissue donation.

The more people pledge to donate their organs and tissue after their death, the more people stand to benefit. By choosing to join the NHS Organ Donor Register, you could help make sure life goes on for many others. To find out more about registering as an organ donor, visit www.organdonation.nhs.uk

THE FACTS

Facts about life saving transplants

- A heart or lung transplant takes place within four hours of retrieval
- a liver and pancreas transplant takes place within six to eight hours
- a kidney transplant takes place within 24 hours
- a small bowel transplant takes place within six to eight hours.

Facts about life-enhancing transplants

- Corneas and heart valves are classed as tissue
- Corneas are stored and transplanted within one month
- Heart valves can be stored for up to five years.



Yours sincerely

It's always pleasing to receive positive feedback from patients and their relatives for the support and care they receive from our staff and the Trust frequently receives letters of praise and thanks. Some also appear in the local press. Here are extracts from a few.

Col.N Knocker from Melksham

wrote to thank all the staff involved for the excellent and caring way they managed his treatment: "It started with cheerful and helpful reception staff, and the radiologists, who could not have been more understanding or sympathetic in ensuring that all aspects of the treatment were explained and then carried out. I would be most grateful if my sincere thanks could be passed to all concerned."

Mrs E Bird from Bath

wrote to thank us for the care she received on Robin Smith ward: "I have to make known to all medical staff, domestic staff, in fact everyone involved in my care, that they could in no way have done a better job. From reception to discharge, the staff were all extremely efficient and caring the entire time I was there. I found no reason to grumble about anything and I would appreciate you passing on my comments to the staff involved."

Mr W Crook from Tormarton

wrote to record his appreciation for the treatment that he received from the outset: "It started with the paramedics and continued on reception at the hospital. The response from the nurses and lady doctor, whose name escapes me, was extremely polite, professional and very reassuring. This reception set the standard which continued throughout my time at the RUH, as I moved from one department to another as my condition improved. I appreciated the time that Nurse Catriona Glen took to explain my condition and also the purpose of the various drugs I was taking. I was impressed by the coordination between departments and the constant teamwork that seemed to me to be the underlying basis of your success. You have a splendid team of professional people."

Mr J Howarth from Malmesbury

wrote to thank us for the care he received on the Respiratory ward and also Robin Smith ward: "On both occasions I found the care and treatment I received to be absolutely first class and I cannot praise highly enough the expertise and dedication of the nursing and support staff in your hospital."

Ms F Welford from Glastonbury

wrote to express her appreciation for the very high standard of care she received: "My experience of the Cardiac ward was of one that was extremely well run with excellent communication between staff and a high level of professionalism and dedication amongst the nursing team. Overall the level of care I received was outstanding."

Mr R Gregory from Trowbridge

wrote to thank staff in the Emergency Department and the Acute Stroke Unit who treated his mother "in a most professional, caring and compassionate manner. I have no doubt that we are most fortunate in this area to have a hospital of the standing of the RUH and I very much thank you for all you do to bring about the excellence of this facility. I also thank the many staff who attended my mother whilst she was in your care."

Mrs H Plummer from Westbury

wrote to say thank you to staff who cared for her on Charlotte ward: "From the consultants, nursing staff to the cleaners, all were superb. Every member of staff was kind, caring and helpful and encouraging. The whole ward and all its staff are a credit to the RUH."

Ms M Garbett from Bradford on Avon

wrote to say thank you to all staff, "especially the nursing staff and ancillary workers, who showed me such kindness under difficult circumstances during my recent stay in the RUH. It was often well over and above the call of duty. It was my first stay in hospital for nearly forty years and I was very impressed by the wide range of services available. Thank you again for your kindness."

AWARDS

The Royal College of Anaesthetists presented the Maurice P Hudson Award to Dr Fiona Kelly.

Dr Maurice Hudson was a consultant anaesthetist in London in the early 1900s, who had a particular interest in dental anaesthesia. Dr Hudson's daughter generously donated money to the Royal College of Anaesthetists in memory of her father for an annual prize for the best paper on his favourite subject; resuscitation.

Dr Tim Cook was awarded the Humphry Davy Medal by the Royal College, and also the Henry Featherstone Award by the Association of Anaesthetists. Dr Carol Peden was also awarded the Humphry Davy Medal.

The Humphry Davy Medal is a national award given to an individual or an organisation for sustained contribution to the Royal College of Anaesthetists for a specific area of activity.

The Henry Featherstone Award was instituted in 2001 in memory of Dr Henry Featherstone, founder of the Association of Anaesthetists of Great Britain and Ireland, and is made to practicing anaesthetists in acknowledgement of their substantial contribution to the practice of anaesthesia.

The Dudley Buxton Prize was awarded to Professor Mark Tooley, Director of Research & Development.

The Dudley Buxton Prize is an award for 'meritorious work in anaesthesia or in a science contributing to the progress of anaesthesia'. The prize consists of a bronze medal.

A hatful of awards for Anaesthesia

The hospital's Anaesthesia and Intensive Care department has recently been recognised as one of the strongest in the country, and its members honoured for exceptional contributions in the field of anaesthesia.

Anaesthetic practice has always been based on improving patient safety and patient experience. Judging from the number of accolades received by the doctors within the department in the last 18 months (see left), combined with the internationally recognised research our consultants have carried out, and the praise for our medical student training, our patients should feel that they are in very safe hands indeed.

It is quite exceptional for these awards to have been given to doctors from a district general hospital as these are more traditionally awarded to doctors in university hospitals.

The research performed in the department is central to the high quality of patient care and patient safety we provide. Individual consultants have an exceptional and wide-ranging involvement in national bodies and projects, which is good news for our patients who can be reassured by the calibre of the staff looking after them.

Dr Jerry Nolan and Dr Andrew Lim are council members of the Royal College of Anaesthetists, the organisation that oversees standards and training in anaesthesia and intensive care.

Dr Alex Goodwin is Clinical Co-ordinator of the National Confidential Enquiry into Patient Outcome and Death, which reports on the quality of care in hospitals.

Dr Carol Peden is a leader of a national audit of emergency abdominal surgery,

working to identify best practice. She also leads the Patient Safety and Quality Programme for Intensive Care for the South West of England.

Dr Tim Cook has led two National Audit Projects examining rare and major complications of anaesthesia. Each of these projects, which has involved every NHS hospital in the UK, has led to changes in anaesthetic practice, improving patient safety and experience.

The department undertakes research which focuses on evaluating new equipment and has been at the forefront of introducing new devices that improve both safety and patient experience for those undergoing anaesthesia and surgery.

Medical student training within Anaesthesia and Intensive Care has been judged as the best in the region for several years, with the department being rated as providing the best overall training of any district general hospital in the UK by the General Medical Council's national trainee survey.

The department comprises 25 consultants and a total of 53 doctors, making it the largest department in the RUH. Our anaesthetists care for patients undergoing around 18,000 operations each year, as well as those in intensive care, in obstetrics, and the pain clinic.





Staff at **the Olympics**

Six staff from our hospital were given a fantastic opportunity to be involved in the Olympic Games.

Orthopaedic Physiotherapy Specialist Genevieve Simpson (4), Dr Liz Brown (2), Sister Caroline Jolley (3), Sister Lora Allford (5), Emergency Department Assistant Jeff Sawyer (6) and Staff Nurse Laura George (1), all volunteered at 2012 London (*pictured opposite*).

The staff, who gave up their own time to take part, were all very excited to have been chosen for such an enormous event.

Emergency Department Doctor Liz Brown, was on the Field of Play Recovery Team, based in the basketball arena in the Olympic Park. She looked after the athletes pitch side. We caught up with Liz on day 14 of the games to find out how she had been enjoying her Olympic experience.

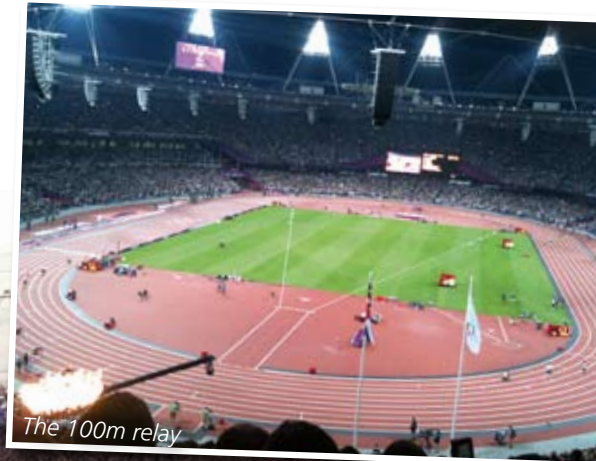
"It's been brilliant. I've covered more games of basketball than I can count, including games with the men's and women's USA teams. I found myself sitting a few metres away from Michelle Obama, and we had our photo taken with Kobe Bryant - he's very tall!

"I'm covering the women's handball semi-final and will cover the men's handball gold medal match and see the medal ceremony.

"It's a massive privilege to be involved; watching the games and looking after the athletes, what an amazing thing to do."



The closing ceremony



The 100m relay

Genevieve Simpson was one of three hundred physiotherapists recruited to look after some of the world's top athletes. She shared each shift with 25 other physiotherapists and 15 massage therapists. Facilities included two MRI scanners, a CT scanner, dentists, podiatrists, musculoskeletal radiologists, anti-gravity treadmills, hydrotherapy pool and a pharmacy.

We spoke to Gen on the phone to find out what it had been like for her over the Olympic fortnight: "It has been fantastic being in the Olympic village with the athletes.

"The polyclinic is like a mini hospital and it's been busy up until 11pm every night, I've been getting home around 1am most mornings. My patients have ranged from African marathon runners weighing 40 kilos, to Eastern European weightlifters, who are huge! I've treated a few medal winners, most recently the silver medal winner in the Judo. It is quite nerve wracking treating athletes and then watching

them compete, you just hope they will be OK. We can keep an eye on the action from the TV in the clinic, but I've been lucky to see some events like the synchronised swimming, which is fascinating to watch.

"The athletes always give you an Olympic pin when you treat them; it has their country's flag and London 2012 on it, I've got loads. People have been collecting them, and swapping, we've all been sucked into the fun of it.

"It has been a fascinating glimpse behind the scenes of an athlete's life, and an experience I wouldn't have missed. I've met physiotherapists from all over the world, and worked alongside osteopaths and chiropractors treating patients together. I have learned so much and it has been wonderful. It has been a huge amount of work, and time and effort, but I am so glad I did it."

Our cover photo shows Dr Liz Brown standing on the field of play with the USA Basketball team behind.

Facing Africa

At the age of 10, her face was horrifically disfigured and she was abandoned by her family and those who live around her. Shunned and consigned to the life of an outcast, uneducated and unwanted.

Why? Because Mistekima is one of hundreds of children in sub-Saharan Africa with Noma; an infection caused by extreme poverty, malnutrition and poor healthcare. It kills many children within a month of them becoming infected. The World Health Organisation estimates that of the 140,000 cases each year, 90% die within a few weeks.



For others who survive, Noma goes on to destroy facial tissue, leaving the sufferer severely disfigured with gaping holes in the sides of their faces. Until 2010 Mistekima lived with the right side of her face barely recognisable until a Wiltshire based charity gave her a new face and hope for a new life. With the help of British, Dutch and German medics, Facing Africa funds surgery to reconstruct the faces of Noma victims and to provide aftercare.



Each year a team of anaesthetists, facial surgeons and nurses travels to a hospital in Addis Ababa, Ethiopia's capital city. All the medics give their

time voluntarily. Amongst those on the most recent visit was Dr Mike Coupe, a Consultant Anaesthetist from the RUH.



For Mike this was his first experience of treating Noma and of working in an environment so utterly alien to what many British doctors are used to. Mike describes the effects of the facial destruction. "The children were living with and coping with such appalling disfigurement, often in isolation, shut away from family and friends. As a clinician, the challenges these children and young people posed were significant. Firstly of all there was the very obvious language barrier. The children spoke such a range of dialects that having an interpreter wasn't a realistic proposition - somehow we muddled through. The other difficulty was to manage their expectations. Many of the children required a number of operations to make their faces functional again and getting them to understand that their faces weren't going to be rebuilt after just one operation was very difficult."

Over a two-week period, the medics treated more than 50 patients – some for the first time, some coming back for further reconstructive work to their faces. Two operating theatres ran side by side and for Mike the days were long but rewarding. "We had to cope with frequent power cuts which made things quite interesting at times! For me as an anaesthetist, Noma presented some very specific challenges.

"Because the facial structures are so deformed, the standard anaesthetic process of intubation – where we put a tube into the windpipe or trachea - isn't an option and you have to use advanced airway techniques. Often this means using a fiberoptic intubating bronchoscope, a piece of equipment that is not available in Ethiopia – we have to take our own. I would expect to do only a handful of fiberoptic intubations

each year in the UK, so being required to do so many in Ethiopia means I bring improved skills back to my patients here. However the real point of going was to improve the quality of life to severely disabled children and young adults, and I know we did that."

Mistekima has so far had three procedures – the most recent being done in January of this year. She starts school in September, at last able to face life with some hope and confidence.

Mistekima's final operation is in February of next year and it's more than likely that Mike will be her anaesthetist. He says he is very keen to return to Ethiopia and help in the process of reconstructing the faces of more children, which in turn helps rebuild their lives.

If you would like more information about Facing Africa, go to their website www.facingafrica.org



FACTS

There are only 10 plastic surgeons in Ethiopia.

There are more anaesthetists employed at the RUH than work in the whole of Ethiopia.

There are only 143 hospitals and 2,000 doctors in the country for a population of 80 million, compared to 515 doctors at the RUH for a catchment population of 450,000.

There are only about 45 qualified dentists in Ethiopia. There are three times that in the Bath area alone.

Welcome to the workplace

Another six teenagers with learning difficulties have graduated from a year's internship at our hospital, significantly increasing their prospects of full employment.

The RUH was one of the first hospitals in the South West to welcome teenagers with learning difficulties into the workplace as part of Project SEARCH, working in partnership with Fosse Way School and B&NES Adult Services. This is the third year that students have been taking part in the school-to-work internship here.

The project provides an opportunity for real-life work, focused on both general and task-specific job skills.

We are committed to creating an environment in which everyone

feels valued and able to give their best, and believe that a diverse workforce can have a positive impact on both the everyday running of the hospital and the quality of patient care.

Chairman Brian Stables says: "We're delighted with the success of the Project SEARCH initiative at the RUH. The students learn such a lot during their internship and we know that those who go on to achieve employment become valuable members of the team.

"Six out of the nine students who undertook Project SEARCH in the first year are now in employment, and four of last year's students now have paid jobs. We are proud of our staff for embracing the concept and creating such great opportunities for the interns."



Our six graduates with the Project SEARCH team



Passport to Care

NHS Heroes – who's yours?

The RUH is supporting a nationwide NHS staff recognition campaign as part of the 64th birthday celebrations of the NHS.

NHS Heroes is a new recognition scheme to honour individuals and teams who go the extra mile to improve life for patients in hospitals, clinics and community care.

Patients, their families and the NHS community have an opportunity to nominate and celebrate the staff members and teams who show exceptional compassion, kindness and skill above and beyond the call of everyday duty – giving healthcare at its very best.

Nominees will be recognised at events across England over the summer and autumn.

Chief Executive James Scott says: "RUH staff are dedicated, compassionate professionals who save lives and guide people through illness and injury every day. A large proportion of them go above and beyond the call of duty to make the hospital experience a positive one for patients and their families, ensuring the quality and safety of care they provide is the best that it can be.

"I hope that you will nominate an NHS Hero, to give staff the recognition they deserve."

The campaign was launched on 5 July and will run until mid-September. Nominations can be made online at www.nhsheroes.com

A clever idea from Nurse Robyn Byrne, which recognises the important role carers play, is being tested out at the RUH.

A Carer's Passport is enabling carers to be more involved in the care of a loved one; they can accompany relatives for x-rays, radiotherapy and other treatments, have discussions around care with clinical staff and be unrestricted by normal visiting hours.

This is particularly good news for carers of people with Alzheimer's disease, since these patients don't always understand what is happening to them, they can be confused and forgetful, and this sometimes makes it difficult to communicate.

Robyn, who works on the Respiratory ward, said: "My grandmother had

Alzheimers and my family experienced some difficulty in her care, which had a big affect on them. During my training I met a carer who was experiencing similar difficulties, and it struck a chord with me. I realised that something as simple as the passport could solve so many of the problems carers face. They know and understand their loved ones so well that they can have a helpful and positive influence on patient care."

The Carers' Centre has a team member based at the hospital, who got involved in the development of Robyn's idea. Now carer's wearing a Carers' Passport know that the importance of their role is being recognised.

"It is early days, and we need to get some feedback, but it would be amazing to get the idea rolled out across the whole hospital."



Nurse Robyn Byrne with Carers' Officer Neil Drinkwater from the Carers' Centre.

Home from hospital service

Did you know that there are dedicated volunteers from Age UK, who are available to assist anyone preparing to return home from hospital? That they are able to provide practical support to people once at home, which may potentially avoid readmission to hospital?

Members of the local Age UK team are present on the RUH hospital site for much of the week, based in the Discharge and Therapeutic Evaluation (DATE) office. They run a free Home from Hospital service, which offers transport home from hospital and provides other practical support to people who may be recovering from illness, injury or an operation. The service is funded jointly by NHS BANES and the Local Authority.

Homes services coordinator Karen John says: "We take an active part in the discharge process, working in partnership with colleagues across the RUH.

"Patients are referred to us for various reasons. We'll visit them on the ward and make whatever arrangements are required to get them home. Once they are there, we can offer them reassurance, and do all that we can to help them recover their independence. We know from the feedback we receive, that together, we are making a difference to people's lives."

The Home from Hospital team work alongside agencies such as Care and Repair, the Carers Centre, Sirona, Community Health and Access Team, the Stroke Association, the Red Cross, GP's, housing associations and other voluntary organisations.

This free service is available seven days a week, from 9am until 6pm and is available to anyone over the age of 18 who is discharged from the RUH, the Emergency Department, Paulton, St Martin's and the Royal National



l to r: Helen Pearson and Karen John

Hospital for Rheumatic Diseases, and who could be at risk of re-admission to hospital.

Contact Karen John, Home Team coordinator or Helen Pearson on

01225 825321. They are based in the RUH every Monday afternoon, Wednesday morning and Thursday afternoon. Alternatively, contact the Kingsmead Square office on 01225 462641 or 466135.

ONE PATIENT'S STORY

An occupational therapist recently referred an 82-year male patient – we'll call him Bob* - to the Home from Hospital Service.

They had concerns that Bob was self-neglecting, and his home was in a poor state of repair.

The support worker who took Bob home found that he had no food in the fridge, bugs in his mattress and the heating didn't work. There was also an open coal fire that was difficult for Bob to manage.

He had very little money and was very vulnerable.

With his consent, they contacted social housing to supply a mattress, and Community Meals to arrange for food to be delivered the next day.

They also requested a Community Care Assessment and arranged for a member of the Care and Repair team to carry out a Home Safety Check.

A housing officer now carries out regular visits to keep an eye out for Bob.

All the services pulled together to help Bob regain his dignity and independence in his home. Age UK are still providing support.

**Not the patient's real name*



Florian's fundraiser

Barbara Madigan, who is a Stroke Research Nurse at the RUH, is hoping to donate more than £500 to the Stroke Association, thanks to her nine year old son, Florian.

Florian has just undertaken a 160-mile cycle ride from Bath to London to raise money for stroke research. Florian cycled with his dad Brian, along the Sustrans No. 4 route to London, leaving Bath on Sunday 22 July and arriving in Trafalgar Square on Friday 27 July.

Florian is pretty laid back about his achievement: "Cycling is my hobby and I wanted to do a long ride, so I thought I'd do it for charity. Mum does stroke research at the RUH, so I did it for the Stroke charity."

The Stroke Association is celebrating its 20th Anniversary this year. As part of this celebration, they challenged stroke units across the country to raise over £2,000 to help fund its vital work.

If anyone is interested in making a donation, they can visit www.justgiving.com/Florian-Bike-Ride

We will survive

The RUH hosted the National Forum of Gynaecology Oncology Nurses (NFGON) Annual Conference recently. The event attracted a wide range of speakers and was attended by over 50 of the most highly skilled gynaecology oncology nurse specialists.

The conference programme entitled 'We will survive', looked at survivorship for the cancer patient, an issue which is high on the political agenda. A report by the National Cancer Survivorship Initiative* (NCSI) suggests that, nationally, current follow-up arrangements – which usually involves outpatient appointments at cancer centres – are not meeting all cancer survivors' needs following treatment and do not provide value for money. These 'unmet needs' of cancer survivors include medical, psychological, social, spiritual, financial and information needs.

Delegates at the conference discussed the creation of new models of care that will demonstrate the opportunity

to improve quality and efficiency of services for cancer patients.

Tracie Miles, our own gynaecology oncology specialist nurse and also president of NFGON, was delighted to be hosting such a prestigious conference: "It was a fabulous opportunity to raise the profile of the good work that is going on at the RUH - and we were very encouraged by the feedback we received - as well as to share knowledge and expertise with our colleagues."

The event was also supported by sponsors from the pharma-medical equipment industry and some of the major gynaecological charities.

**The National Cancer Survivorship Initiative (NCSI) aims to ensure that those living with and beyond cancer get the care and support they need to lead as healthy and active a life as possible, for as long as possible. The initiative is co-chaired by Professor Mike Richards CBE, who is the National Clinical Director for Cancer, and Chief Executive of Macmillan, Ciaran Devane.*



The NFGON Committee with Stephen Parsons, Director of National Cancer Action Team and Professor Annie Young, University of Warwick. Tracie Miles is the lady in red.

Forever Friends latest **Lifetime Achievement**



Hat trick for our **hospital choir**

They say things tend to come in threes and this has proved to be the case for the RUH Choir recently.

First was their excellent performance at the Fred Wedlock Memorial Concert. The RUH choir shared the billing with Acker Bilk, and the event raised £6,000. Then there was the Summer Spectacular at St Michael's Church in Bath. Bath Spa Band and the choir raised a further £500. And finally, last is lucky, the choir spent an exciting and fabulous day at the world-renowned Real World Studios, owned by international singer and former Genesis

member Peter Gabriel. In a setting which has witnessed the making of countless global successes and which continues to play host to the most talented musicians around, our hospital choir recorded their very own CD, how amazing is that.

It's due to go on sale in October, so perfect timing to add this to your Christmas shopping list. We hope their CD will be a chart topper with supporters of the RUH.

All proceeds will go to the RUH Cancer Centre.

Sue Tucker, who is development officer for the hospital's Forever Friends Appeal, has been presented with a Lifetime Achievement Award from the Bath Rugby Foundation. Jimmy Deane, the Bath Rugby Foundation Manager, says: "Sue is an admired and respected individual who has worked closely with Bath Rugby for a long time. She has dedicated her time to delivering tremendous work within the local community for many years, and we feel she is well deserving of the award for all the monies she has raised for the RUH."



Sue Tucker and Matt Perry, Foundation Trustee and former Bath, England and British Lion rugby player

Fundraising for a **new Cancer Centre**

We have embarked on our next major fundraising challenge, to raise £5m towards a new Cancer Centre at the RUH.

Oncology staff, patients, invited guests and the appeal team gathered outside William Budd ward to officially launch the second phase of our Cancer Care Campaign, to help build a new cancer centre over the next four years. The cutting of a giant ribbon, the release of dozens of balloons and a massive cheer from everyone heralded the launch.

We are already off to a wonderful start with a £1m pledge from the Medlock Trust.

We hope you will all join in Ted's Big Day Out for 'Flourescent Friday' on Friday 19 October. Ted's Big Day Out is one of our biggest fun, fundraisers, and taking part will help us raise money towards our £5m target.





Art

at the Heart of the RUH

Art at the Heart has an exciting new line up of exhibitions for autumn 2012, which coincides with the annual Bath Art Affair.

The art affair was launched by Bath Galleries group in July 2010. They brought together 30 galleries across the city in celebration of Bath's burgeoning art scene. We will be involved in the Sculpture Trail that will run through the city. Visit www.bathgalleriesgroup.com

'The Nature of Things', a vibrant and varied show of paintings and prints by Bath Area Network for Artists, celebrates not only the beauty, atmosphere and colour of the natural world, but also showcases a diversity of forms, features and elements experienced on land and sea, and observed on large and small scale. The Bath Area Network for Artists

is a network of established and emerging artists who work together to support each other.

The 'Faces of Bath' project explores the faces of the people who live and work in the city of Bath, and who give it life. The central corridors will be filled with the faces of its people.

More musical performances and interactive music workshops will be taking place at the hospital. Young professional musicians from Live Music Now will be performing as part of the Soundbite 2012 programme. Performances include song and dance from Jeana Leslie and Siobhan Miller with fiddle and piano on Tuesday 11 September, then Lucy Simmonds with her cello on Thursday 27 September. There'll be piano and song from

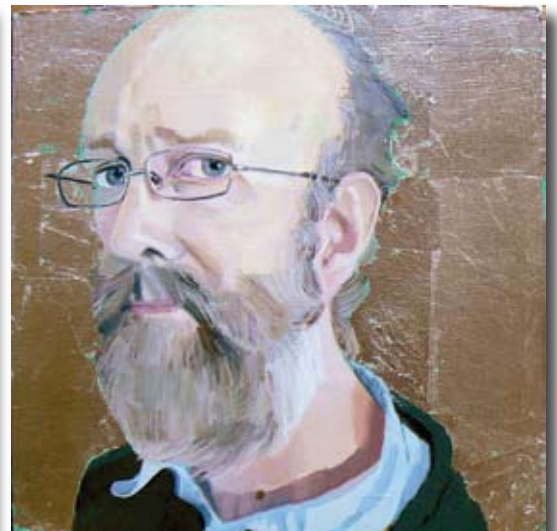
Interlude on Tuesday 23 October, and the Smith Gilligan Duo on Thursday 1 November with saxophone and piano.

If you are a musician and would like to perform at the RUH, email Rosie Mead, Music Coordinator, r.mead1@nhs.net

Summer exhibitions coming to a close

We proudly supported the Olympic schools and community arts project, created by Loraine Morgan-Brinkhurst MBE and artist Kevin Whitney, which generated a lot of interest and made our visitors smile. The children's images of the Olympics will be on display until the end of September.

The wonderful coastal photographs by Linda Wevill and Susan Brown have also been a joy to see.

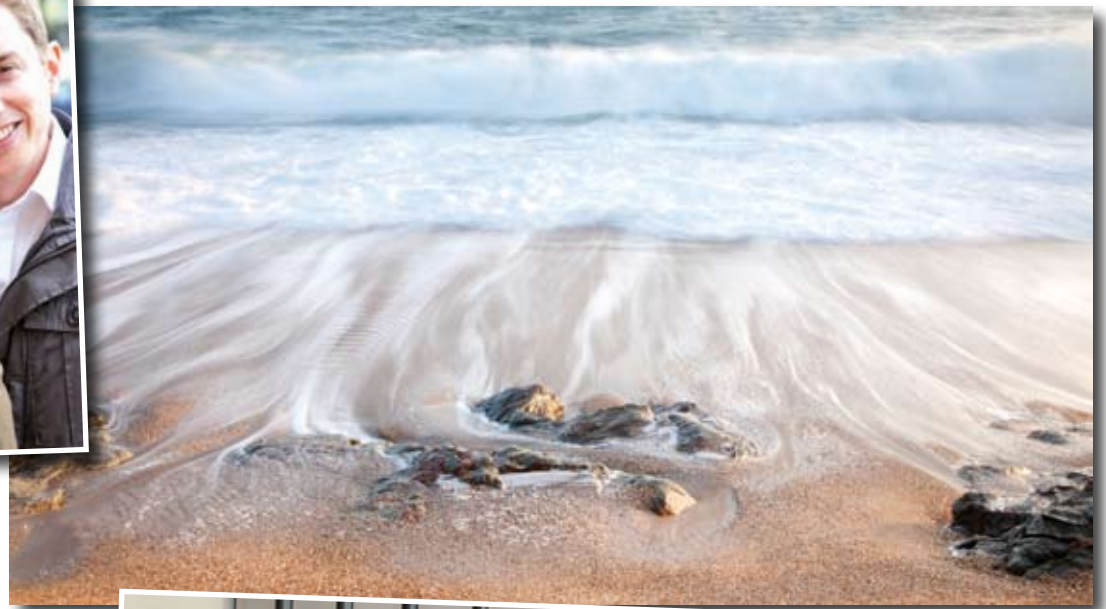




Interlude



Twilight Jazz



Follow us

We have a brand new arts map, making it easy and fun for you to follow the art and music programme within the hospital. Pick up a map from boxes in the corridors, as well as other information and evaluation cards.

If you would like to keep updated about our current activities, be sure to check out our website www.ruh.nhs.uk/art and sign up to receive our e-newsletter. You can also follow Art at the Heart on [Twitter@artatruh](https://twitter.com/artatruh)



Art at the Heart is a charitably funded arts programme and donations are an important part of our fundraising. If you would like to donate money to help us maintain and develop the arts programme please visit www.ruh.nhs.uk/art

or fill in a donations card located in the hospital corridors.

Much of the art is for sale, with commission to Art at the Heart of the RUH. For all enquires contact 01225 824987 or ruh-tr.aath@nhs.net



Giving a **helping hand**

Friends of the RUH update

Summer **Fete**

The Friends' summer fete was a success again this year, raising a whopping £5,000.

Visitors browsed the stalls and The Trish Brown Jazz Band created a great atmosphere. Children's entertainer John Griffin and his funky puppet show added to the entertainment. The whole event was broadcast by Bath Hospital Radio.

Friend's volunteer guide George Harding officially opened the fete. George is well known for his inspiring fundraising feats for Macmillan, and for bearing the Olympic torch through Bath recently (*see below*).

We say a big 'thank you' to everyone who contributed to the success of the fete. Without your support, we would not have raised the funds to provide 'pressure relieving' seats for our patients.

New **delivery**

The patients and staff on Forrester Brown and Philip Yeoman wards took delivery of 54 new chairs, thanks to the Friends of the RUH. The chairs are of different heights and have removable seat cushions, (stored beneath), which can be replaced by an air cushion for patients at risk when sitting.

Charge Nurse Simon Andrews (bottom centre) said: "The chairs are essential in helping our patients' recovery from their orthopaedic surgery. We are so grateful to the Friends for their generous donation." Jim, a patient on Forrester Brown, said: "The new chair is really comfortable and I can rest my head back with this one. In the old chair I was too high as the extra cushion sat on top of the seat, which meant my feet were dangling, and it was hard to stand up."



A patient using the chair within two hours of delivery

We need **volunteers**

Volunteers are required to support patients and staff on our hospital wards. If you feel you can spare an hour or so of your time, please call us on 01225 824046 and speak to Samantha or Vicki, or use our new email address: ruh-tr.volunteers@nhs.net

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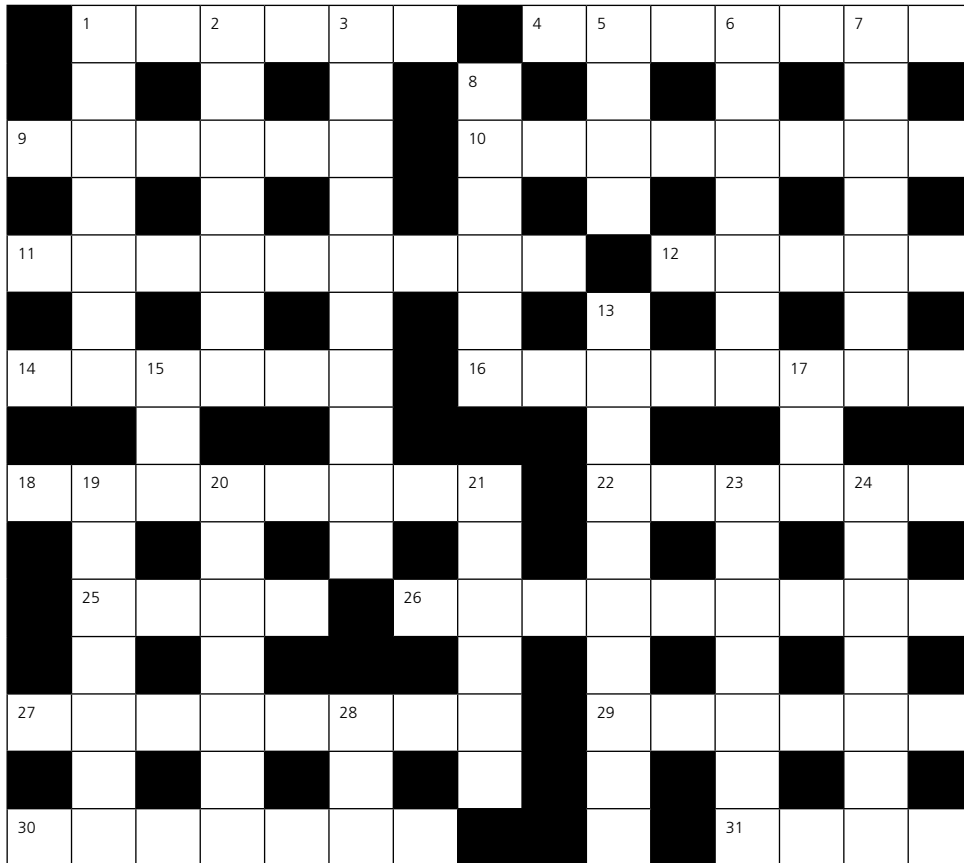


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Take a break

Settle down with a cup of coffee and a biscuit, grab a pen and ponder over the answers in this travel/geographical themed crossword. The answers will appear in the next issue of insight.



Across

- 1 Indian city, centre of Hindi film industry (6)
- 4 As spoken in most S. American countries (7)
- 9 Old town of southern France, or river of S.Africa (6)
- 10 See 13 down
- 11 Its main river is the Murray (9)
- 12 What the 'bei' of Beijing means (5)
- 14 The Prado museum is in this European capital (6)
- 16 Points gained towards plane travel (3,5)
- 18 Exclusive resort of Switzerland (2,6)
- 22 Nepalese soldier in British Army (6)
- 25 Soft white cheese from a district of N. France (4)
- 26 German city on the River Main (9)
- 27 Resort of New Jersey, USA, _ City (8)
- 29 One of many to be seen in the Persian Gulf? (3-3)
- 30 Canada's second largest province (7)
- 31 Central London district with a flourishing Chinese community (4)

Down

- 1 British colony in NW Atlantic: tourist attraction and tax haven (7)
- 2 Type of lizard including the Komodo dragon (7)
- 3 The chief port of Egypt (10)
- 5 Tuscan town with famous bell-tower (4)
- 6 An East African capital (7)
- 7 US city, largest in the Pacific Northwest (7)
- 8 Once called the 'Dark Continent' (6)
- 13/10 Water races at e.g. Hong Kong in June/July in honour of dead poet (10,8)
- 15 E.g. the Hoover, Pergau or the Kariba (3)
- 17 Albanian currency (inside temple, Kowloon) (3)
- 19 Inhabitant of autonomous, mountainous region of SW China (7)
- 20 Japanese island and its city (7)
- 21 Swiss city and finance centre (6)
- 23 Founder of Singapore (7)
- 24 Essex port and ferry terminal (7)
- 28 The language of Thailand (3)

Guess who?

I was born in Manhattan, New York in 1928, I have a younger sister and my father was a prominent doctor.

As a child, I was 'bookish' and at the age of 12, my father taught me to play chess. The game remained a lifelong obsession.

For my 13th birthday, my father bought me a camera which triggered my fascination with still photography. I was also interested in jazz, and briefly attempted a career as a drummer. My father was disappointed in my failure to achieve excellence in school, and encouraged me to read from his library at home while at the same time allowing me to take up photography as a serious hobby.

My attendance record at Taft High school was poor and I often skipped school to go to the cinema. I graduated in 1945, but my poor grades, combined with the demand for college admissions from soldiers returning from the Second World War, eliminated hope of higher education. I was sent to live with relatives in Los Angeles for a year in the hopes that it would help my academic growth.

Eventually I sought jobs as a freelance photographer and sold a photographic series to Look magazine and I supplemented my income by playing chess 'for quarters' in Washington Square Park. Then in 1946 I became an apprentice photographer for Look and later a full-time staff photographer. During those years I began frequenting film screenings at the cinemas of New York City and I was inspired by the complex, fluid camerawork.

I rented a camera and produced a 16-minute black and white documentary called Day of the Fight, notable for using reverse tracking shot, later to become one of my characteristic camera movements. The rest, as they say, is history.

Take a break

Answers to last issue's puzzles

Crossword

2 Sean, 4 Cobb, 8 Olivier, 9 Caine, 10 Allen, 11 Clint, 12 Rita, 14, Doug, 17 Mario, 18 Field, 19 Nimoy, 20 Karloff, 21 York, 22 Joey 1 Apocalypse now, 2 Stiller, 3 Alien, 6 The Wizard of Oz, 7 Bruce, 9 Chico, 13 Terry, 15 Gregory, 16 Rocky, 17 Mummy, 18 Fargo

Guess who?

Clara Barton