

insight

ISSUE 9 CHRISTMAS 2010

On the front line

A family affair

Excellent stroke care



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Open Days
11th March 2011, 14th May 2011 and 24th September 2011

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Stonar's Enchanting Forest School

The children of Stonar Preparatory School gathered to celebrate the opening of Stonar's latest project, the Stonar Forest School. As the wind blew and the autumn leaves tumbled, parents, children and teachers gathered for the grand opening amid the beautiful autumn colours of Stonar School's grounds. Elizabeth Thomas, Head, cut the ribbon to the magic tunnel leading the children in to the woodland area complete with its own story circle and giant bear chair. Some walked and others ran with excitement as they passed the crocodile lying by the swamp, then over the bridge to the glade and hidey hole where crowns of woodland jewels were sourced and adorned.



The Stonar Forest School is the brainchild of Sophie van Gerwen, Head of Pre-prep who has taken the original idea from Scandinavia where children spend time exploring the great outdoors. The forest allows children to build their self confidence and to give them a positive experience of life beyond the classroom,

enriching their lives and development further. "I was excited when I joined Stonar School because I could see the potential of the woodland area and I knew the children would get a lot out of being at one with nature." Said Sophie. The Forest School is now a part of everyday school life, cloakrooms are lined with wellies in preparation and the children are so enthusiastic the autumn weather never deters them, "The Forest School enables the children to interact with nature and teaches them about the birds, plants, smells and the dangers, all contributing to a practical learning experience," continued Mrs van Gerwen. You can visit Stonar School at anytime by prior appointment, kindly contact the Registrar to arrange a convenient date and time. Pupils are invited to sample a day or, for boarders, an overnight stay for a taste of Stonar School life.

Our next Open Days are on, Friday 11th March 2011 Saturday 14th May 2011 & Saturday 24th September 2011 at 10.30am. For further information contact the Registrar, Karen Ibbott



Tel: 01225 701741 or e-mail
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www.CalderHouseSchool.co.uk

Welcome



See page 28

This is the last issue of insight this year and, along with all the usual features, we've taken a look back at some of the highlights of 2010.

We are well prepared to care for our patients through the festive season and beyond, and there is much that everyone can do to help us through the winter months. For example, make sure you get your flu jab. You can also remember - and remind

others - to stay away from the hospital if you or your family have symptoms of diarrhoea and vomiting, you can make sure you maintain good hand hygiene by washing hands thoroughly with soap and water and use the hand gel during any time you are at the hospital and ensure that your medicine cabinet is well stocked with every-day remedies. Read about our preparations for winter on page 21.

Season's greetings to you all and best wishes for the New Year.

Anita Houlding

Senior Communications Officer / Editor

On the cover:

Thank you to Gilly Butler, a local amateur photographer, for our delightful winter cover photo.

If you have a photograph which you would like to be considered for the cover of insight, then please contact Anita Houlding on 01225 825799.

Editorial dates 2010

Deadline for copy for the next issue is **10 February 2011** for publication in early March 2011. You can send your articles for insight via email to anita.houlding@ruh.nhs.uk or communication@ruh.nhs.uk or you can send a paper copy via the internal mail.

Contributors



Jo Miller

Assistant Director of Nursing

World café event - p4



Natalie Taylor

Guest writer

A family affair - p16



Richard Graham

Consultant Radiologist

On the front line in Afghanistan - p22

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Successful Patient Safety World Café event



Staff greatly appreciated an opportunity to find out how hospital teams are improving care for patients, at a Patient Safety World Café event recently.

The event - which was supported by staff, both clinical and non-clinical – showcased the excellent work being undertaken in four of our priority areas of care; General Ward, Peri-Operative Care, Medicines Management and Critical Care.

This work is part of a national patient safety initiative - supported by the Institute of Health Improvement - which focuses on improving quality of care and patient safety.

Staff circulated around an area cleverly arranged into 'virtual bed spaces' which represented the four types of care. They listened to a 15-minute presentation by





staff on the successes achieved, before the ringing of a bell indicated they should move on to the next area, rather like speed dating!

'As a non-clinical member of staff, I found it very interesting and well presented – clearly a lot of effort has been made.'

Senior Nurse Caroline Brown said: "Organising the event to run in this way, provided a different, interactive approach

to learning and allowed the leads to share their successes and plans for the future with those who attended."

'I thought the whole thing was professionally managed, staff attending felt valued in the whole environment.'

Assistant Director of Nursing Jo Miller said: "It was excellent to see such great work going on and I really liked the format of incorporating a time limit for each session,

allowing movement round the room."

The atmosphere stimulated discussion, and enthusiasm amongst staff was evident. One participant thought that the event could be repeated regularly in the future and others said that they had enjoyed the behind the scenes look at Critical Care.

'Well produced, clear, informative and good to have experts to answer questions'.



A Productive Operating Theatre

Following on from the successful productive ward project – a national NHS initiative – a different staff group was encouraged to think ‘can we do it better?’

At a Productive Operating Theatre Project (T-POT) event, over 70 staff from different departments participated in a very lively workshop, chaired by Dr Carol Peden, who posed the question “What makes the perfect operating list?” (the operating list is the order in which patients go to theatre).

T-POT Programme Manager Sarah Harding explains: “We had a fascinating afternoon witnessing frontline clinicians, ward and theatre staff, managers and porters all expressing their views on the challenges and potential barriers of achieving the perfect operating list, so that we can ensure a good experience for the patients we see in Theatres.

“It was a perfect opportunity for each to appreciate the other’s perspective as we shared ideas on how we could improve patient experience, add value, ensure safe and reliable care and how we could improve teamwork and staff well-being.

“The sorts of issues that need to be addressed include delayed starts to an operating list. For instance a patient may not physically be ready to come to theatre for their operation because they may be waiting for blood results, or they may require further investigations, such as an ECG (electrocardiograph) or blood tests. And the importance of good communication between teams.

The feedback from the event was very positive. Consultant Gynaecologist Mr David Walker said: “It was a great opportunity to get the different teams together and bounce ideas of each other. I hope we can put some of these ideas into practice.” Charge Nurse Leigh Ingham said: “It was an excellent



chance to get together with colleagues to improve the patient experience and make some positive changes.”

Together, staff highlighted nine areas for improvement and work is already well underway to address these. For example The Theatres Suite is being reorganised so that equipment is clearly labelled and easy to access, stock is well planned to ensure a well organised theatre. This will promote better time management.

Sarah adds: “We’ve already seen the improvements that ward staff have implemented in their areas and how they are learning from their experiences of the productive ward project. Now we intend to plan and implement changes in practice in the Theatre environment. We want these changes to improve the patient experience as well as the experience of staff working in this area, and we want to help make savings and efficiencies too.”

If staff would like to get involved in the Productive Operating Theatre Project, please contact Sarah Harding on x5703 or by e-mail.



The Bristol Hippodrome has donated two tickets to see the Russian State Ballet of Siberia perform *Sleeping Beauty*, as a prize (see page 32). Visit their website to see ‘What’s On’ over the coming months.

www.bristolhippodrome.org.uk



Excellent **stroke care**

The RUH supported the Department of Health ACT FAST campaign during World Stroke Day, highlighting awareness of the symptoms of stroke and its status as a critical medical emergency.

Colette Weissenbruch (right), aged 44 from Bradford on Avon in Wiltshire, was successfully treated at the RUH, one of the 600 stroke patients admitted to the hospital each year. Having experienced symptoms of a mild stroke Colette was given clot-busting thrombolytic drugs and a CT brain scan before undergoing surgery to her carotid artery. This prompt treatment prevented her from having a full-blown stroke and she has since made a full recovery and is enjoying her independence again.

Patients at risk of having a stroke are more likely to get time-critical treatment and care on a specialist ward at the RUH than in many other places in the UK.

The results of The 2010 Public Report on Stroke Care, published by the Royal College of Physicians, put our hospital in the top 10% of hospitals for the organisation and delivery of its stroke care. All hospitals were scored for their access to stroke clinics, waiting times, patient involvement and the existence of a specialised team for all levels of stroke care and surgery.

By working with community health teams in Wiltshire and Bath and North East Somerset, patients at risk of having a stroke can be identified quickly and admitted for tests or treatment. In addition, 90% of those who have already suffered a stroke will be admitted to a specialist stroke ward here. In the past many stroke patients were admitted to general wards and this could severely hinder their recovery.

Dr Louise Shaw, Consultant Stroke Physician and Mahesh Pai, Consultant

Vascular Surgeon (bottom right), have been working together to pioneer developments in stroke care at our hospital.

Dr Shaw says: "Over the last few years we've transformed the stroke service at the RUH. Key developments have been opening a dedicated Acute Stroke Unit, establishing direct admission to the Unit from the Emergency Department and improving timeliness of CT brain scanning. We've also established a successful 'clot-busting' service and rapid-access TIA clinics. I'm grateful for all the support I've had from across the hospital to make this possible, and thrilled to see it making a difference to those unfortunate enough to suffer a stroke, and their families."

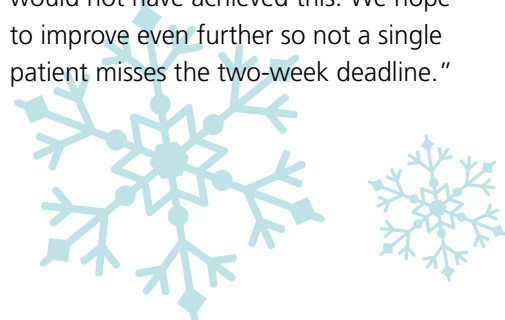
People who suffer a transient ischaemic attack (TIA) or mini-stroke who are found to have furring of the arteries to the brain, should have surgery within a maximum of two weeks of suffering the attack to help prevent a full-blown stroke. People who suffer a mini stroke have a 30% chance of suffering a stroke within a relatively short time period and half will die as a result. Recently the Royal College of Physicians and Vascular Society said that just a third



of patients, nationally, were receiving that specialist surgery within two weeks and many do not get it at all.

However, at the RUH, 25 out of 30 (83%) stroke patients seen during 2009 underwent the surgery to their carotid artery within two weeks and made a full recovery. By having surgery within that two week time frame, the chance of having a full-blown stroke drops to just 3%. For stroke patients coming to the RUH, they often undergo surgery even quicker than that.

Mahesh Pai adds: "These results are possible only because of the close working relationship between the vascular unit and the stroke unit. I am lucky to have very supportive anaesthetists, and experienced theatre and ward staff, without whom we would not have achieved this. We hope to improve even further so not a single patient misses the two-week deadline."



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.

Mr F Mallion from Chippenham wrote "At a time when criticism of the NHS is rife, I wanted to highlight the skill, expertise, professionalism and kindness exhibited by staff at the RUH Intensive Therapy Unit. In all my years as a family carer for my mum, I have never witnessed the standard of medical care provided by the ITU staff; they were, quite simply, outstanding. The ITU gave us back a wonderful woman, full of life and with much more left to give. There aren't the words to express how grateful me and my family are. The most amazing thing is that it is all in a day's work for them. They are all true heroes, and we are lucky to have them."

Mr M Rose from Devizes wrote "I'm writing on behalf of my family to express our sincere thanks to all staff who cared for our mother Gwendoline, who sadly died in August. Without exception the staff acted with true professionalism and compassion, not only in their expert care of our mother, but also in their limitless kindness to all visiting members of the family. We would especially like to thank Dr Katie Binns, Nick, Tammy, Tahlia and Teena. Our sincere thanks to staff on Midford ward for their very special skills and compassionate care."

Mr C Stevens from Trowbridge wrote "I wish to express my pleasure and satisfaction at the treatment I have received at the RUH. It seems to me these days that the nation has become prone to complaining at every opportunity and that we have forgotten the more important need to say thank you. Every single member of staff, at every stage of every visit, has treated me with the utmost respect, care and consideration for my well-being. Insofar as one can say that hospital appointments are a pleasure, I have to say that they were indeed so."

Mrs V Reed from Bath wrote "As a recent admission to the Emergency department, at the RUH I feel I must write to express my appreciation for the treatment I received. I was received with courtesy, housed swiftly and comfortably in a very clean and efficient unit. The wait to be seen by the doctor was made as comfortable as possible by a very attentive and efficient nurse. Later in Gastro, staff were kind, attentive and extremely well organised and from there to Parry, where I received excellent treatment. I can only say that the RUH scored full marks, with its well trained, efficient and caring staff, attention to cleanliness and hygiene, modern equipment, spacious and pleasant surroundings. I couldn't fault it. Many thanks from a very satisfied customer."

Mr I Borenshtein from Israel wrote "I am honoured to write this letter of appreciation and thanks for the best medical treatment, for the kind caring and humane attitude and professional performance I received at your hospital from the Cardiology staff and especially by Dr Rob Lowe and Dr Isaw. Thanks to Dr Isaw's professional attitude, understanding and patience, I came to a decision to stay in your hospital and go through all the necessary treatment. I wish to express my admiration for Dr Lowe, for his professional conduct and treatment, friendly, humorous and humane disposition and want to bring to your attention the great asset he is to the hospital's Cardiology department. I express my great appreciation to your hospital, to your excellent Cardiologists and to all your staff. These names and memories I will cherish for years to come."

Mrs F Innes from Dorset wrote "I feel it is very important in today's climate that the NHS has some positive feedback to balance out the very negative reporting by the media, so I am delighted to inform you of the very good experiences we had recently. My 92-year old father was admitted, having had a fall. From the moment he entered Forrester Brown ward he was treated with kindness, dignity and respect. The family were kept well informed at all times of his condition and treatment. My daughter stayed with him through the night and the next day, until he sadly died. We appreciated the kindness of the very busy staff who always ensured that we had all the support we needed. I feel it is appropriate that you are also aware of the total professionalism of everyone involved."

We take a look back at some of the highlights of the early part of 2010 over the next few pages. There have been many changes in the world of healthcare, and our staff flex and adapt to the challenges these changes bring. One thing is constant throughout however, and that is their commitment to improving patient care.

Our very own **snow angels**



January brought heavy snow to many parts of the country and Bath was no exception. Although we didn't have as much as other areas, the sparkling white world presented our clinics and services with many challenges.

We were extremely grateful to our staff and generous local volunteers, who gave up their time and vehicles, to help us to continue the smooth running of hospital services for our patients.

During that time staff went to extraordinary lengths to get to work. Many hardy individuals walked several miles to get to the hospital to start their shifts. Others set out before first light - so determined were they to get here - hitching two or three lifts from kindly passers by.

Neighbours, friends and even local farmers helped us to battle the elements to make sure the care the RUH gives to

patients continued as normal.

Drivers of a number of 4x4 vehicles offered their services to help ferry staff to and from the hospital, the only type of vehicle able to make some headway through the snowy landscape.

Staff who wanted to be in early to start their shift, or who were unable to get home after finishing work, gamely bedded down for the night to sleep in accommodation provided for them at the hospital, so that they could be close at hand and others offered to work extra shifts to ensure services continued.

Everyone showed great 'Dunkirk' spirit, rallying around in support of one another and it made us feel extraordinarily proud to work in the NHS.

Has anyone seen the long range weather forecast for Winter 2010?

It's an **honour**

Amidst the splendour of the gorgeous pump rooms in Bath we were proud to celebrate our staff at a New Year's Honours Awards night.

The Awards Ceremony is a very special event in the hospital's calendar. It's an opportunity for staff to come together to celebrate and honour their colleagues.

During the evening an award is presented to a winning Team of the Year. Personal Achievement Awards are presented to individuals for their contributions, achievements and innovation in health and patient care. Loyalty Awards are also given to staff in recognition of their long service.

In 2010 we had a new award - Hospital Hero. With the support of

the Bath Chronicle, the RUH invited members of the public to help them find a Hospital Hero. We asked them to nominate someone who had gone above and beyond the call of duty or who made them, a friend or a relative, feel especially well cared for whilst at the hospital.

It is always a very special evening of music, warmth and celebration and we're looking forward to the excitement of the New Year's Honours Awards night for 2011.

You'll be able to read more about the winners in the next issue of insight in March.



Advances in technology saves lives in 2010 and beyond.

iPhone app is a life-saver

In March, an iPhone application which could save the lives of people suffering heart attacks was invented by RUH Consultant Dr Daniel Low (bottom left).

The free iResus app gives on-screen, step-by-step guidance to resuscitation in emergencies. It was downloaded 2,500 times on its launch in January and has since been downloaded at a rate of 1,200 per week.

Developed by Dr Low, a Consultant Anaesthetist at the RUH, the app asks users a series of questions about the patient and provides instructions on giving chest compressions and clearing a person's airways.

Dr Low's invention was inspired by working alongside ex-military, air ambulance helicopter pilots. He saw that during in-flight emergencies, these highly trained airmen would refer to

instruction cards which guided them through the crisis and helped to reduce the margin for human error. Dr Low realised that a similar system could also assist medics when they are faced with a cardiac arrest.

He said: "Even though doctors and nurses are trained to deal with someone having a cardiac arrest, it's not a situation they face every day. I thought both medics and patients would benefit from an application such as this."

Dr Low developed the app with an expert in computer software design and has produced two versions - one for medics and one for members of the public who have a basic training in first aid. The app was produced in collaboration with the Resuscitation Council (UK) – the nationally recognised organisation which produces resuscitation guidelines for healthcare professionals and first aiders.

In October this year the iResus app was updated to reflect the new 2010 Resuscitation Council UK Guidelines and the new software now includes an enhanced user interface, which means the user can access even more valuable information more easily. The number of downloads has exceeded 50,000.

Dr Jerry Nolan (left), a Consultant Anaesthetist at the RUH and former chairman of the Resuscitation Council (UK), says it's an invaluable tool. "Lots of people now have smart phones and to be able to have a device like this, which is constantly updated, accessible within seconds and which automatically replaces old guidelines with new, is fantastic. Daniel's work with the Resuscitation Council shows how medicine and patient care is embracing day to day technology to maximum effect."





We were in the mood to showcase some of our successes to a very special visitor.

A Royal Visit

Staff enjoyed the company of Her Royal Highness the Duchess of Cornwall in March, when she came to visit the oncology department to see the newly opened oncology outpatients' lounge.

The visit was to mark the 25th anniversary of the Bath Cancer Unit Support Group - a charity who has enhanced services and funded equipment at the hospital for 25 years.

The Duchess, who was accompanied by the Lord Lieutenant of Somerset Lady Gass, toured the department and met many of the staff who work with the hospital's cancer patients, as well as many of the charity's volunteers.

Since then, patients attending various oncology or cancer outpatient services have benefited from a light and airy space, which provides them with a warm and welcoming environment.

With more cancer treatments available these days, more and more patients are receiving treatment and the new chemotherapy suite allows us to have the capacity to keep up with modern developments in spacious and comfortable surroundings.

Senior Sister Karen Skelley says: "Patients say the area is friendlier and they particularly like the new reception area for meeting and greeting. The increased space gives greater privacy for those who wish to be quiet, but hasn't stopped



patients having conversations to pass the time. Overall, when visiting the department you are struck by a sense of calm, professionalism and peacefulness.

"The space and reduced noise level has improved communication between staff and patients. We're able to treat more patients and extra work surface means we can have the treatments ready to hand, which helps reduce waiting time."

"The space and reduced noise level has improved communication between staff and patients."



The new isolation unit - specially designed to provide a safe environment for the treatment of inpatients with very low blood counts - is also greatly valued. The filtered air provided in the new unit helps to minimise the risk of infection to patients after intensive chemotherapy. Patients sometimes have to spend weeks in these rooms and the new accommodation has resulted in a vast improvement in terms of light, space and bathroom facilities.

Healthcare Assistant Jazz Woods says: "Our patients like the pleasant surroundings and restful décor and they particularly appreciate the ensuite facilities and the wall mounted TV. The increased lighting, better hand washing facilities and modern environment help us in caring for our patients."

There were other highlights during the dark winter months that helped to keep our spirits up.

Eating in style

We all looked forward to the opening of a new Lansdown restaurant in April, which had closed for a period of ten weeks or so for a long awaited redesign.

This restaurant is a valuable facility in our hospital, much used by staff as well as visitors. It plays an important role in providing us with sustenance to keep us going through a long and busy working day, but it's also a place where colleagues can snatch a brief time away from their working environment, or where they can catch up with friends.

The new design wasn't known to many and it was difficult to imagine what the final space would look like. Following the greatly anticipated opening of the restaurant, the end result was impressive.

Now we have a large dining room that is light and airy with very modern fixtures and fittings. The walls are decorated with large contemporary murals that added great splashes of colour and these colours are reflected in the new style menus.

There has been lots of positive feedback.



Restaurant Assistant Eileen Jassim says: "It's a much more pleasant environment for the staff to work in, fresh, light and easier to clean."

Restaurant Supervisor Julie Hobbs says: "Our customers tell us that they think the restaurant is much more modern and welcoming now, though someone did say they thought it needed a bit more colour. Staff who are regular

users say that it's great to have a new restaurant facility after so many years, they enjoy their lunchtime in a bright and relaxing space, and that it's fantastic to have a well laid out area with no more big queues!"

Food Services Manager Jason Joyce says: "We're sure that everyone will enjoy the transformation for many years to come."



As winter gave way to spring, we did some serious thinking about the impact that we have on our environment - looking at ways to reduce the carbon footprint of our hospital.

Reducing our carbon footprint

The RUH established a Sustainability Agenda in May – led by a group called Team Green RUH – to reduce our carbon footprint, by examining energy, waste and use of water, how we use our green spaces and our interaction with transport planning.

Director of Estates and Facilities Howard Jones says: “Managing these areas in a pro-active manner makes good business sense as well as reducing our impact on the environment.

“One good example of this is the plan to replace the main boilerhouse with a new energy centre, incorporating a combined heat and power plant. This has the potential to save over half a million pounds per year in energy costs. Reducing our waste through recycling also reduces costs, as does the careful use of water consumption on site.

“Going green, therefore, makes better use of resources and this is the basis for many projects which were begun in the last financial year and are continuing into the present one.”

In 2009/10 we generated a total of 1466 tonnes of waste, of which 319 tonnes was recycled – that equates to an impressive 22% recycle rate.



Environment Manager Luke Champion says: “Our approach to recycling achieved

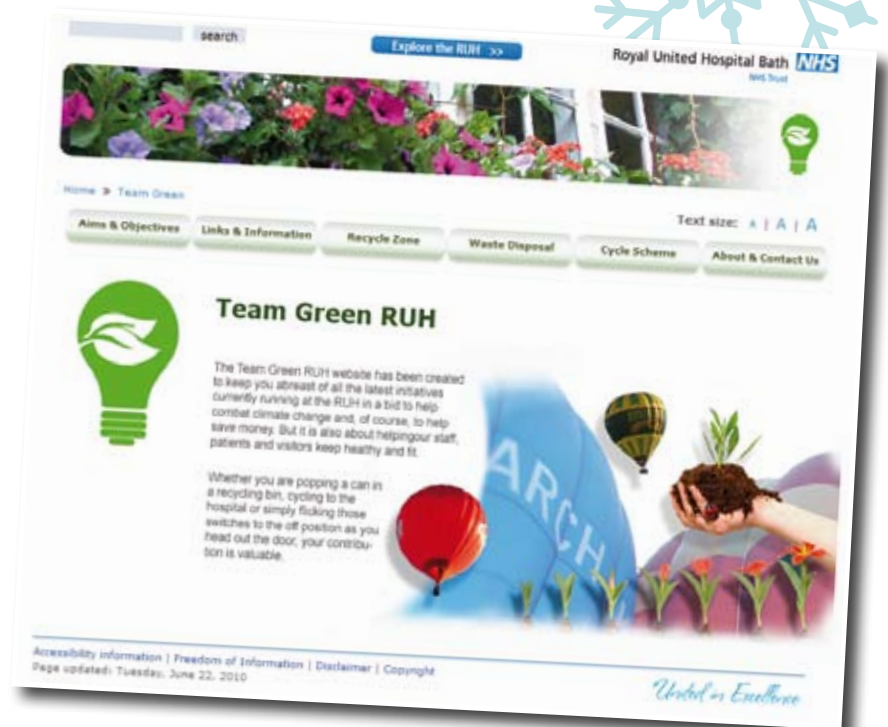
a significant saving of around £30,000 on waste disposal fees per year. We’ve reduced the amount of rubbish that has to be disposed of as landfill, saving around £10,000 and we earn around £2,000 a year by baling our cardboard and selling it on. We’ve also encouraged staff to join the ‘any takers’ club, where they can offer up good quality items, that they no longer have a use for, to their colleagues for re-use elsewhere.”

Since then, work continues at the RUH to increase recycling and make energy savings, such as introducing increased recycling facilities and using LED lights which use around 50% less energy. We’ve also created a Team

Green website (above) to keep staff abreast of all the latest initiatives currently running at the RUH in a bid to help combat climate change and, of course, to help save money. But it is also about helping our staff, patients and visitors keep healthy and fit.

Staff can help

You can help us make a difference by thinking about how you can contribute to energy savings. Whether you are popping a can in a recycling bin, cycling to the hospital or simply flicking those switches to the off position as you head out the door, your contribution is valuable.



Staff dodged the April showers to enjoy the blossom trees in the park during a week of outdoor activity in the Spring.

Walking **success**

Putting their best feet forward, Staff joined together to take part in Walk to Work Week, when we encouraged everyone to step out and enjoy some fresh air and exercise in April.

Groups met to take lunch-time walks to Victoria Park, or to walk part or all of the way to work, and even took a quick circuit or two around the cricket pitch. Goodie bags were handed out as a reward to those who made the effort and prizes were awarded to staff who took part in the most activities.

Since then, two colleagues who took part in that event - Angela Stratford and Darren Carvell - have both continued with a healthy exercise regime.

Darren (bottom right) says: "I had already decided to get myself back into shape and I think the Walk to Work event gave me a kick start, because since then I've lost nearly four stone and I try to get to the Oasis gym at least three times a week."

Angela Stratford (top, front left) says: "The walk to work week has really inspired me so that I don't just walk to and from work - I walk almost everywhere. Now when I have to go



somewhere in Bath my first thought isn't 'when is the next bus?' it's 'do I have enough time to walk there?' Walking to work is a great way to set yourself up for the day, by the time I get to work I'm wide awake and all systems go and walking home again really helps me clear my head and unwind. It costs nothing except a bit

of your time, reduces your carbon footprint and is good exercise. Rain? No problem, you can get just as wet standing at the bus stop!"

We hope to take part in Walk to Work Week in 2011.



Take a break

Answers to last issue's puzzles

Crossword

Across

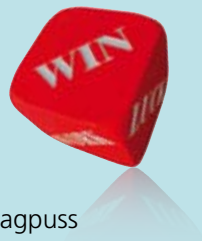
11 Apples 12 Bono 13 The Canterbury Tales 14 Typewriter 15 Bagpuss
16 Bordeaux 17 Ode 18 Fletchers 19 Yurt 20 Boom

Down

1 Isobar 2 Chile 3 Mendelssohn 4 Albatross 5 Green 6 Laika 7 Sandstorm
8 Zephyr 9 Pula 10 Bees

Where am I?

Jakarta



Just a minute...



with **Brigid Musselwhite**, Deputy Chief Executive



Q Name one thing you couldn't do without in your job?

A Coffee and a sense of humour (ok, two things).

Q Name the first record you ever bought

A Chirpy, Chirpy, Cheep, Cheep – I was very young.

Q What possession could you not live without?

A My garden.

Q If you could change one thing about working at the RUH, what would it be?

A I'd ban the terms 'The Trust' and 'Management' and replace them with 'We' - so 'The Trust has decided ...' should be 'We have decided'.

Q What talent do you wish you had?

A To be able to dance.

Q What would be your ideal menu and where would you eat it?

A A Champagne, smoked salmon and blinis picnic at Henley Regatta.

Q What motivates you?

A Our patients.

Q What was the last book you read?

A 'Even the dogs' by Jon McGregor.

Q What single thing would improve your life?

A Being more spontaneous.

August Team of the month

The Pharmacy Dispensary Team has effectively redesigned the workflow in the dispensary - resulting in an increase in the daily turnaround of discharge prescriptions within 1-hour - from 36% to a whopping 90%.

The installation of the pharmacy robot (you may have read about this in the previous issue of insight) enabled the team to improve their efficiency. Any medication a patient needs to take home from hospital is now ready in under an hour, and they can be discharged without delay.

The dispensary is a calm environment and staff morale has improved. Colleagues have commented on the helpfulness and friendliness of the pharmacy team who are well-deserving winners of this award.





Over the past few weeks we have been looking for new writers who can share their experience of their involvement with the RUH, looking at health issues from a more personal perspective. In this edition, 17 year old Natalie Taylor from Chippenham, talks about how she has coped with her mother having breast cancer.

A family affair

My mother found out that she had breast cancer in September 2007 and she started treatment and then surgery at the RUH.

I was devastated; I had only just turned 14 when my mum was branded with the 'C' word. The wife of a teacher at my school had recently returned to work after the completion of her treatment for breast cancer, only to become unwell again. The cancer had spread and became terminal in a few short months. The realism of an uncertain future came soon after, was this going to happen to mum too?

During the first few months of mum's treatment I avoided the hospital, associating the boundaries and confines of the chemotherapy suite with destruction and loss, rather than the reality of hope and optimism. As her hair began to fall out I saw the tangible evidence of how ill she was. Everyone in my family shared the same feelings of unease and anxiety.

Mum has always appreciated the anxiety and strains such a disease places on young people and she felt that by

However, the sparkling environment and welcoming buzz of energised hospital staff hurrying along corridors deeply contrasted with the chemotherapy cycle going on beyond that warm exterior.

Often when I was sat in waiting rooms with my mum, my mind used to wander, concocting stories about the middle-aged man in a wheelchair or the young woman with a headscarf sitting across the room. This was my defence mechanism, my way of trying to make a tense and uncomfortable time, 'normal'.

Routine check-ups with her surgeon and oncologist provided me with a different outlook from my original insecurities. The bubbling hub of haste and stream of rushing individuals at the hospital created a secure environment for me. The positivity surrounding the doctors and nurses passed on an aura of calmness and an outlook that, even with an unpredictable illness, they are providing the best chance of restoring health.

Christmas can be especially difficult. Christmas festivities don't have the same resonance as they used to have and when the New Year brings talk of

determined to resist this disease and an inspiration to me and my brothers and sisters. I have certainly been inspired by her strength and determination not to let such a devastating disease affect her or us.

Natalie Taylor (below)



Dr Dorothy Goddard, our Lead Clinician for Cancer says: "This is an articulate and moving story and it reminds us of the shock waves which go out to family and friends following a cancer diagnosis.

"Although most people with breast cancer make a full recovery and return to normal life, the cancer treatment journey can be long and hard, not only for the patients, but also for those who care for and about them. With this always in mind, we work hard to deliver the best possible treatment and care, in a supportive and informative environment, and with kindness and compassion."

If you are interested in contributing an article or an idea to insight, please contact the Communications Department on 01225 825849 or email communication@ruh.nhs.uk

"The positivity surrounding the doctors and nurses passed on an aura of calmness..."

keeping her children informed, we would be better equipped to cope with the situation. For me this was definitely a good stance, although many perceive 14 years olds as naive, I wasn't ignorant to the harsh realities which lay before us.

Gradually, over the spring of 2008, the familiar hospital waiting rooms and reception areas became routine.

bright futures and happy times ahead, an uncertain future inevitably dampens our family fun.

Looking ahead to this Christmas, well I'm seventeen now and my mum is full of energy and vitality. After making lifestyle changes, adopting a healthy eating regime and taking regular exercise, she is a shining example of someone who is

Just a minute...



with **Matron Mandy Rumble**, Clinical Manager for Emergency Medicine

Q Name one thing that you couldn't do without in your job

A My team.

Q Name the first record you ever bought

A Wizzard - I wish it could be Christmas every day.

Q What possession could you not live without?

A My books

Q If you could change one thing about working at the RUH, what would it be?

A I wish the RUH would sell Pepsi Max again!

Q What talent do you wish you had?

A Anything artistic, particularly drawing.

Q What would be your ideal menu and where would you eat it?

A Any fresh grilled fish and eaten in the Caribbean.

Q What motivates you?

A The staff I work with, I love patient care and am very possessive of the great reputation of the RUH.

Q What was the last book you read?

A 'I can see you' by Karen Rose.



Q What single thing would improve your life?

A About another six hours in every day.

September Team of the Month

Over the last two months the Theatres Team has increased their recycling output by 200Kg per week and changed the types of waste bags they use. These changes have achieved a substantial saving on waste disposal fees of an impressive £80,000.

Senior Operating Department Assistant John Hughes said that the savings were made as a result of some excellent team working. All of his colleagues were proactive and enthusiastic in putting forward ideas for recycling and managing waste efficiently and they worked closely with the environment team to make some of these ideas a reality.

Thank you to everyone and congratulations on winning your award.



My kind of Christmas



Take a peep into the lives of our Chairman Brian Stables, Director of Estates & Facilities Howard Jones, Head of Communications Helen Robinson-Gordon and new Head of Health & Safety John Dunn, to see how they like to spend their perfect Christmas.



Brian says: "With all the travelling I do during the year I like to be at home with friends and family for Christmas.

"I like to cook and so a typical Christmas lunch will be local free range turkey with some interesting vegetables, like shallots braised in red wine, sprouts with chestnuts and pancetta and all the usual trimmings and

accompaniments. Then Christmas pudding and a mixture of other lighter desserts.

"Our next door neighbours usually come in for a pre-dinner drink. Company depends on who is around; me and my partner, my mother and my youngest daughter are the usual 'fixtures' plus my son and his family, and my eldest daughter, her husband and my 11-year old granddaughter. My eldest daughter is an Emergency Care Assistant with Great Western Ambulance Service and her husband is in the police force, so it depends what shifts they are working.

"After lunch we'll light an open fire and open the presents around the Christmas tree before taking the dog for a walk over the fields - all very traditional. My partner is Romanian so we open our presents to each other at midnight on Christmas Eve as is their tradition - my youngest daughter (now 22) still likes to have her presents delivered by Father Christmas in the early hours of the morning!"



Howard says: "Christmas Day will hopefully be a day shared with our two children, Laura, who is a Speech and Language Therapist working on the stroke wards in East Kent, and Phil, who is a Planning Consultant in London. It's always great to see them but Christmas is special.

"We'll go to church in the morning, then invite friends round for bubbly and laughs before opening our pressies (more socks!) and checking on the state of the turkey. The kids won't hear of us getting a duck, goose or anything else. My wife Anne loves preparing a traditional lunch although there will be the usual moans about the sprouts - yet again (surely once a year isn't too much?)

"If the weather is fair we shall go out for a brisk walk, before slumping in front of a log fire and eyeing up the cheese and Butcombe bitter - perfect."



Helen says: "My perfect Christmas is spent with my husband and children and as close to the north Cornish coast as possible. Nothing beats walking on a windswept beach, such as Watergate Bay, on Christmas morning, or even struggling into a wetsuit and taking out a body board.

"Before heading off to the beach, we usually open some presents and have a brunch of scrambled eggs, made with a spoonful of clotted cream, smoked salmon, strong coffee and Bucks Fizz.

"The goose is cooking whilst we're out and I'll usually come back to the house a bit sooner to check it and start preparing the rest of the food.

"After a long lunch and a joint effort to clear away most of the food and the remains of the crackers, the children are more than keen to open the remainder of their gifts. Then we'll either play a game or two or snuggle down on the sofa to watch TV. As much as I love the day, I also look forward to later when the children have finally given in and gone to bed; my lovely husband and I share a glass of wine or two by firelight and reminisce on the day and the year that's gone before it."



Helen and her daughter at Watergate Bay

Customer Service Awards



John says:

"I love Christmas and I love the buzz that's in the air during Advent. My perfect

Christmas is one spent with family and friends and it tends to be fairly relaxed, it's an opportunity to spend some quality time with them.

"I attend the lovely carol concert in Bath Abbey on Christmas Eve. Christmas morning is spent opening and exchanging presents.

"We usually go for a walk before lunch and then after lunch play games; last year the Wii was a smash hit. The evening is spent just chatting and chilling. I like to watch classic Christmas movies such as Alistair Sim's 'Scrooge' and James Stewart in 'It's a Wonderful Life'.

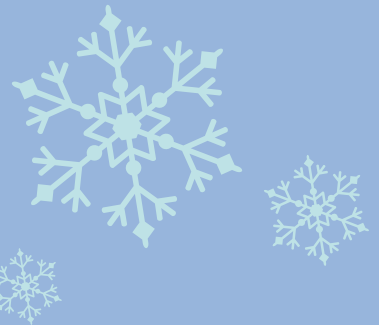
"I usually go to Liverpool on Boxing Day to see my wider family and friends. One of my best and oldest friends Jackie, lives in Viet Nam where she runs a charity (The Kianh Foundation) for children with special needs. She set the charity up about eight years ago and through her sheer hard work and determination it has grown considerably; next year they are building a special needs education centre. I am so very proud of Jackie and what she's achieved and always look forward to seeing her, even though she delights in taking the mickey out of me.

"I suppose a perfect Christmas would be one where everyone in the world lives in peace, free from fear and hunger and has all of their basic needs met. One can only wish."

Ward Manager John Willis is a worthy winner of a Customer Service Award. John's excellent work has been recognised by a relative visiting on Combe Ward, who wrote to say that he was highly impressed with all the staff on Combe Ward and John in particular stood out to him.

"He has a real air of authority and yet genuine humanity and manages to make every patient and every visitor feel that they are the most important person in the world." John and his team faced extremely difficult situations but he observed that these were managed with excellence. In his eyes, John is regarded as remarkable.

You are an example to us all John, many congratulations.



Andrew McMahon, Staff Nurse on Forrester Brown received a Customer Service Award in recognition of his professionalism and excellent patient care.

A patient recently cared for by Andrew, nominated him for an award. The patient said that he was highly impressed with the care given and that Andrew stood out. As well as being professional, he said that Andrew was polite and personable and showed plenty of respect and understanding. He never forgot the small requests, even when he was busy. On one occasion he took the time to explain the procedure that the patient had just had and lifted the bandages to reassure him that everything was OK.

The patient went on to say that Andrew had left him with a very positive feeling about the RUH, and with confidence that he was in safe hands.

Congratulations from all of us Andrew.



Just a minute...



with **Rhiannon Richards**,
Head of Business Development

Q Name one thing you couldn't do without in your job

A A nice cup of tea.

Q Name the first record you ever bought

A Shakin' Stevens - Green Door. What? He's the Welsh Elvis!

Q What possession could you not live without?

A Hair straighteners - they changed my life.

Q If you could change one thing about working at the RUH, what would it be?

A Definitely the carpet in my office.

Q What talent do you wish you had?

A Would love to play the guitar and an ability to sing, so I could entertain whilst sitting around the camp fire.

Q What would be your ideal menu and where would you eat it?

A Barbecued fish on the beach in Llangennith (warm jumper and waterproof a must)

Q What motivates you?

A Lots of things... enjoyment, you have to enjoy life.

Q What was the last book you read?

A To Kill a Mockingbird (again) - if



you haven't read it, you should, it's brilliant.

Q What single thing would improve your life?

A A walled garden with a vegetable patch.

People moves



We welcome new non-executive director Peter Stoaite to the RUH (no picture available at time of print).

Peter is currently a director (and founder member) of UK Green Energy (UKGE), a company that advises on the supply and installation of renewable and sustainable energy products.

Peter was Managing Director of an estate agency franchise, and he has also worked in the commercial and residential property development field.

Peter says "With the NHS going through a major period of change, I believe that my private and public sector business experience will enable me to make a significant and positive contribution to the future of the RUH."

Welcome also to John Dunn who is Head of Health and Safety for our hospital. Originally from Liverpool, John now lives in Bath. He previously worked for South Western Ambulance Trust and prior to that for a local Primary Care Trust. John is now part of the RUH Estates and Facilities team, he says: "I'm very happy to be working at the RUH and looking forward to meeting staff and working closely with my new colleagues."



Also joining us as Communications Manager is Tim Edmonds. Tim worked as a newspaper journalist for six years before moving into communications at the London Ambulance Service, where he spent the last five years. Tim says: "I'm delighted to be joining the RUH at such an interesting time for the NHS and am keen to meet as many staff as possible to find out more about the challenges facing the acute sector."



Planning for **winter**

Winter can be a challenging time; more elderly and vulnerable people need hospital care and support in the community and bad weather and seasonal infections take their toll. There is much that the hospital does to prepare for winter and our local community can help us too.



Team work

Every year local hospitals, community health facilities and social services across B&NES and Wiltshire agree joint plans for working together to meet patients' needs, ensuring we can gear up to provide extra capacity in times of high demand.

It's vital that patients get the right treatment in the right place at the right time. The RUH is working closely with GPs, community nurses and social workers to make sure that community services and alternatives to hospital admission are available, so that only those patients who really need acute care come here. Then as soon as patients are fit enough to move on, health and social care partners work together with families to provide whatever support is needed to get patients home or into a community facility. We're also part of a special team of health and social care partners who co-ordinate services and support for those patients with complex needs, who need extra support to be discharged.

Preventing infection

Preventing infections is also a high priority. Our staff have been getting flu jabs to protect



themselves and their patients against both seasonal flu and swine flu. Last year we had one of the best staff vaccination rates in the country and we're aiming for a high response again this year. The public, especially those most vulnerable to infections, are encouraged to get their flu jab as soon as possible.

The public also have a key role to play in preventing winter diarrhoea and sickness bugs from being brought into the hospital by patients or visitors.

Infection Control Nurse Katie White explains: "I don't think people realise the devastating ripple effect that just one person with D&V can have on the rest of the hospital. Take the example of a patient who vomits in the Emergency Department whilst waiting to be moved to the Medical Admissions Unit. With no isolation room available, by morning a patient in the next bed starts vomiting, followed by another and the ward has to be closed to new admissions. Until symptoms in all the patients have settled for 72 hours, no patients can be moved and the empty beds are out of use, reducing bed capacity across the hospital.

"Extra cleaning teams have to come in and deep clean and nursing staff and doctors are at increased risk of going down with D&V. Patients can't go for non-urgent investigations such as x-rays and those well enough to leave can't be discharged to nursing homes or community health facilities, further blocking hospital beds to new admissions. With fewer beds in which to admit patients, the Emergency Department is quickly at full capacity. Ambulances can't drop-off their patients which impacts on other patients in the community that need their services.

"If we can get the public to stop and think before visiting, and stay away if they feel unwell or have recently had any sickness

bugs, we can help prevent such infections spreading and keep the hospital running smoothly over the winter."



Avoiding unnecessary admissions

Another area of concern is that too many people are still coming to our Emergency Department, when they should have gone to either their GP, walk-in centre or community health facility. Dealing with these unnecessary patients puts the Emergency Care Team under huge pressure and can cause delays in treating more urgent or sick patients. To help support the hospital the B&NES GP 'Out of Hours' Service has moved from Riverside Health Centre to the RUH. GPs are now on hand to spot and treat those patients who do not need to be seen in the Emergency Department.

Dr Sharon Gillings, Chief Executive Officer of BANES Emergency Medical service, says: "In just one week, we saw around 50 patients who would otherwise have been seen in the Emergency Department. People turn up at the ED with minor illnesses such as coughs and cystitis, and these conditions are more appropriately managed in primary care, freeing up time and space in the Emergency Department for other patients. The service seems to be going very well so far, which is really encouraging."

We encourage patients to contact the GP 'Out of Hours' service when their own surgery is closed, so that they can be directed to the most appropriate service by calling 0300 033 9933.



On the front line in **Afghanistan**

Consultant Radiologist Richard Graham talked to Head of Communications, Helen Robinson-Gordon, about his recent tour of duty in Afghanistan.

Outside the temperature is touching 46°C, but inside the £10m Field Hospital around 125 medics work round the clock to treat those brought to the remote desert location of Camp Bastion, the main British military base in Afghanistan. One of those on duty is Royal Naval Reserve Surgeon, Commander Richard Graham, on a two month deployment from his more usual role as that of Consultant Radiologist in Nuclear Medicine at the RUH.

After a month of intensive weapon and military training, Richard flew into Kandahar under cover of darkness and then on through the night to Camp Bastion. The risk of aircraft coming under attack as they land and take off is extremely high.

After a short handover from the Radiologist whose tour is coming to an end, Richard faces a 24-hour shift as first on call and then the next 24 hours as second on call. Two months may not seem long as a tour of duty, but when you're working every day and treating soldiers often with appalling or life threatening injuries and putting yourself at risk, it takes its toll. Two months is also short enough to not seriously impact on his NHS workload.

His first casualty is a young soldier, brought in from the front line. He is without both arms and one leg. Unlike a standard UK NHS hospital, the processes here are far more compact. Richard is performing an ultrasound whilst his colleagues are preparing the soldier for surgery.

On other occasions he will scan a



casualty whilst surgery is ongoing. He will typically perform an ultrasound first to check for internal bleeding and injuries and, if needed, a CT scan will be done within half an hour of them arriving at the hospital.

Suicide or roadside bombs are now the biggest threat facing British troops in Afghanistan. In Helmand Province they've seen a rise in the number of leg and arm wounds as a result - all treated at the Camp Bastion hospital. 600 casualties come through the field hospital each month, some British, some Afghan locals and even some Taliban. Richard says: "We're not here to make judgments. We try to treat all our patients based on their needs or their injuries."

Being faced with up to seven seriously injured patients at any one time isn't unusual but it requires every bit of skill and team work the medics can muster. Says Richard: "Our patients usually stay for only a day or two before being shipped home for onward treatment. We manage a 97% discharge rate

from the field hospital which, given their injuries, is phenomenal. Usually if they've managed to make it here quickly enough, they have a good chance of surviving."

I caught up with Richard after his return to the UK and to the RUH. It was clear he was very passionate about being out in Afghanistan and his role in helping save the lives of soldiers and civilians. I asked him if he'd go back. There was a thoughtful pause before Richard replied carefully: "I have already been asked to return but I have to consider my wife and son and my work here. My family worried about me constantly, which is perfectly understandable, and I have to consider them first and foremost. I do feel very proud to have done what I did. It was a very intense, worthwhile experience, but there were times when the adrenalin levels were very high indeed. I'm not sure at the moment if I'm ready to return but I will consider it for the future."



Change around for cardiac services

Thanks to first-rate team work and some slick planning, patients are now benefiting from a newly refurbished, energy efficient chest pain unit (CPU).

Two bays on the cardiac ward (second floor, central) have been converted into a self-contained, 8-bed, chest pain unit where staff will care for patients admitted with chest pain.

The chest pain unit is also the first patient area in the hospital to use LED lights. These lights use around 50% less energy than normal lights. Easy to use dimmer switches have also been fitted to bedside lights so that patients can adjust them to their preferred brightness. As well as being easy to use the lights are also easy to clean and look after.

This move means that all the services we provide for the care of cardiac patients are now in the same locality

within the hospital.

Sister Tracy Langton (right) says: "Everyone pulled out all the stops during the move which started at 9am on a normal working day. All their hard work to ensure minimal disruption meant that we were able to accept our first patient just after 11am – which was a really great result. The new unit has been well designed and is very light and fresh, it's an excellent environment for our patients."

When asked what he thought about the new CPU, Mr Green (above), a cardiac patient, said: "It's very peaceful actually, and the environment is lovely and clean and modern, it would be good to have a TV though. The staff are wonderful and I'm being looked after very well."



Mr Green will be pleased to know that a television is on its way to the CPU, courtesy of the Friends of the RUH.

Estates Project Manager Charlotte Scully says: "Staff in the Chest Pain Unit worked really closely with the projects team throughout to ensure this new purpose-built area meets all patient and staff requirements. We've also enjoyed an excellent working relationship with the contractors who completed the work to a very high standard within very tight timescales."

Helping hearts recover

The family and friends of Norman Ponting, a former cardiac patient, have donated two static exercise bikes to the Cardiac Rehabilitation Unit.

Norman passed away in 2008 and his family and friends wanted to commemorate him by helping others in their recovery from heart problems.

His daughter Clair said: "Norman was supported in his recovery from heart bypass surgery by staff at the RUH. He loved to travel and was doing what he loved when he died. Norman just wanted to help and as well as counselling people who were going through the same as he was, he also raised money for research. He

was special and is greatly missed, so his family and friends donated over £1,000 to purchase these exercise



L to r: Clare Stone, Clair Ponting (Norman's daughter), Margaret Wicks, Glenys Ponting (Norman's wife) and Sally Povey

bikes in his memory."

Cardiac Rehabilitation Sister Clare Stone says: "This equipment will help us provide a more varied rehabilitation experience to those patients recovering from life-changing heart events. After a heart attack, or bypass surgery, or angioplasty, many people need help to regain their confidence and improve their heart health and general fitness levels, which may assist their long-term recovery.

"We're very grateful to Norman's family and friends for their generous donation. The addition of these bikes is greatly appreciated by both patients and staff."

Sing your stresses away



Working in the hospital environment can be stressful. There are many competing priorities and pressures that can take their toll on us, but one group have found something to help take the stress away - having a good old sing!

The RUH choir are enjoying a successful autumn term; rehearsing together weekly, making an appearance at Bath's Sweetland Music Festival recently and filling the Atrium with song for Ted's Big Day Out. They'll be delighting Bath's late night shoppers with carols for the Christmas season, and performing with Bradford on Avon's Con Brio ensemble at their Christmas concert at St Swithen's Church on Friday 10 December.

"Singing in a choir is a great way to meet new people, have a change of scene, and get energised in the middle of a busy working day" says Jo Sercombe, the choir's new director, "Whether you have sung lots before or are new to singing, there's a place for you in the choir."



A lovely way to spend an hour a week.

(Pic courtesy of Richard Gardiner)

Why not come and give it a go? The choir rehearses every Tuesday lunchtime and sing a varied repertoire of classic pop songs, light classical music, jazz and some world music - so there's something for everyone.

Staff can keep in touch with the choir by checking out their web page on the intranet, click on welfare & facilities and scroll down.

First rehearsal of the New Year: Tuesday 1 January 2011, 1pm, Hospital Chapel.

A piece of **cake!**

This is the perfect recipe for anyone who thinks they can't bake cakes. It's absolutely foolproof and is a light and fruity alternative to a traditional Christmas cake.

Boiled Fruit Cake

- 1 cup sultanas
- 1 cup currants or seedless raisins – whichever you prefer
- 1 cup sugar
- 1 cup water
- 6oz margarine
- ½ teaspoon mixed spice
- 1 tablespoon jam

(Doesn't matter what size cup you use, as long as it's the same cup for all ingredients)

- Put into a saucepan and bring to boil.
- Simmer for about two minutes.
- Take off heat and cool.
- Beat 2 eggs and stir into mixture with 2½ cups of self-raising flour.
- Line an 8" cake tin with greaseproof paper, pour in mixture and bake in oven at 325°/160 or 170, gas mark 3, for 1 hour 10 minutes, or until a skewer comes out clean.
- If using for special occasion, chop up 2-4oz of cherries and nuts and add with flour.



Friends of the RUH

Giving us a helping hand

Christmas Shopping

It's hard to believe that Christmas is just around the corner, but the Friends of the RUH are well ahead of the game and they have been making their Christmas preparations for some time.

Their first seasonal event began with the Friends Christmas Fair, which took place in November. Our loyal Friends not only sell, but donate all of the crafts, gifts, jewellery, home made cakes, biscuits and preserves that were available for sale. A huge array of goodies enticed people



to purchase that perfect stocking filler. There were also some great raffle prizes.

The total raised from the fair wasn't available at the time of insight going to print, however, the money will go towards paying for the £3 gift vouchers that are given to each patient who has to spend Christmas in hospital. This gift means a great deal to patients, particularly to those who may not have friends or relatives who can visit them over the holiday.

Funds raised at the fete will also help to buy emergency toiletry kits. Each year the Friends of the RUH spend around £6,500 for toiletry packs that are distributed to patients who have been rushed into hospital, and who do not have the basics with them, such as a toothbrush, soap or shampoo.



Christmas with the Friends

As many of us are enjoying a well-earned rest over the Christmas period, spare a thought to the staff caring for our patients whilst we're opening presents, or watching the Queen's speech.

They are supported by the Friends volunteers, who come in on Christmas Eve, Christmas Day and Boxing Day, to serve refreshments to patients,

bringing a bit of festive cheer to the wards as they give out over 500 gift vouchers. Sharing their precious time chatting to patients who are confined to bed, or who may not be receiving visitors, is a gift beyond price.

Anyone who is upwardly mobile will be able to spend time in the company of the Friends, by visiting the coffee shop, which will remain open over the holidays. Volunteers will continue to serve patients, visitors and staff with a welcoming cuppa.

An alternative Christmas gift

Volunteer Services Manager Jayne Watkins says: "2010 has been a busy year for the Friends of the RUH. We've donated over £461,000 to the hospital in the last financial year.

"We've funded over 50 projects, both small and large, from providing £117 for bravery stickers given to the children who are seen in the Radiology department, to over £48,000 for image intensifiers for the Pain Clinic.

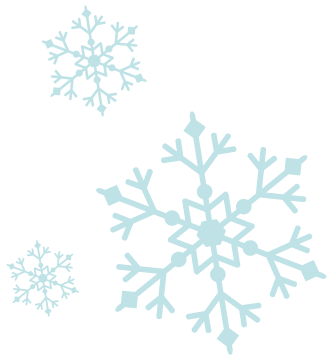
"When you're walking around the hospital, look out for the 'donated by the Friends' stickers and you'll see what a huge impact such a small charity has on the hospital. If you are thinking of an alternative Christmas gift, why not consider giving to the Friends Charity and make a difference."

A New Year's Resolution

There are 400 volunteers currently providing support to patients and staff at the RUH, generously giving over 1200 hours of their time each week. We always need more volunteers though, and if your New Year's Resolution is to help others, you may be interested in joining the Friends of the RUH.

They support the hospital and its patients and staff in many ways; providing a listening ear, serving tea and coffee, helping out at mealtimes, acting as guides, caring for the hospital's green spaces or working in the shops.

You can contact 01225 824046 to find out more about becoming a hospital volunteer or to find out how to make a donation.



Art

at the Heart of the RUH

As the year draws to a close, we still have a new winter exhibition of art to enjoy at the RUH.

Frome Art Society has encouraged each of its members to submit at least one painting to the winter exhibition at our hospital, from December until February. So look out for watercolours, local scenes and abstracts in oil – to name just a few.

Frome Art Society was founded thirty years ago by a small group and it now has nearly 200 members, mainly based in the Frome area. Their membership extends between those who are just

beginning to paint, to those who have become professional artists. They say that each one of us has enough inspiration inside ourselves to make something beautiful.

We are lucky to be able to enjoy many different art exhibitions at our hospital and are doubly fortunate when the art helps others, both in our local community and far more widely.

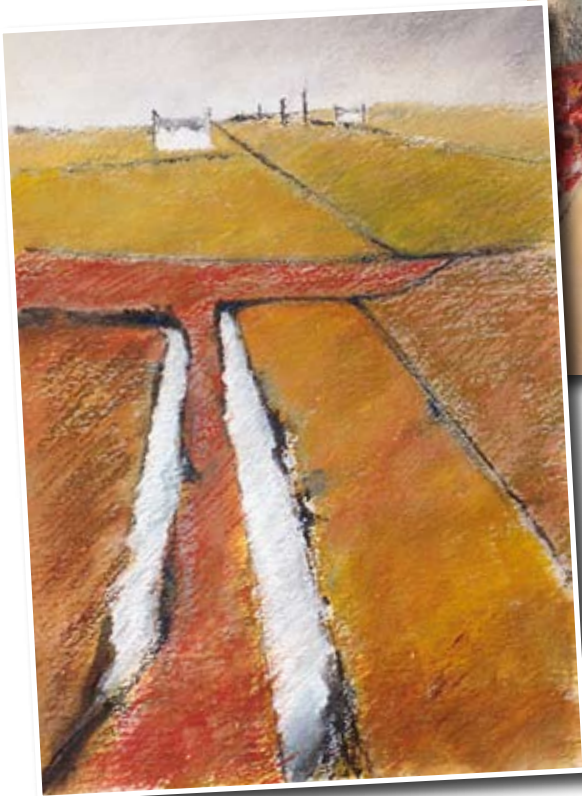
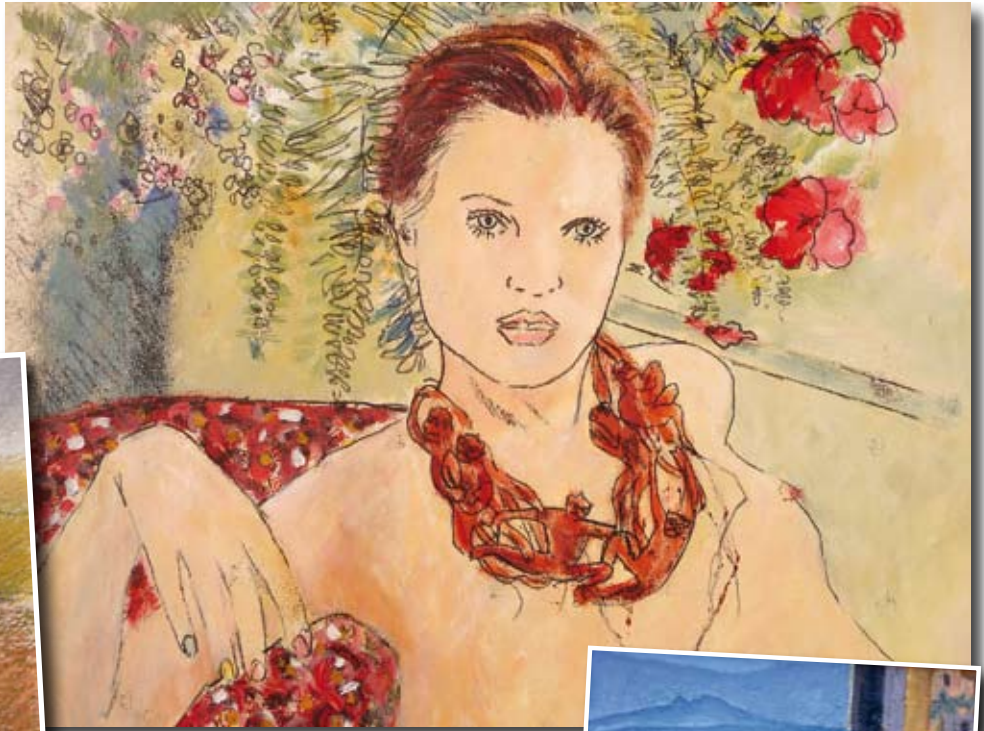
An example of this was a recent exhibition of art works by distinguished children's illustrators. The exhibition was organised by Anna Currey in aid of the charity Facing Africa. This charity

supports victims of Noma - a gangrenous infection which affects the face - and its victims are mostly children under the age of six.

Anna says: "I can't thank Art at the Heart of the RUH enough for hosting our exhibition of illustrations. We recently auctioned the pictures to raise over £10,000 for Facing Africa. This money is enough to help 15 victims of Noma, to mend their faces and turn their lives around, which is wonderful, thank you everybody."

Other art activities to look forward to include the re-launch of Soundbite





- a lunchtime recital programme - coordinated by Rosanna Campbell and generously supported by the Joyce Fletcher Charitable Trust. There will be performances from musicians from Live Music Now, Bath Spa University and our very own staff.

Over the next six months we have an exciting schedule filled with a wide variety of musicians and genres. Some of the first performances include accordion music from Jaime Smith (far left), choral singing from the RUH choir, and a piano recital from Francesca Simpson as well as songs from singer Sian Cameron (above).

In conjunction with Soundbite, we're also running 'Hospital Notes', which is funded by the National Lottery Awards

for All Programme. Hospital Notes brings music to patients on the Older People's Unit, helping to create a positive atmosphere for patients, staff and visitors. These weekly interactive music workshops involve patients singing and playing musical instruments. RUH Chairman Brian Stables has offered to accompany Rosanna on keyboard during some of these workshops.

We would like to hear from anyone who can play a musical instrument, or who likes to sing, who would like to make a musical contribution. The arts team can be contacted via the new website, www.ruh.nhs.uk/art where you can also find out more about art and music at the RUH.





Ted's Big Day Out! 'Be silly in stripes'



Once again, everyone joined forces with the Forever Friends Appeal to raise money for the NICU 'Space to Grow' campaign during Ted's Big Day Out!

Staff were happy to give up their 'street cred' (or maybe they improved upon it) as they rocked up for work in an impressive array of stripes. Maybe wearing dad's pyjamas could be the next fashion trend - what say you? And what would be a suitable collective for stripey legs? Anyway, there were lots of those, along with an assortment of shirts, socks, ties, dresses - a bumble bee (who let that in?) and some even had stripey nails.

We were fortunate to have Don Foster MP acting as MC for a fun packed afternoon at the RUH.

We were delighted to be visited by actress Gemma Bissix (from Eastenders and

Hollyoaks), and those faithful supporters of the Appeal, Bath Rugby. We were also treated to performances by piano vocalist Jon Clare and talented singer Samantha Nolan as well as very own RUH choir.

Staff and visitors were also able to get close to Duchess, a beautiful barn owl, watch talented dancer Sasha Lake perform to some Michael Jackson hits and enjoy a bit of hand pampering by students from Bath College.

We also enjoyed an RUH version of The Weakest Link. Staff gamely put themselves under the spotlight to answer general knowledge questions posed by a slightly less acerbic (but still scary) Anne Robinson (alias Deputy Chief Executive Brigid Musselwhite - see page 3) who encouraged us to play 'the leakest wink!' very funny.

Lots of people purchased some delicious

Indian cuisine, courtesy of the Bath Malayalee Association (some of our staff are members), and they may well have been served their drinks by either Director of Finance Catherine Phillips or Director of Estates and Facilities Howard Jones, who both worked behind the coffee bar. Chief Executive James Scott will also be taking on another role in the hospital at some point in the near future, in response to bids from staff who want him to come and work in their area. Patients on the wards will have been able to hear live coverage of the event by Bath Hospital Radio who were based in the Atrium for the afternoon.

So many good people raised money for the 'Space to Grow' campaign and we say an enormous and sincere 'thank you' to all those supporters across the city of Bath and beyond.

Photos courtesy of Sam Farr and RUH staff

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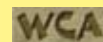
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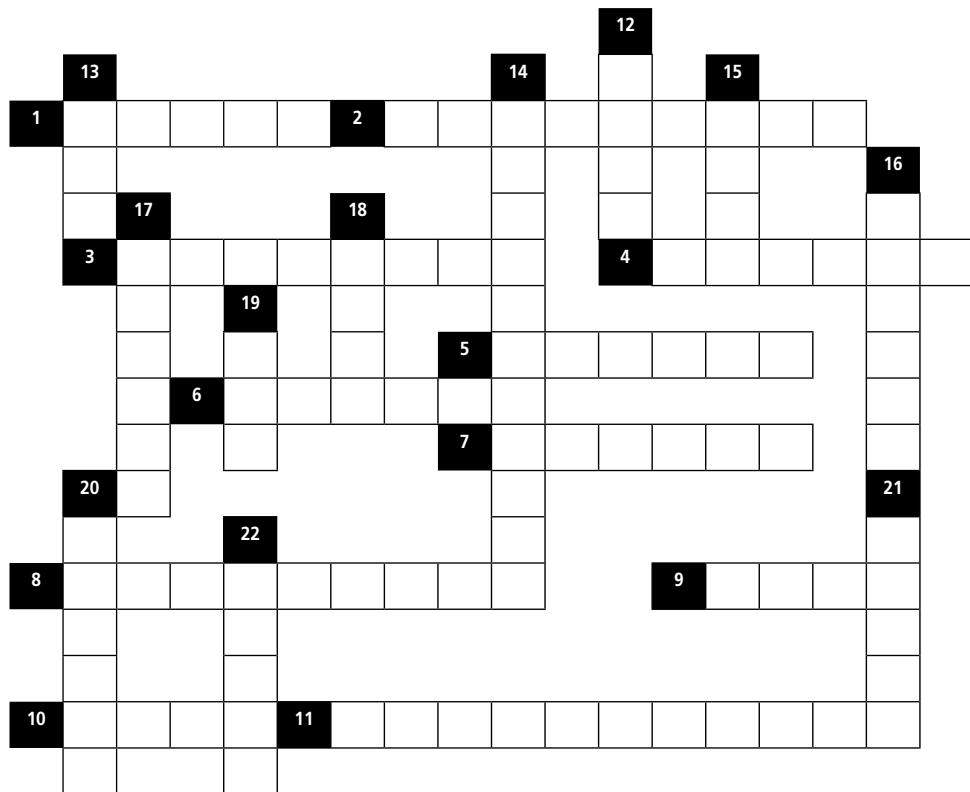
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Take a break

You could win two tickets to see the Russian State Ballet of Siberia perform *Sleeping Beauty* at the Bristol Hippodrome on Wednesday 16 February at 7.30pm. All you have to do is complete BOTH puzzles correctly and return this page to the Communications office by 21 January 2011.



Across

1. What is a baby turkey more correctly called?
2. 'Viscum album' is a species of what?
3. What river did George Washington cross on Christmas night 1776 in the American Revolutionary war?
4. In which country is it tradition to hide all brooms in the house on Christmas eve?
5. What Christmas item takes its name from the old French word *estincelle*?
6. When the Julian calendar was switched to the Gregorian calendar, how many days were dropped?
7. Which ocean is Christmas Island in?
8. Surname of US President who banned Christmas trees from the Whitehouse.
9. What animal is the Scandinavian Christmas *Julbock* symbol?
10. What is *Stollen*?
11. The name of Scrooge's dead business partner.

Down

12. What kind of Christmas did Elvis Presley sing about?
13. What animal is Snowball in George Orwell's book *Animal Farm*?
14. What is the English title of the carol written in 1818 by Austrian priest Joseph Mohr?
15. Name of Dorothy's dog in *Wizard of Oz*.
16. Which token vegetable is often included in the ingredients of a Christmas pudding?
17. Which reindeer is Rudolph's dad?
18. Brandy is made from distilling what liquid?
19. From what does the month of December take its name?
20. Who stole Christmas from Whoville?
21. The legendary *La Befana* delivers Christmas presents to children in which country?
22. What did Dutch children hang by the fireside at Christmas before the tradition of hanging stockings?

Where am I?

This city was once the capital of the Kingdom of Saxony, building on humble beginnings as a Slavic fishing village. Later, in the Eighteenth century, it was a city at the centre of European politics and was favoured by the French emperor as a base for his operations during the Napoleonic Wars.

In the 20th century it was well-known for its camera works and cigarette factories. Today the pharmaceutical industry and in particular, vaccine production, is a major player in this city's economy.

This city is only the second ever site to be stripped of its 'World Heritage Site' status due to the construction of a bridge.

At this time of year, visitors are drawn to the Striezelmarkt, which stretches more than a mile through the city. Walking amongst the stalls, gazing at the world's tallest Christmas pyramid, with a height of 14 metres, or tasting the traditional *Christstollen*, it's hard to imagine the devastation caused by 650,000 incendiaries, 3,600 kilograms of high explosives and hundreds of bombs dropped by the British and American Air Forces.

Where am I?

Name:

Contact details:

Congratulations

Congratulations to last edition's winner, Mr Jeff Rattle from Box. His entry won him two tickets to a party night at The Pump Rooms.