

# GRAPEVINE

## INSIDE

## Focus on Patient Safety



**P4** New training facility



**P6** See why these nurses are in pretty pink!



**P12** NHS60 coverage in full



Staff nurse Mel Brook undertaking a drug round on Philip Yeoman ward



Dr Tim Craft, deputy medical director, says...

Last time we heard about the errors in dispensing drugs to inpatients which resulted in emergency admission to RUH for life saving treatment. Thank you to everyone who contacted me to tell me about their own experiences with drug related near misses. One of the reasons the errors occurred was the way the drugs were stored in the ward's drug trolley. Although most wards have had individual patient medicines cabinets (PODs) fitted by the bed side, few have made the practice change that Medlock ward have. Medlock no longer has a drug trolley at all. All drugs are dispensed from the individual PODs, thus reducing the risk of errors as well as helping to maintain patients on the medications they are taking when admitted. Dionne

Wilkinson, senior sister on Medlock, said "It takes courage to make the cultural change to working solely with the PODs and the whole team must be committed to their use. It is crucial to work closely with your pharmacy technician and we are lucky to have in Claire Vallender, a technician who sees improving medication safety to be as important as we do. The PODs also help when patients are discharged as we use them to provide the patient's drugs to take home.."

Others stressed the importance of nurses being able to concentrate on completing their drug rounds without being disturbed or distracted. I came across staff nurse Mel Crook doing a drug round on Philip Yeoman ward but

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## Message from the Chief Executive

I'd planned to start this piece with a celebration of our annual health check result of 'Good' for quality of services but before doing this I need to reflect on the pressure that the hospital has been under in the last few weeks.

Let me first of all say thank you for the way in which you have managed this difficult situation. I am conscious that we have had to change our thresholds and that occasionally we have not been able to provide the quality of care of our choosing, particularly when patients are being moved within the hospital a number of times.

It is important that you know that the staff involved in managing these emergency pressures spend a considerable amount of time balancing risk; our aim is to keep all of our patients safe but at times it can be a difficult juggling act. As I write, our medical assessment unit (MAU) has just been reopened and we are hopeful that our emergency pathway for patients will work as well now as it did prior to MAU closing at the beginning of August.

I also want to let you know that we are considering other options to reduce the kind of risks we've been dealing with in the last few weeks. In the short term we're looking to see if we can create more beds within the hospital. We are also looking at options to find capacity elsewhere and are continuing to work with our colleagues in primary care and social services to identify intermediate capacity in the community. It is important to remember that currently the numbers of patients whose transfer has been delayed is at its lowest levels.

Clearly the major capital scheme we announced recently will help with our capacity problems but in practical terms, a new ward block is

several years off. In relation to the scheme, we have now had our first meeting with the BANES' planners and we will now spend the next five months completing the site master plan. In the interim, we will also be submitting a planning application for the neo-natal intensive care unit (NICU) development.

Coming back to the annual health check, I was really pleased that your efforts were recognised with a rating of 'Good' for quality of services. If you want to see the kind of impact this can have on patients, go to the NHS Choices website and compare us against the three trusts that are geographically closest to us. So... incredibly well done!

The trust board is keen to ensure that we keep focused and at the next board meeting we will be setting out what we all need to improve our rating to 'Excellent'. I believe this is well within our grasp and in an era of competition and choice it is important that we give a very clear signal to our patients about the quality of the care we offer at the RUH.

We received another excellent set of results from the Patient Environment Action Team (PEAT) inspections of NHS hospitals. The RUH was awarded a 'Good' rating in all three categories covering environment (including hospital cleanliness), food and privacy & dignity. In particular we received 10 out of 10 for Dignity & Respect which shows that staff know and understand what is important to patients even when they are working under pressure. Well done!

I want to finish by praising you all again for the work you are doing to reduce waiting times. We recently held a stakeholder event to begin the process of reviewing our strategic direction. My vision was to present



the changing context at the RUH and I wanted to make the audience aware of the massive progress we had made. The Deputy Chief Executive, **Brigid Musselwhite** came up with a great idea of using a clock to show the reduction in waiting times, with every second equaling a week. I set out our position four years ago (when the last strategic direction was conceived) when on average you would have waited until week 17 for an outpatient appointment; until week 43 for diagnostics to be completed and until week 77 for your surgery. Contrast that with our plan for March 2009 when again on average, a patient will wait until week four for their outpatient appointment, until week six for their diagnostics to be completed and until week ten for their surgery. This speaks for itself.

**Well done!**

## New training facility will enhance Patient Safety

A new £50,000 training facility, which will enable students and staff to develop and maintain their clinical skills by simulating real life situations, opened in the Education Centre last month.

The Simulation Suite is a collaborative venture between the Bristol University Faculty of Medicine, Bath Life Support Group [a charity] and the Trust. Funding for it came primarily from Bristol University.

Central to the new facility is a life sized manikin – the SimMan - which was donated by medical equipment company Laerdal. The incredibly life-like manikin is used to create a series of scenarios ranging from the simple to the complex. It can be remotely controlled to exhibit symptoms of a medical emergency like a major haemorrhage, with trainees then having to practice their skills in managing this situation.



**Dr Mark Tooley teaching in the new suite**

Dr. Mark Tooley, head of medical physics and bio engineering says the new technology offers staff improved training opportunities.

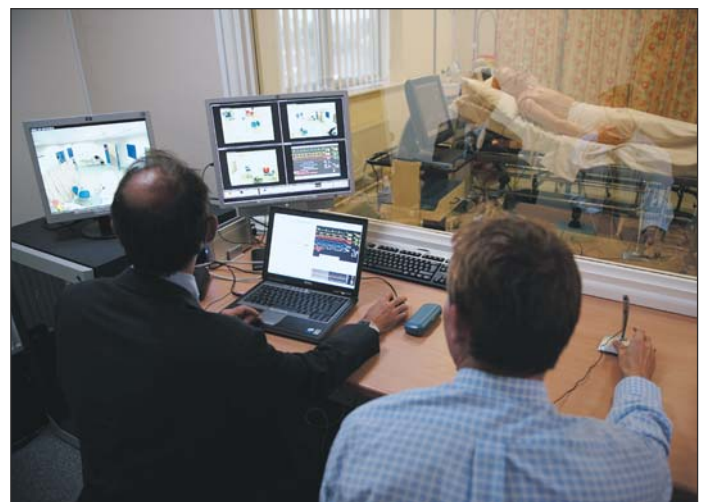
"Learning in these environments has been shown to be much more effective than in standard teaching settings, and of course there is no risk to patients. It can hugely enhance patient safety. It is the way forward for medical training and the use of simulators in this country has increased dramatically over the last 10 years – with over 30 centres in the UK. The universities and medical colleges are very much behind training using simulation".



**Nurse Lynn Garland with the SimMan manikin**

Consultant intensivist Dr Jerry Nolan says the new suite will be a real asset to to the RUH. "Students and staff can be trained using interactive scenarios centred around a sophisticated, realistic patient simulator. This facility is particularly good for training multi-disciplinary teams in communication and in treating critically ill patients in ward or high-dependency settings. Scenarios are videoed to enable playback during a debriefing period. A separate debriefing room adjacent to the simulator enables a group of individuals to watch the action without intruding on those playing an active role in the scenario".

Simulating real life situations is now playing an increasing role in training health care students and staff in the trust. Both the anaesthetic and surgery departments have dedicated training labs for clinicians who want to practise how to manage complex situations without any risk to patients.



**Dr Mark Tooley and David Minchin, education manager, in the new simulation suite**

## Infection Control Update

As you are probably aware by now infection control is a key issue for the trust. Yvonne Pritchard, senior nurse infection control, has a regular new feature/column, to keep us up to date with latest developments, improvements and how we can help the trust keep on top in this area.



*Yvonne says...*

I have seen some excellent progress since joining the Infection Control team 6 months ago.

We are all delighted with the latest Annual Health Check results, where the RUH scored 12/13 for Safety and Cleanliness.

Over the past year, the hospital has succeeded in reducing the incidence of MRSA by 20% (from 42 cases in 2006/07 down to 35% in 2007/08), and the downward trend is continuing. We are currently ahead of target with 16 cases this year (January 2008 to end September 2008), compared to 32 for the same period last year. There have been equal efforts applied to reducing Clostridium Difficile.



**I to r: Mary Porteous, Yvonne Pritchard and Vernacare's Carol Rogers at the Vernacare hand hygiene display during C-diff fortnight**

An unannounced hygiene inspection by the Healthcare Commission in February 2008 gave the hospital a clean bill of health with no significant areas of concern.

The inspectors did however highlight some areas for improvement including:

- Monitoring attendance at infection control training
- Finalising the Trust's admission policy.

- Ensuring that cleaning schedules are posted in areas that are easily accessible to patients and visitors.

There has been a lot of work done to address these improvements and we ought not to rest 'on our laurels' as a team. The Healthcare Commission is likely to re-visit us in the near future and I would like us to have processes in place to assure them of our compliance with the Hygiene Code.

Please continue to focus on improving practices like hand hygiene and ensuring that Infection Control training sessions are well attended.

### New technology helping with Infection Control

In September, 250 'infection resistant' keyboards were introduced into all patient care areas. The new keyboards are flat with a silicone cover, enabling them to be easily wiped down with anti bacterial wipes and sprays. Because they have a cover, there are no nooks and crannies between the keys for food particles and bacteria to hide in. When the keyboard needs cleaning a warning light flashes and keeps flashing until it is cleaned.

Research by micro-biologists at University College Hospital in London has shown that bacteria levels on the wipeable keyboards are cut by 70 percent if they are cleaned every 12 hours.

### Bath Social and Sports Club Donates Funds to RUH

Committee members of the former Bath Social and Sports Club, which was based in the Oasis centre until 2005, have donated the remainder of its funds to six local charities.

SPA at the Peggy Dodd Centre, RICE based at the RUH, CLIC Sargent, BIME, Wiltshire Air Ambulance and Dorothy House Hospice each received a donation of £1,400 at a special ceremony to finalise the club's affairs on 20th May.

This donation follows an earlier donation of £1,500 to the same charities following a general meeting at the club's initial decision to close in May 2007 with £18,000 in their kitty.

Members had decided to hold onto some funds for 12 months, in case of any unforeseen liabilities. This May marked the end of that timespan, and the rest of the monies and final affairs of the club were dispersed.

The Sports and Social Club had been operating since 1951 and was a much appreciated part of life at the RUH.



**Pretty in Pink! Avril Ryan (front centre) with fellow nurses from Pierce ward, wearing their nighties with pride for Race for Life!**

## Pierce Ward Nurses Race For Life!

IV specialist nurse **Avril Ryan**, and her colleagues from Pierce ward were pretty in pink when they undertook the Race for Life on 1st of June.

The group donned pink nighties as they ran in memory of their friends and former colleagues, **Noreen Cutting** and **Charmaine Hobbs**, who both sadly died earlier this year with Cancer.

Avril said: "Both ladies worked on Pierce Ward for a very long time, and shared a great sense of humour. They would have really appreciated us dressing up on the day! They were great fun."

As for training, Avril admitted she did not need much as running is one of her hobbies. She said: "Some of us trained beforehand, I run anyway for a hobby, and as a result some of the girls have taken up running as they enjoyed it so much!."

Trauma nurse, **Sarah Fernandell** came up with the idea of donning pink nighties.

"We didn't do a group sponsorship – everyone raised money with their own forms and sent what they raised off separately. I raised about £100, which I was very happy with.

"We had a lot of fun on the day!"

## Choir in full song at Ted's Big Day Out!

Staff at the RUH have definitely been affected by 'choir fever' says Head of Business Development and Improvement, **Jeremy Martin**, with more than 100 people signing up to sing in the RUH choir. The choir's inaugural performance on Teds Big Day Out! recieved an enthusiastic response.

Rehearsals have now begun and take place every Tuesday from 1pm to 1.45pm in the Oasis Centre. The choir had to move from its original location of the chapel due to the huge level of interest.

Jeremy said: "It seems that a lot of staff and volunteers have either been affected by 'choir fever' thanks to the success of the BBC1 programme 'Last Choir Standing', or were just really enthusiastic about the idea of singing for fun once a week.

"I have been extremely pleased and gratified with the enthusiasm shown for the concept of an RUH choir – there was obviously a lot of talent waiting in the wings."

The choir is open to all staff and volunteers at the RUH. Arrangements of pop songs and musical numbers are being rehearsed by the choir.

If you fancy joining in e-mail your details to [choir@ruh.nhs.uk](mailto:choir@ruh.nhs.uk), telephone Jo Campbell on x4464, or simply turn up on a Tuesday lunchtime at the Oasis Centre and make yourself known as a new member.

The choir is in need of a pianist to play for rehearsals and performances. If you are a good pianist, and can sight-read reasonably well, particularly if you already have experience of playing for choirs, please contact Jeremy on x5635.

## Avril Baker Waves Goodbye!

The communications team has waved a sad goodbye to **Avril Baker**, who has worked in the department for around five years. She has been a great colleague and achieved a lot for the trust since being here. Her colleagues and friends wished her well at a special tea party as she left the RUH, at the start of September.



## Team of the Month

### Team of the Month - June

Team of the Month award for June was the GUM team. The entire team have worked tirelessly and imaginatively to meet the Department of Health Access target of 100% for these patients; including developing walk-in clinics and introducing new working practices.

Regular clinic reviews and actively seeking the views of patients on the best way to take the service forward have also helped the team reach their target.

They started work in June 2007 with a 23% compliance of this target; in March and April 2008, they have reached 100%. Patients now have access to walk-in-clinics, allowing them greater access to the service.



The incredible achievement has been down to the hard work, enthusiasm and commitment of the whole team.

### Team of the Month – July

July's Team of the month was the stroke thrombolysis team who have worked really hard over the last nine months to find a way to introduce stroke thrombolysis effectively, despite facing staffing pressures.



The team has worked hard to introduce this life saving treatment across different departments including Care of the Elderly, Medlock Ward, CCU, Emergency Department and Radiology.

The service has now been introduced Monday to Friday, 9am – 5pm. Eligible patients receive a fast CT scan and if appropriate are thrombolysed and taken to CCU for six hours before transfer to Medlock Ward.

The team successfully thrombolysed their first stroke patient last month and he was able to be discharged within 48 hours of admission, making a full recovery. Without this treatment, the patient would have expected to spend many weeks in hospital and was likely to have been left with long-term disability.

Congratulations go to everyone involved in making this such a success.

### Team of the Month - August

Congratulations go to the NVQ Awards support staff, who rather than handing out awards – for once received one of their own! gaining August's Team of the month award.

This small team has demonstrated exceptional teamwork, commitment, creativity and flexibility in how they enable staff to improve their education and ultimately effect a really positive impact on the level of care provided along the entire patient pathway.

The NVQ Awards support staff through a development process, improving competency standards which are maintained at a National Level. Examples of NVQ Awards supported include Levels 2 & 3 in Health, Health and Social Care, Customer Care and Business Administration.

Up to 150 students are supported on a rolling programme at any one time and the team has increased the numbers they are able to support each month, including the number of HCA's new to care.

They have also overcome financial challenges in order to negotiate external partnerships to maintain the NVQ offering provided to staff, which otherwise may not have been available.



The team's hard work has also enabled a successful open day to be run in conjunction with City of Bath College, resulting in an expansion in the type of awards being offered. In addition a successful awards ceremony was held to celebrate the achievements of students, presented by Jonathon Evans, Skills for Health regional director.

## Celebrating our colleagues

In the summer, as part of the NHS 60 celebrations, we asked staff, patients and visitors to nominate someone they believe to be a Diamond Colleague.

We had hundreds of nominations and the postcards created a giant '60' at the front entrance to the hospital.

At the time, we said that 10 would be picked at random to receive recognition of the fact they were valued by colleagues or patients and that we would also recognise the efforts of those who took the time and trouble to put their names forward.

Those ten and their nominators are

**Neil Boyland** - matron - ITU - nominated by Wendy Smith (ex-nurse) business change analyst

**Heather Cooper** - receptionist - Emergency Department - Nominated by Emergency Department

**Lauren Foster** - senior physiotherapist - physiotherapy - nominated by Claire Smith, physiotherapist

**Nigel Holder** - kitchen porter - Catering Services - nominated by all at the Chest Pain Unit

**Joanna Price** - specialist nurse - Chemotherapy - nominated by Richard Krysztopik, General Surgery

**Claire Bodley** - clerical assistant - Day Surgery Unit - nominated by reception staff, Day Surgery

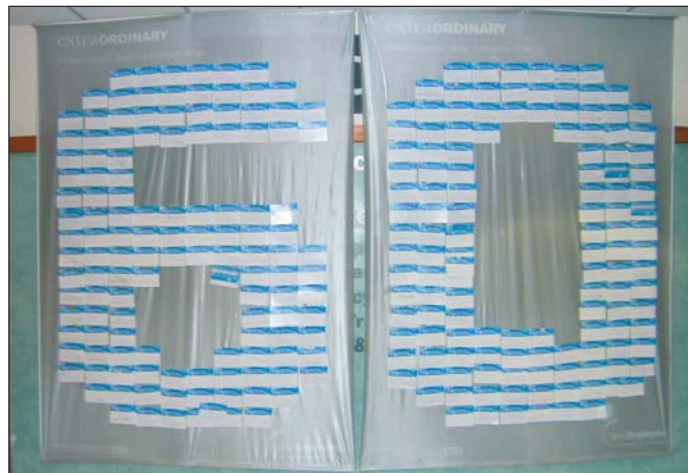
**Jayne Farrell** - occupational therapy assistant - Occupational Therapy - nominated by Kate Russell, OT Department

**Madonna Ramas** - staff nurse - MAU - nominated by Paul Penn, M Griffin, P Perry, A Sinclair, J Grinter and G Matharu all from MAU

**Jackie Copik** - pharmacy assistant - Pharmacy Shop - nominated by Claire Holbrook, Pharmacy Shop

**Jeff Whittuck** - volunteer - League of Friends - nominated by grateful patients and their families

There were some wonderful comments on many postcards and as you may know, a lot of these were put onto the RUH website.



### Focus on the role of the Family Support Person during resuscitation

**Elita Cottle**, now a staff nurse at the Bath Treatment Centre, first wrote about the role of the Family Support Person (FSP) during resuscitation in which family members are present, in her dissertation whilst studying as a student nurse at the University of the West of England.

After qualifying as a registered nurse in January 2006 she collaborated with **Jayne James**, a senior lecturer at UWE. Together they have published two papers based on an in depth literature review on this subject which focuses on the nurse and hospital chaplain providing the role of FSP during resuscitation in the hospital setting. The latest publication will be in the Nursing Standard (Nov 5th).

With the support and encouragement of **Francesca Thompson** and **Sharon Preston**, Elita (pictured below) and Jayne were also invited to present their findings at the European Federation for Critical Care Nursing Association in Florence, Italy. There were over 2,000 delegates at this event.

A subsequent project is planned which will involve exploration of this topic through the use of an explorative study to consider this role in more detail.

For further information please contact Elita Cottle in the Treatment Centre on x 4402 or Sharon Preston on x 6371



## Spotlight on . . . James Attwood

*Diamond Colleague nominee, James Attwood, a domestic at the RUH for six years is the first interviewee in a new series looking at a day in the life of staff at the RUH - contactable via pharmacy ext: 4640.*

It's easy to take for granted the work done by staff in the hospital – to say hello to people and never really know what they do during the course of their day. The communications team, thought it was an excellent idea when Medicine Division's specialties manager, **Rosie Bulford** suggested a new series of articles called 'Spotlight on...' or, 'A day in the life of'.

We thought it would be fitting that as it was Rosie's idea, the person she nominated as a 'Diamond Colleague', domestic James Attwood was featured first.

I am speaking to James at around 1.30pm – the end of his day and middle of most of ours! James has worked at the hospital for six years as a domestic and a typical day for him is...

"I arrive at work at just before 6am – the hospital is a very different place at that time!

"I put on my uniform when I get here and start off my day in Neurology Out-Patients."

From here, James ensures that the management offices, communications, the Business Intelligence Unit and Pharmacy are cleaned and tidy.

"When I start in Neuro Out-Patients there is no-one around...as I reach the Business Intelligence office, which incorporates communications (first floor RUH south) its 8am and the office workforce are beginning to arrive then!" He adds: "It's funny you can feel the atmosphere of the hospital change and start to come alive."

Asked what James loves about his job he says job satisfaction.

*"I see my job as vital to the smooth-running of hospital life. Its really, really important to everyone who passes through here, whether staff, patients or visitors, that the hospital is clean."*

"It's a job I've been doing for a long time and I take satisfaction in doing it well."

His favourite part of the job is the variety of people he meets during a day:

"I'm very easy-going and I find I get on well with people and as I move around from department to



**Medicine Specialities Manager, Rosie Bulford with her 'Diamond Colleague' domestic James Attwood**

department, I get to meet a lot of different personalities along the way."

10.30am typically will see James enjoying a well-earned break. "I take 20 minutes then, to sit down with a cup of coffee."

He often grabs a bite to eat as the day goes on and he is on his feet.

"My day ends at half past one." Says James. "When I go off to the allotment in Keynsham, to plant vegetables."

James admits he has seen some changes since beginning his working life here. "I have seen some faces come and go, but that's what you get in a big organisation.

\*James Attwood was nominated as a Diamond Colleague by Rosie Bulford 'in appreciation for doing a fantastic job!'

### **FAREWELL...from Grapevine**

Welcome to the last edition of Grapevine. A big thank you to all of you who completed the questionnaire giving us ideas for the new magazine.

Please do continue to email your ideas for stories or regular features. If you would like to contribute to the new quarterly magazine, let us know at [communication@ruh.nhs.uk](mailto:communication@ruh.nhs.uk) or send them to Staff Magazine, Communications Department, 2nd Floor RUH South.

If you are not a staff member, please post to Staff Magazine, Communications Department, Royal United Hospital Bath NHS Trust, Combe Park, Bath BA1 3NG.

## 2008 National NHS Staff Survey

*Have your say and make a difference*

The 2008 NHS Staff Survey was launched last month when 850 RUH staff were invited to take part. The survey is a valuable opportunity for staff to contribute towards improving their working lives and those of their colleagues.

In last year's survey staff highlighted certain areas of concern. These included: not enough staff in post to cope with workloads, harassment and bullying, health and safety, reporting errors and near misses and violence from patients and relatives.

To address these issues, director of human resources Lynn Vaughan and the director of nursing Francesca Thompson met with a wide range of staff to identify priorities for change. Out of these discussions has come an Action Plan called – Recruit, Respect and Respond.

### Recruit

In its business plan the trust has committed to recruit to all vacant posts and introduce faster recruitment processes. The recent 'Proud to be a Nurse' campaign, which was recognised nationally by the Nursing Standard, has since May been successful in appointing over 130 registered nurses and healthcare assistants. HCA, Andrew Dobson, returned to the RUH after a four year absence and is now working on the Cardiac Ward. Coming back was a positive experience and he found that the induction was really useful as a lot has changed. He now feels up to speed and is enjoying working in a supportive ward team.

During the autumn it is hoped to extend the nursing approach to recruit to vacancies in the facilities team.

### Respect

Staff have agreed that the following positive behaviours are core to the values shown by all staff.

- Treat others as you would like to be treated
- Listen to and support others and make time to do so
- Seek, acknowledge and value others' experience and contribution
- Acknowledge others' beliefs
- Be courteous and considerate to all
- Treat others fairly and equally
- Be honest and trustworthy and act with integrity
- Encourage others to treat all staff with respect
- Challenge the behaviour of staff who do not show respect to others

The trust has formal policies to enable staff to report bullying and harassment issues to help prevent problems arising in the first place. For more information, look out

for the workshops being run by staff side and the "Ban Bullying at Work Day" exhibition on 7th November.

RESPECT also covers the provision of a safe and healthy working environment for staff. The Health and Safety of Staff at Work group has been leading a range of improvements in this area. New Health & Safety and Managing Stress training courses for non-clinical staff and managers started in October. Staff referred to occupational health with back pain, now receive manual handling training before they return to work and better reporting to identify risk areas. Health & Safety Executive stress audits are also being piloted in three departments.

With regard to issues of violence against staff, it is recognised that much of this is unintentional violence by poorly or confused patients. To help with this, staff are being supported in dealing with aggressive patients through an e-learning conflict resolution course. In the last year, however, the trust has successfully prosecuted three members of the public as a result of intentional violence.

### Respond

This work links directly to the trust's number one priority this year - patient safety. The RUH has signed up to the national campaigns Leading Improvements in Patient Safety and Patient Safety First and more is explained on the front page article by deputy medical director, Dr **Tim Craft**.

All incident reports are now investigated and serious incidences are escalated to the director of nursing. The trust is investing in a new 'e-reporting' system which will ensure that incidents are received immediately by the risk management team and will also enable patterns of incidents to be seen much more quickly.

The full results of the 2007 NHS Staff Survey can be found via the Healthcare Commission's website - [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk).

### NEW DIABETES WEBSITE...

A new, easy to use diabetes website has been launched in connection with the RUH's Diabetes team.

Open to both healthcare professionals (in primary and secondary care), patients and carers, it covers a huge area of care from 'Screening, Diagnosis & Initial Care' to 'Palliative Care', 'Pregnancy' and 'Children with Diabetes'.

Just click onto [www.bathdiabetes.org](http://www.bathdiabetes.org) to have a look at the services on offer.

## Tea with the NMC (Nursing and Midwifery Council)

Nurses at the RUH were invited by the Nursing and Midwifery Council to help improve record keeping practices over a cup of tea in June.

The unusual tea party was part of a national consultation process for revised record and record keeping guidance called 'Tea with the NMC', organised by NMC adviser **Martine Tune**, NMC Code Champion, **Heather Devey** and practice development nurse, **Anne Plaskitt**.

Approximately 20 nurses of differing grades were given a brief overview of the role of the NMC and the importance of the code, before the workshop on records and record keeping began on the day. Martine said: "I am

running these workshops in various organisations and I am choosing to hold tea parties and not take this to a conference, as I want to ensure they are relaxed, informal and that people feel it was worthwhile to take time out of their busy days to take part".

"The idea is that the first draft of the guidelines will be 'shaped' by these workshops, giving staff at the 'coal face' the chance to influence the document so that it reflects what is required by nurses and midwives in order to provide safe care to people."

Feedback from participants indicated that they very much valued the workshop and the opportunity to shape these important guidelines for practice.

If you require further information on record keeping or The Code, please contact Anne Plaskitt, documentation lead on 4812 or Heather Devey on 5580.

## New Trauma Team hits wards!

The brand new trauma team, set up to streamline the patient's pathway through the RUH, has been making an impact on wards since July.

Nurses **Sarah Femandell**, **Sue Gage** and **Erin Houlihan** have joined sister **Lyn Pearce** on this 'trouble-shooter' style team, which works alongside other professionals – including nurses, social workers and discharge liaison nurses (DLN's) - to help ensure the smooth and efficient discharge of patients.

Brainchild of clinical services manager, **Julie Stone**, the team forms part of her 2010 project to Improve Pathways for Trauma Patients through the RUH.

They will be working alongside sister Pearce to promote the trauma pathway; admission and discharge planning and also reviewing all orthopaedic patients in all non orthopaedic areas of the hospital.

Julie said: "The new team is part of a larger project to create a more productive use of hospital services and facilities. There is a whole patient pathway from the ED to discharge co-ordinated by the team of trauma nurses."

"As a result we have a better use of theatre sessions and an emphasis of rehabilitation and discharge – and the patients have got a new information and contact point."

Sarah said "We've been working on both Pierce and Forrester-Brown wards, helping with some of the



**From left to right: Sister Lyn Pearce, Sarah Femandell, Sue Gage and Erin Houlihan**

discharges. We help by chasing up community hospitals and neighbourhood teams of nurses, physios and occupational therapists, alongside social workers and discharge liaison nurses."

Julie said: "It is not as hands-on patient wise as traditional nursing roles but frees up time for ward staff and others to give more direct patient care."

Use bleep 7422 for the Trauma team.

# NHS 60 CELEBRATIONS

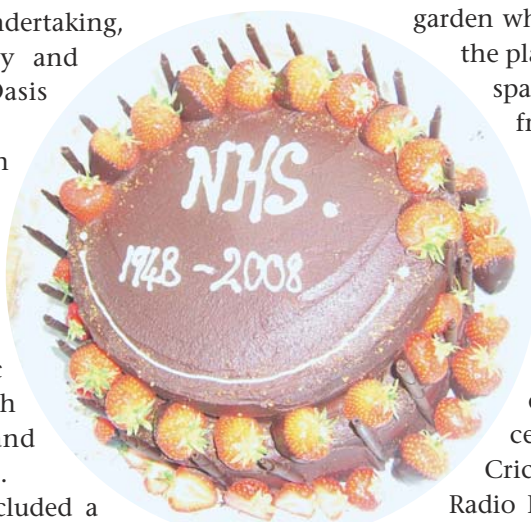
Fun, frolics, 40s memorabilia and medical paraphernalia were all big news during our fabulous NHS 60 celebrations.

The communications department watched with amazement as, what started out as plans for a modest exhibition giving an insight into the RUH's 40s' history, rapidly became a major undertaking, resulting in a week long 'History and Innovation' exhibition in the Oasis Centre.

Memories, photographs and even audio recordings of past experiences were featured - indeed, a deluge of photographs and personal accounts were given by staff - old and new. Former patients from the then Bath and Wessex Children's Orthopaedic Hospital also came forward with some emotional, some funny and always deeply personal recollections.

Highlights of the exhibition included a genuine child's 'iron lung' loaned by London's St Thomas' Hospital and transported by **John Lewis** Department Store. Anaesthetist **Bob Marjot's** contributed a personal collection, a fascinating anaesthesia training film from the 1940s along with anaesthetic equipment from that era and modern counterparts.

The central theme of 'then and now' was carried on in the special tea parties - one for former staff and patients and another for current staff who turn 60 in 2008, where



**Sunlight's Alan Seager with the winners of the NHS60 'Design A Birthday Card' competition. Overall winner Millie Fender won a family ticket to Longleat**

they reminisced over cream teas served in part by pupils of Oldfield Girls School.

Singer **Sara Coffield**, a medical secretary with the clerical bank, who sang at one of the parties for 60 former patients and staff, gives an account of her experience on page 23.

Children across Bath and Wiltshire took part in our 'Design a Birthday Card' for the RUH and NHS60, sponsored by Sunlight. The winners included children from Holt, Frome and Bath who received art supplies courtesy of Sunlight. The overall winner, **Millie Fender** from Bath's St Mary's Catholic School, won a family ticket for Longleat.

Outside, the former Jubilee Garden near the Princess Ann Wing has been totally transformed into a sensory garden where the sound, smell and structure of the plants is key to the newly created central space. The funding for this came entirely from the Hospital Friends for which we are all very grateful.

A charity cricket match at Lansdown Cricket Club, when anaesthetists, surgeons and doctors swapped their scalpels and stethoscopes for cricket bats, also went ahead on a just about sunny evening. With a little help from celebrities including the Somerset Cricket Club's **Stephen Wheeler**, BBC Radio Bristol's **Geoff Twentyman** and Bath Chronicle correspondents they took on Lansdown Club players' side which featured Somerset's **Omari Banks**. In the end Lansdown won - only just! as darkness threatened play at 10pm.

Not forgetting the huge popularity that the 'Diamond Staff' 'nominate a colleague' invitation had across the trust! More than 300 cards, nominating staff from the trust, filled a giant '60' template in the Atrium during July. You can read some of the comments on the website and as a thank you for the efforts people put in, ten staff and those who nominated them, have been chosen to receive recognition at the Annual Awards night in January 2009.

So many people helped make NHS60 a success, it would be impossible to name them all. However, anaesthetist Robert Marjot and his colleagues, specialty manager for Orthopaedics, **Sharon Mahni**, former chair of the League of Friends, **Tessa Berridge**, porter, **Andy Bond**, **Simon Tutty** from medical illustration and set designer, **Cathy Welsh**, do merit a specific mention for the help they gave.

RUH suppliers including Sunlight, Siemens, Laerdal, Linet Beds, Lombard, Marshfield Bakery, Prior Park Garden Centre, Wiseman Dairies and Bath Bakery were also very generous in their sponsorship.

A live GMTV broadcast with Dr **Hilary Jones** and a feature on BBC Radio 4's 'Today' programme were the



**The new sensory garden**

highlights of the extensive media coverage the hospital received for its efforts and there were some very favourable comments from staff and visitors.

**Helen Robinson-Gordon**, the head of communications said: "As a team we were absolutely overwhelmed by the amount of material we were able to access and the willingness of ex-staff and former patients to make the events such a wonderful success. It was incredibly hard work but well worth it and as a team, I think we all learned a lot about the NHS of the past but also about the medical and clinical skills present at this hospital today."



**Former staff and patients caught-up over a cream tea**

**Brigid Musselwhite**, director of strategic planning said: "An absolutely massive well done and thank you to everyone involved for everything you did for NHS60 – especially the exhibition. It has been fantastic and I know that the communications team worked their collective socks off!"

**James Scott**, Chief Executive said: "I found the exhibition informative and felt that the communications team really captured an awful lot of our organisational history in one (much transformed!) room."



**Recreation of a ward from 1940 in the exhibition**

**Audrey Sharman** (nee Howes), (worked at the RUH 1944-1948) said: "Thank you to all the staff involved in the 60th anniversary NHS celebrations. It was a thoroughly enjoyable special tea-party – the exhibition was so interesting – lovely to see old friends and colleagues. Very many thanks."



**Memorabilia donated by former patients and staff**

**John Comley** (former patient) said: "To be involved with the NHS 60th anniversary was a wonderful experience. I was amazed at the number of artefacts your department put together. To see the numerous appliances so rigid and unbending against the pliable instruments of today, made me think how tough and durable we were."

"I enjoyed a long chat with Phillip Whitmarsh (didn't he do well) and Gordon Packer who was two beds away from me in 1948. The icing on the cake was meeting my old nurse Teddie Singleton (nee Edwards) now 83, who could remember changing my dressings all those years ago!"

## Lifting the lid on Pathology – RUH takes part in first National Pathology Week



**The Pathology Team**

Staff at the RUH's pathology service are determined to prove to local school children that the service is less 'whodunnit' and more an 'everyday' tool for diagnosis of the living this November.

The team will be organising a series of talks about careers in pathology and opportunities available for those with science qualifications when they take part in the first ever National Pathology Week, from 3rd to 9th November.

Principal clinical scientist, **Beverley Harris** said: "Pathology is an area recognised nationally as being understaffed – national statistics say that we are 20% understaffed and 80% of all graduates with a Biomedical Science degree do not come into the profession – which is having a huge 'knock-on' effect on the service generally."

"We want children and students specialising in the sciences to know that there are great job opportunities for them in pathology, not just in the academic or commercial fields."

The RUH's pathology service operates 24 hours a day, 7 days a week, providing an urgent service outside extended normal hours.

Beverley hopes that participation in the week will help to dispel common misconceptions about the service. She said: "The term 'pathology', meaning the study of disease, covering at least 10 major scientific specialties. At the RUH, these include clinical biochemistry, cytology, haematology, histopathology, immunology and microbiology. Many conditions and illnesses are diagnosed and monitored thanks to this crucial service, including diabetes, hypertension, heart disease, breast cancer, cervical cancer and infectious diseases".

A large catchment area surrounding the RUH means that around 3,000 patients' samples and more than 12,000 blood tests are dealt with daily.

Beverley said recent government screening guidelines have led to an increase in demand: "As the use of evidence-based guidelines becomes more widespread, the workload has increased, reflecting its importance in the overall strategy for healthcare in the UK".

A new website for this national event has been launched, at: [www.nationalpathologyweek.org](http://www.nationalpathologyweek.org)

- National Pathology Week is organised by The Royal College of Pathologists and aims to raise awareness of the role that pathology has in everyday healthcare – from diabetes and cancer to the flu virus and the fight against superbugs.
- The main specialties of pathology are clinical biochemistry, cytopathology, forensic pathology, genetics, haematology, histocompatibility and immunogenetics, histopathology, immunology, microbiology, neuropathology, paediatric pathology, toxicology, transfusion medicine, veterinary pathology and virology.

## ITU Donations (ITU Patient says Thanks!)

The Intensive Care Fund received a welcome boost recently when the family of patient **Gordon McNabb**, being treated on ITU, raised £500 in thanks for his treatment.

Senior sister **Anne Malpeli** said the money would go towards the refurbishment of ITU's relatives' rooms.

She said: "Mr McNabb was very pleased about what his family did! Long-term patients often present complex and challenging cases, but the nurses do get the chance to build a close relationship with the patient and the family and improvements seen to such patients are very rewarding."



Laparoscopic Skills Laboratory opens in the Post Graduate Medical Centre

Urology consultant  
Graham Howells writes....

A brand new Laparoscopic Skills Laboratory was opened in the newly refurbished old library on the first floor of the Post Graduate Medical Centre in August.

Chief Executive **James Scott**, deputy CEO, **Brigid Musselwhite**, and surgical division chair, **Chris Gallegos**, joined consultant and Honourable Secretary of the Clinical Society **Graham Howell**, in thanking **William Durman** the architect, the estates department, the building and electrical contractors and Video South (the specialist audio visual IT contractor), for creating it. **Graham Howell** said: "It is an outstanding training facility - the most up-to-date and comprehensive in the South West."

Graham Howell thanked **Kelly Tillson** the PGMC manager and **Pat Hall** the estates coordinator for their hard work in keeping the project on track, and PGMC audiovisual technicians, **Paul Marks** and **Ralph Dunn** for their technical advice and expertise.

Funding for the project was supplied by the Clinical Society (who built the PGMC using consultant and GP subscription 30 years ago), RUH Charitable Funds – coordinated by non-executive team vice chairman **Michael Earp** and the RUH Trust. In addition a magnificent £12,000 was raised at a charitable Clay Pigeon shoot organised by **Arthur** and **Sharon Hill** at the Mendip Shooting Ground last autumn. Several hundred Mendip country men and women took part in the shoot and in recognition of their outstanding contribution, the Skills Lab will be known as the 'Mendip Room'.



**Consultant General Surgeon Richard Krysztopik passes on his surgical skills to the younger generation as he shows Danielle Hill how the equipment works**

The lab's completion in the Clinical Society's centenary year, is timely as the organisation's primary goal is to improve post graduate education. Founded by Bath surgeons and physicians on 28th August 1908, the society acts as trustee for the PGMC building which is leased from the Hospital Trust.

In recent years the Clinical Society has funded the digital upgrade of audiovisual equipment in the PGMC and with other charitable funds equipped the MDT Tumour Board Meeting room with its teleconferencing facility, allowing RUH Cancer Teams to discuss complex cases with colleagues at Southmead and BRI Cancer Centres.

The new facility will allow trainee surgeons to master technically demanding laparoscopic skills before embarking on live surgery. There are opportunities too for training in other surgical and endoscopic specialties. With a fixed audiovisual link from the PGMC to the main operating theatres, the centre is ideal for surgical training courses. **Jeremy Tate** (RUH laparoscopic surgical lead) is planning a laparoscopic hernia and cholecystectomy course. **Graham Howell** and **Jon McFarlane** will be linking up with colleagues in Bordeaux for a Urological Laparoscopic Course in the New Year.

The Skills Lab also offers internet connection in "Internet Café" mode and lap tops will be available on loan from the PGMC office for trainees to log in to the hospital Net.

If you would like to access the skills lab or would like to arrange a teleconferencing meeting, contact **Kelly Tillson** and her team in the PGMC on ext 4891.



**Urologists Graham Howell and Jon McFarlane using laparoscopic skills in the theatre**

## Royal College of Nursing President visits RUH Nurses

Nursing president, **Maura Buchanan** visited the hospital in June, to discuss developments in nursing practice and listen to Royal College of Nursing members' feedback on challenges and successes faced at the RUH.

In her two day visit, she visited the Surgical Assessment Unit, Forrester Brown Seminar room and enjoyed a lunch in the director's office meeting room.

Met by **Jan Lynn**, assistant director of nursing for Surgery and **Lorrae Alford** lead RCN steward, Maura enjoyed a full programme of presentations and listened to feedback from nurses.

**Sharon Preston**, assistant director of nursing, for the Productive Ward said: "The president was obviously impressed by what she saw at the RUH. She encouraged those present to share the work they are doing more widely which is something that as nurses we don't do often enough.

"The nurses she met appeared to be motivated by her visit and should feel very proud of the work they are doing. There is a lot of outstanding work undertaken by nurses at the RUH and it was great to have the opportunity to listen to staff explaining the real benefits they are making to the patients' journey."



**Maura Buchananam (centre) joined by RUH RCN members including Jan Lynn, Assistant Director (surgery) (far left) Sharon Preston, Assistant Director-Productive Ward, RCN Lead Lora Allford and far right Head of Patient Experience Theresa Hegarty**



**Maura Buchananam with RUH RCN members**



**l to r: Phillip Pritchard, MEL Supervisor with Mark Griffiths, Bettina Deacon and Tom Cooper in the new library**

## Medical Equipment Library's dynamic approach to mattress supply

A brand new Medical Equipment Library, which aims to provide a more efficient and economic service has opened. It is set to revolutionise the supplying of wards with dynamic mattresses which it is hoped will also save the trust money.

Set up to counteract the historic trend of the RUH renting dynamic mattresses from external companies, mattresses are now being supplied to wards, collected from them and decontaminated before being reissued.

MEL supervisor, **Phillip Pritchard** said: "This is a long awaited resource, which is operating across all the wards

from 8am – 5pm daily. In the past the RUH spent large sums renting dynamic mattresses from external companies, but that is changing with the introduction of the MEL.

"Any rental mattresses needed are also organised through the MEL, tracked by our computer database and the rental cancelled and mattress returned as soon as a ward finishes using it. This method saves the wards paperwork and the hospital money."

Phillip added that accurate tracking of equipment was essential to help the MEL service function. He said: "All we ask of wards is that they inform us when a patient on a dynamic mattress changes wards to allow accurate tracking and charging, and that ward staff notify us when equipment is ready for collection."

The Pump Store has been incorporated into operations and all equipment is available by bleeping 7755 as before.

The MEL team can be contacted by phone now, via extension 6446, or by emailing the Medical Equipment Library.

Out of hours equipment requests are still handled by the porters, and the site manager will now handle any rental requests when nobody is available from the MEL.

- Ward Information Packs have been issued to all wards, and don't hesitate to contact MEL with any questions or to request a new information pack if the last one passed you by.

## Former Heart Attack Patients Walk for RUH Cancer Charity



**Albert and Rose Turner in The Wolfson Centre's laboratory – behind Dr Andrew Bosanquet, Director of Bath Cancer Research and Miss Sheila Scadding, Biomedical Scientist at Bath Cancer Research.**

An 82-year-old heart patient, took on a 16-mile sponsored walk to give something back to the RUH, following treatment for a heart attack last Christmas.

Albert Turner handed a cheque for more than £340 to Bath Cancer Research director Dr Andrew Bosanquet at the RUH's Wolfson Centre, after completing the journey spanning two days with his wife Rose, 75, along the Bath to Bristol railway path at the end of July.

Mr Turner, who had a stent fitted as part of his treatment said he was pleased to give something back to

the RUH: "It just came to me. I wanted to give something back, having received so much help for my condition."

His wife said Mr Turner had made a great recovery. "He has bounced back amazingly, and this walk is all part of his recovery – he was very excited about doing it. The whole escapade was lovely and enjoyable, and amazingly there were no sore feet!"

The money will go towards the charity's pioneering work into personalised medicine for cancer patients, carried out in the Wolfson Centre's laboratory.

Dr Bosanquet said: "It's wonderful how people make positives out of major difficulties and we applaud this courageous act. We are all the more determined to push forward the Test we have developed to help cancer sufferers get the right treatment."

The charity's pioneering 'Individualised Tumour Response Testing' uses a special device with eight tiny wells in which a patient's tumour cells are incubated with various anti-cancer drugs to find out which of the drugs works best for that patient.

Dr Bosanquet regularly chairs an online meeting of more than 40 experts in the field of laboratory testing of anti-cancer drugs from 10 other countries.

No NHS or government funding is awarded to Bath Cancer Research, and a £300,000 appeal has been launched for the charity's 25th anniversary, to complete a large clinical trial on the test.

To contact Bath Cancer Research, call: 01225 824124, or email: [bcr@ruh.nhs.uk](mailto:bcr@ruh.nhs.uk), or click [www.caltri.org](http://www.caltri.org)

## Former League of Friends Chairman attends Royal NHS60 Celebration...

Tessa Berridge, who retired as The League of Hospital Friends' chairman in 2007, writes...

It is generally agreed that the British certainly know how to put on a really good show, and the NHS 60 Service of Celebration in London was no exception.

A huge congregation gathered together in Westminster Abbey – many in colourful hats – (including my own!) including VIPs such as Prince Charles and prime minister, Gordon Brown.

The service was very simple and sincere. We gave thanks for Aneurin Bevan, who introduced the NHS in 1948 and for all those who

have worked in whatever capacity to give compassion, skill and care to millions of people in their hour of need. We were reminded of the incredible – if not miraculous – progress in medicine and surgery in the past 60 years. The skill, dedication and tremendous financial input must continue to be valued and appreciated.

A long crocodile of people stretched from the Abbey to the reception at the Queen Elizabeth Centre. Amazingly, all squeezed in and enjoyed a very good buffet. It certainly made me feel very glad and proud that the Hospital Friends had been a small but valuable part

of the team in the RUH for 51 of the 60 years we were celebrating!

I must also congratulate the team responsible for organising the exhibition in the Oasis Centre at the hospital. It was extremely interesting and educational and again, left one with a great sense of appreciation. Firstly for the NHS and secondly for all the vast improvements which have been made and the dedication which has been shown over the years in the hospital.

We, as Hospital Friends, have seen it all for ourselves and we just wish to say a sincere 'thank you' to you all.

## The Pigs go off to Market



Like other prime sites across the city the RUH was host to some colourful pigs this summer.

The trust's anaesthetic department and local firm Draycott Ward both sponsored pigs which go up for auction this autumn, to raise money for the environmental charity Sustrans.

An 'aesthetic pig' took pride of place on the green outside the main entrance to the hospital. Sponsored by the hospital's anaesthetists, its translucent mackerel skin back proved popular with younger visitors who enjoyed sitting on it. Known as 'Mac the Pig', it was painted by local artist Robin Parker who specialises in painting fish.

The second pig, 'Prince of Acorns', was displayed in the courtyard between Children's out-patients and the main corridor. Painted in a striking blue and adorned with garlands of acorns and a tiara, it was sponsored by local construction company Draycott Ward. Managing director Tony Mc Kamty says they were delighted to get involved with the project: "Sponsoring a pig has been a unique experience for local artists to express their talent in an unusual way – and all for a good cause".

Money from the sponsorship and sale of the pigs will go towards Sustrans 'Two Tunnels Greenway' route – a new cycle path project which hopes to incorporate an old railway line in Combe Down into an existing Sustrans cycle route.

One pig which will not be going to market however is the RUH's very own infection control pig 'Piggy Hands' . Smaller than the others around town, it's been sponsored



by director of infection prevention and control - Francesca Thompson and was created by artist Juliette Pye. Its motif is a series of miniature hands in various shades of blue – drawing awareness to the importance of hand hygiene in the trust.

This little piggy will remain on display in a perspex cabinet in the Atrium alongside some of the beautiful hand casts from a previous 'Safer Hands' arts project.



## An International Display of Photography

Hetty Dupays, Arts Programme Manager writes....

This summer the walls and corridors of the hospital were adorned by a fantastic display of children's art. All the work was for sale and raised £2000 for the development of the paediatric courtyard in RUH West. This will benefit children using the schoolroom and those on the isolation rooms in the children's ward. The League of Friends has made a generous donation to this project also.

The current exhibition is a fascinating array of photographic prints from the Royal Photographic Society, which runs until the end of November. The RPS International Print Exhibition is the longest standing exhibition of its kind in the world, having been staged almost every year since 1853. During its long history it has built up a worldwide reputation for its exciting breadth of genres and styles, from the artistic to documentary, from portraiture to natural history. Innovative, cutting edge work can be seen alongside traditional prints, and this is what makes this exhibition so unique within the photographic world.

It is a truly international selection of work with over 120 prints on display, with many West country artists featured. These were chosen from 3000 prints submitted to the RPS from 700 photographers worldwide.

Full listings of the successful photographers and the tour dates and venues are available on The Royal Photographic Society's website, [www.rps.org](http://www.rps.org), under the heading 'Exhibitions'.

## People moves



**New Divisional Manager of Medicine in post**

Known to many of you for her most recent role in the RUH as 18 Weeks project manager and choose and book lead, **Clare O'Farrell** has taken up her new role of divisional manager of Medicine. Clare is very excited at the prospect of moving from a corporate to a divisional role. "My last role was hugely satisfying with its organisational wide perspective but I am really enjoying the diversity of the individual specialties of medicine, talking to the clinical staff about their ambitions for the services and how to help them achieve these.

Heading up a new team – including new assistant director of medicine, **Gareth Howells**, and new divisional accountant Tom Wall, Clare describes herself as a strong leader with excellent motivational skills.

"I am passionate about the NHS and delivering an excellent service for patients".

Clare has extensive knowledge of the NHS and has also spent time in the independent health sector as well as a study period at a major Canadian hospital.

Having started her NHS career in Wales, Clare originally joined the RUH in the role of surgical

general manager between 1993 and 1996. Following a secondment as the first management lead for what became the Avon Somerset and Wiltshire Cancer Network, Clare had a career break to have her two sons. Returning to the NHS in 2003 as project manager for a review of Major Incident Planning here at the RUH she went on to commissioning role at B&NES PCT before returning again to the RUH.

"Throughout my career I have worked in operational, planning and commissioning roles, but I think it's fair to say that my real passion lies in operational management.

Clare is married to husband Ben and they have two sons Joss age 12 and Finn age 10. She enjoys socialising with them and her wide circle of friends. To relax Clare enjoys going to the gym and cinema and supporting her children's sporting endeavours at the pool and on the pitch.



**RUH welcomes new Assistant Director of Nursing - Medicine**

**Gareth Howells** has joined the trust as the new assistant director of nursing for the medicine division.

Following a 26 year career in nursing, Gareth has swapped the role of head of nursing for the Division of Medicine and Elderly Care in Swansea NHS Trust to join the RUH. He says: "I am really pleased to be here. I have spent all of my career in Wales to date and wanted to work in England and saw the opportunity to work for a good trust and am delighted to be part of the team here taking it forward.

Gareth who lives in Cardiff and is currently commuting each day, says he has found the warm welcome he has received since July one of the best aspects of his role so far.

"Since my arrival I have seen how committed and caring staff are at all levels of the organisation – they are always keen to try their best in difficult circumstances and everybody has been really friendly and supportive".

"The most surprising thing for me is how similar it is here to where I was before, in terms of being a very busy organisation that copes extremely well under pressure."

A rugby prop forward for many years, Gareth ran his third London Marathon this year and has a passion for triathlons. He completed his first Olympic Distance Triathlon last year.

Gareth's nursing career began in 1982; he became a ward manager in 1990, specialising in the field of Burns/Plastic Surgery and subsequently Trauma and Orthopaedics before moving on to become the senior nurse for Neurosciences and Rehabilitation at the University Hospital of Wales in Cardiff in 1996.

In 2000, he then went on to be part of the original project team which set up

NHS Direct Wales, being the director of nursing for three years

Gareth is married to Sally (who is also a nurse) and has two teenage children.



**Alan Gorse retires**

Head of patient and advocacy services, **Alan Gorse** left his problem-solving role behind, when he retired at the end of October.

Alan, whose office has been based opposite the main reception area in the atrium since September 2007, said he will miss the diverse queries and problem-solving of his job.

"I've had to resolve all sorts of queries – from tracking down missing dentures to complex complaints. But mainly I'll miss staff and colleagues, without their tolerance, good humour and co-operation the PALS role would have been much harder."

He has seen the PALS' role grow since he undertook it in 2002, when he started with no desk, phone or computer. The PALS service now receives around 1,200 enquiries a year.

Alan plans to devote more time to his interests of photography and has put his name down for an allotment.

## Long Service Prize Visit to Buckingham Palace!

Retired ophthalmology secretary, **Ann Twelves** celebrated her Long Service Award in style – by rubbing shoulders with Royalty at one of the Buckingham Palace Garden Parties for public servants on 15 July.

Ann was able to enjoy seeing the Queen, the Duke of Edinburgh, Princess Anne, Prince Edward plus other members of the royal family, including the Duke of Kent and Prince and Princess Michael of Kent.

She said: "I was absolutely thrilled, you get the feeling that you've arrived when you are at a Buckingham Palace garden party! It was a lovely day, with warm and sunny weather and everything went off really well.

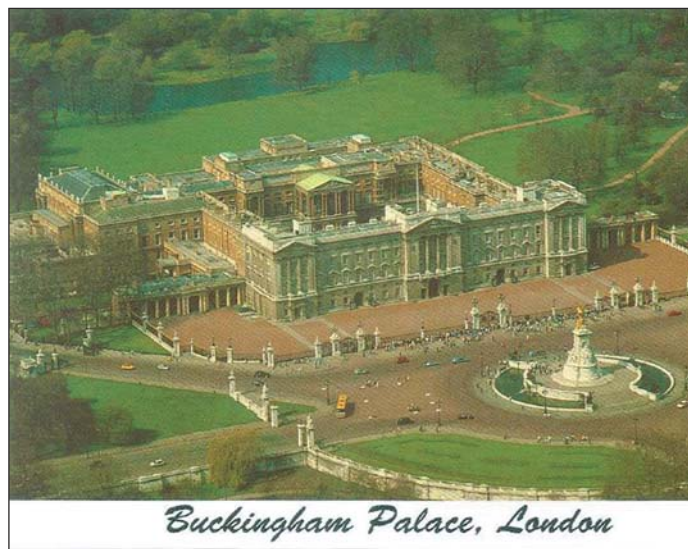
"I was mostly walking around the grounds, listening to a band and we were treated to nice sandwiches, delicious cakes, vol au vents and about an hour after we had tea we had ice cream. It was a really lovely garden party."

Her surprise invitation followed an HR nomination for the event to the Palace - following Ann's completion of 36 years service at the RUH.

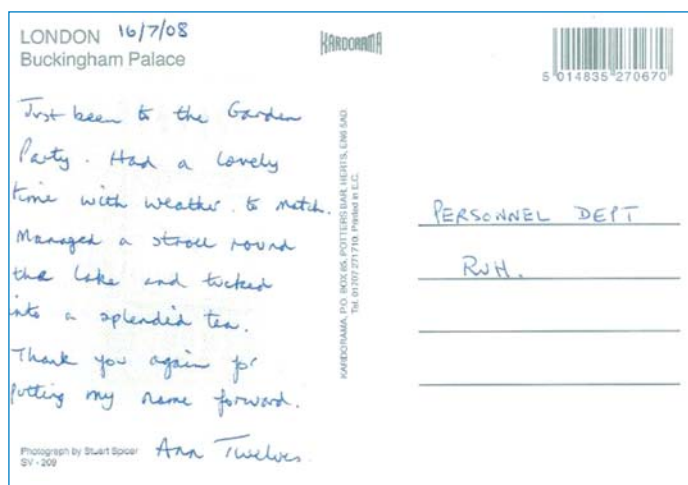
Ann said: "It came about when personnel sent me an email at the beginning of March asking if I would like to go to Buckingham Palace – they said that there was no guarantee I would be picked as several people's names go forward from South West hospitals."

The party was one of a number of events held during the summer months by the Queen and Duke of Edinburgh to celebrate the work of public servants or others who have contributed to the nation's well-being.

Sadly she could not record any moments for posterity – as mobile phones and cameras were not allowed!



*Buckingham Palace, London*



**Ann Twelves sent her regards on Buckingham Palace!**

## Head of Patient Safety to go back 'Down-under'

Head of patient safety, Paul Russell is leaving the trust after eight years to return to Australia with some fond memories.

### **He writes...**

Despite my retained Aussie accent I have come to feel like a Bathonian and to love the people here, including the many colleagues who have become friends as well, particularly in my governance and Emergency Department roles over my 8 years here. Governance can sometimes present as very bureaucratic but I have been constantly encouraged by



the friendly way in which my advice has been received by risk champions in the departments and divisions and the progress that we have all made in the improvement of patient safety. It is now the trust's stated first priority and we are nationally cited as having

an exemplary fair accountability learning culture when things go wrong in the course of the delivery of care. I have learnt so many things about leadership of governance from the directors and my clinical colleagues here and gratefully take those lessons with me to a new role as patient safety governance lead for the South East Sydney Area Health Service. I am leaving reluctantly, mainly motivated by the responsibilities I need to take up for my ageing parents, but looking forward to some sun and surf. Visitors are very welcome to my home and home town should you ever find yourself down-under.



# Forever Friends Appeal

## Ted's Big Day Out! –

Jo Hone from the Forever Friends Appeal writes:

Teddy bears were everywhere to be seen on Friday 17th October for Ted's Biggest Ever Day Out! 2008.

'Big Ted's Celebrity Lunch Hour' in the RUH Atrium saw some wonderful performances from local rock and roll pianist Jon Clare and the newly formed RUH Choir, conducted by maestro Jeremy Martin - with local MP Don Foster acting as overall MC! The choir sang three well known Abba songs to a huge and enthusiastic audience.

Bath Rugby players Danny Grewcock, Ben Williams and Rhys Crane turned up to support the fundraising activities along with a special guest appearance from actress Liz Bower, known as her TV character Dr Melody Bell from BBC One Drama Doctors.

Many RUH staff who turned up to watch the entertainment were kitted out in some sensational fancy dress costumes, having spent the morning in Bath City centre collecting the pennies and pounds from passing shoppers! Collection buckets were out and about all throughout the day, on the early morning First Great Western Trains and up at the hospital for the atrium activities, and have together totalled a superb £4,700!

With all the money that is still to be paid in from everyone across the city who organised their own fundraising events, we can safely say that Ted's Biggest Ever Day Out! 2008 looks set to raise tens of thousands of pounds towards the building of a new premature baby unit at the RUH. *(For more see back cover).*



## Update from the League of Friends

### Three Million Pounds - Landmark Achievement

The Friends of the Royal United Hospital are delighted to announce that contributions to the hospital, since the 1st August 1978, have now reached £3,000,000.

The Friends are responsible for the redecoration and upgrading of many of the ward day rooms and are also pleased to supply equipment to the various wards and departments. This work has a direct and immediately beneficial effect on the standard of treatment which the patient receives and the staff can give.

Besides being able to provide these largescale items, the Friends also provide many smaller items to make the patient's hospital stay more comfortable. For example, the Friends maintain a supply of emergency toiletry packs which are so much appreciated by any patient who is rushed into hospital and they also supply much of the art materials used by the Childrens' Centre.

The Friends would not be able to supply these items without the constant and generous support from donors and the work achieved by volunteers and staff in the Shop and Coffee Shop.

The Friends of the RUH Hospital are proud to have achieved this level of donations. In the pipeline there are further commitments to provide parents' accommodation in the new Premature Baby Unit as well as supplying urgently needed new equipment to various departments to replace aging and obsolete items. The history of the Friends of the Royal United Hospitals is long and distinguished and they hope to support the hospital for many years to come.

### Friends' Summer Fete

Back in June the Friends held their Annual Summer Fete. Over 11 wards had their own stalls and the Friends had a further 14 selling crafts, bric-a-brac and refreshments. The samba band helped to keep the sun shining and the children's corner complete with a balloon modeller was a great success!

A fantastic £9,800 total figure was raised. Money raised by wards on the day went towards their own projects or needs whilst monies from the Friends' stalls has been allocated towards a Gamma probe detector for the Breast Unit.

Dr Dorothy Goddard, consultant in diagnostic breast imaging, breast unit clinical lead and lead clinician for cancer said: "The breast team is very grateful to the Friends for their very generous donation towards the purchase of a second gamma probe so that we can offer this service to more of our patients. Sentinel node biopsy is a new technique used to remove and test lymph glands for



**Jean Proffer and Gerda Knight join in the fun of the fete**

patients having breast cancer surgery. The lymph glands are identified using a radioactive dye and a gamma probe in theatre at the time of surgery which reduces the possibility of lymphoedema of the arm developing later."

Thank you to everyone who helped at the Fete and supported such a great cause.

### Donations Big and Small

The Friends have donated money for various projects over the past months - from £400 for booklets on Managing Hip Fractures and £1,000 for updating the Intensive Therapy Unit relatives accommodation through to £12,400 for the refurbishment of the waiting areas in dermatology and £31,495 to purchase a specialist camera for the ophthalmic department.

### Interactive White Board

Children well enough to receive schooling whilst in the RUH received a special boost in July with arrival of a new interactive white board.

Connected to a computer and projector in the Children's education room, the interactive board can be controlled by pupils via a special pen, finger or other device. It allows children to see information in a clear way and interact with the information. Particularly effective for children with learning difficulties, this type of technology enables pupils to learn in a visual way.

Volunteer co-ordinator, Jayne Cresswell said the Friends strongly believe in allowing children to continue their education whilst in hospital. She said: "The Friends felt this was a very important area of hospital life to support, and are sure that the interactive board will increase the enjoyment and learning for children here and allow for greater opportunities for participation and collaboration in the class room."

## Urology Department's Surprise Golden Wedding Donation



From left to right: Mr Chris Gallegos, Dana Jacomb, Barbara Howell, Sarah Fletcher and Trevor Howell

A couple given donations instead of gifts for their Golden Wedding anniversary surprised staff on the urology ward recently by donating their gifts to the ward!

Trevor and Barbara Howell, presented the cheque for £425 to consultant urologist Chris Gallegos, junior outpatients' sister Dana Jacomb and ward sister, Sarah Fletcher on their visit. The couple were pleased to donate the money in thanks for the care Mr Howell continues to receive.

The money will be used for equipment and training.

Friends of the RUH  
Christmas Fair  
Mon 24th Nov  
10am - 4pm

Next to the  
Friends Conservatory Coffee Shop

Pick up a Christmas bargain -  
cakes, gifts, books, jewellery,  
toys and much more

Proceeds towards the  
Friends of the RUH



Jez Broun and Sara Coffield evoked an authentic 1940's feel

## A New Golden Age for the NHS...

Sara Coffield, a medical secretary on our Clerical Bank, is also an aspiring singer who has been dreaming of being the RUH's answer to Vera Lynn for quite a number of years. When she heard that the 60th Anniversary of the NHS was to be celebrated with a few tea parties, she offered her services as a singer, accompanied by Jez Broun on guitar.

Expecting to sing the few jazz numbers they'd rehearsed, Sara and Jez were rather alarmed to discover a couple of days beforehand that a 1940s flavour would be appreciated! Determined to rise to the challenge, they researched popular songs from around this era and on a wing and a prayer, came up with 'Nature Boy', 'Sentimental Journey', 'Summertime', 'Let's Face the Music and Dance', 'Fly me to the Moon', 'Cry me a River', and 'We'll Meet Again'.

Sara wore an authentic designer green 1940s dress, seamed tights, black high-heeled shoes and curled her hair; Jez wore a black pin-striped 1940s suit, trilby and white silk scarf.

"It has been very weird and wonderful that the opportunity came along for me to get dressed up in 1940's gear and sing, amongst other songs, 'We'll Meet Again' by Vera Lynn after dreaming about doing something for so many years and wondering how to go about it! And thank God that the perfect dress, shoes and suit for Jez came along too!

We've had such sincerely grateful feedback from the communications team and attendees, that it really has justified our service."

Check out the short video which Jez created at [www.myspace.com/saravian](http://www.myspace.com/saravian) in which Sara envisions a new Golden Age for the NHS...

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