

insight

ISSUE 12 AUTUMN 2011

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Welcome



VIPs support our bid to become an NHS Foundation Trust

neonatal intensive care unit and find out more about the research that is being undertaken to see if this new unit will improve outcomes for newborn babies. (See page 9.)

And enjoy reading about distinguished former RUH orthopaedic surgeon and renowned surgical historian, John Kirkup MBE, on page 20. We hope you enjoy this issue of insight.

Anita Houlding

Senior Communications Officer / Editor

There's still time to tell us what you would like to see in insight. We'd like to hear your views and you can share them with us easily by completing the online questionnaire at www.ruh.nhs.uk/insightsurvey

Editorial dates 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.

Deadline for copy for next issue is **7 October** for publication early in December.

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Improving quality of patient care

Patient safety and quality of patient care continues to be at the heart of everything we do.

Sister Susie Slade and Healthcare

Assistant Merete Dickerson are seen here (right) going through the patient safety checklist on the respiratory ward, just one aspect of the care we provide. This safety check is carried out between Registered Nurses and Healthcare Assistants at the beginning of every shift.

Susie says: "We always use the safety checklist as part of the handover process. We use it to review and check such things as a patient's identity, for example, if the patient is connected to a drip to receive medication, then we'll check the drip to ensure the correct flow rate and the dose being given. Or if a patient has a cannula inserted so that they can receive drugs or fluids, then we check everything is in order with that. This checklist is then kept in the patient's notes as part of their documentation."

Quality Improvement

Readers may wish to take a look at the Trust's Quality Accounts for 2010/11. This document will tell you in more detail how we are improving quality of patient care as well as where improvements in service are required. You can find out more about our quality improvement programme for 2011/12, and our goals for the coming year. Visit www.ruh.nhs.uk

There's a great deal to be proud of and we've highlighted some of our successes here.

Waiting times

Of our 66,000 emergency attendances, 98% were seen, assessed, treated and discharged or admitted within four hours or less. Although the Government has reduced the target of Emergency Department patients being seen within four hours from 98% to 95%, we've



continued to work to the original standard. We achieved this despite challenging operational issues such as the impact of an increase in swine flu cases, particularly to our Intensive Therapy Unit, in January this year

Reducing MRSA and C.diff

We've celebrated a fantastic achievement in the reduction of healthcare associated infections. We had only two cases of MRSA bacteraemia (an infection in the blood stream) at the end of last financial year, compared to 17 in the same period the previous year. This is a dramatic reduction. The number of patients suffering diarrhoeal illnesses caused by Clostridium difficile (C.diff) also fell, there were 51 cases compared to 113 last year. These are the lowest numbers we've ever recorded since national reporting of infections began.

Reducing hospital acquired pressure ulcers

We are delighted with the excellent progress we're making to reduce the number of hospital acquired pressure ulcers, more commonly known as bed sores. Last year we were required to reduce the most serious pressure ulcers

by 50%. We actually exceeded this target and reduced grade 3 and 4 pressure ulcers by 67%. We have also significantly improved the accuracy of pressure ulcer reporting. We were pleased that health analysts Dr Foster gave us a low risk score regarding pressure ulcers. Although we've made significant progress, we recognise there is more to do and this will remain a priority for us during 2011/12.

For 2011/12 we have identified five priorities which reflect our continued commitment to delivering care for patients. These are to:

- further reduce healthcare associated infection rates.
- further reduce hospital acquired pressure ulcers.
- make improvements to services especially for patients with dementia, learning disabilities and Parkinson's Disease.
- improve outcomes for older patients who require surgery for a hip fracture.
- improve care for patients who have suffered a stroke.

Bath Rugby 'scores a try' for Foundation Trust membership



As you can see from the picture and on page 3, lots of VIPs are supporting our plans to become a Foundation Trust hospital.

Most recently, some of our staff dropped in at a training session at the Bath Rugby Team ground, the Rec, to encourage players to become members, getting them to sign up there and then on the pitch! The Team took a quick break from training for the new season to give their support and become members. David Flatman, England and Bath Rugby player, says: "The Foundation Trust is a great idea, and both personally and as a Club, we are more than happy to show our support for the RUH. As a member of the Trust you can directly influence the type of care and service the hospital provides, which we all may benefit from some day."

Trauma Nurse Specialist at the RUH, Erin Houlihan (pictured) said: "We were delighted to spend the morning with the players, gaining their support as we support them at matches. Hopefully, they'll now encourage more people to join up."

We are also well on our way to having 2,000 patient and public member applications - our aim is to have 3,500 by the time we expect to be authorised in spring of 2012. Many of you who have applied and expressed an interest in keeping in touch with hospital events will be invited to the Annual General Meeting in September. We are delighted to have broadcaster and Vice Chair of the Patients Association, Angela Rippon, as guest speaker, talking about the importance of patient involvement and engagement.

If you are a public member who has already expressed an interest, thank you, we value your support. Let's keep the momentum going. All our staff are already signed up and are encouraging their families and friends to do so. We believe that being an NHS Foundation Trust (NHS FT) hospital will help us improve the delivery of healthcare in a way that benefits the people we serve. The key difference of an NHS FT is that local people - you - will have a real say in running the hospital by becoming members of the Trust

and representing local views by becoming and/or electing public Governors.

In the autumn, we will be launching a new service for our members. At the time of putting together this article, it is in the planning stage but we'd like to give members an opportunity to learn more about our services, specific treatments of conditions or how our many departments and specialties work. Details will be on our website and in notices around the hospital giving more information in due course.

So, why not get involved? If you haven't already, please sign up as a member, and encourage family and friends to join too!

For membership forms, call the Foundation Trust Membership office on 01225 821299, or write to us at FREEPOST RSLZ-GHKG-UKKL, Foundation Trust Membership Office, Department C28, Royal United Hospital Bath NHS Trust, Combe Park, Bath, BA1 3NG. Alternatively you can pick up a leaflet at the hospital, or sign up online by visiting www.ruh.nhs.uk/foundationtrust



Baby Unit born again

There's an air of excitement amongst staff and patients at the RUH as they have made the long awaited, much anticipated, move into the new neonatal intensive care unit (NICU), where some of our tiniest patients will be cared for.

NICU consultant Dr Bernie Marden said of the new unit: "It's a dream come true. Babies, however small, respond to the right environment and this could not be better."

The £6.1 million unit – named the Dyson

Centre for Neonatal Care – opened in mid-July and is an environmentally sustainable design, which is the first of its type in Europe. It is designed to reduce stress levels experienced by parents and provide a beneficial healing environment for babies. (Read more about this on page 9).

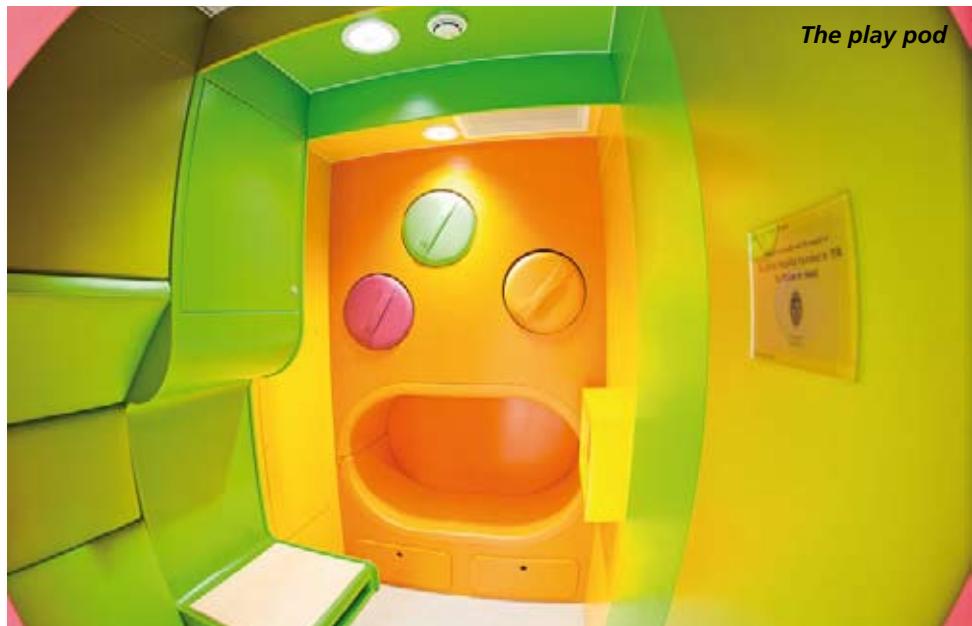
The Forever Friends Appeal's 'Space to Grow' campaign raised £3.1 million towards the building, including a £500,000 donation from Sir James Dyson's charitable foundation, with the remaining £3m coming from the hospital's budget.

Bath architects Fielden Clegg Bradley designed the building which has transformed neonatal intensive care facilities at the hospital.

RUH Project Manager Steve Boxall says: "What began as an aspirational and inspirational planning meeting with Forever Friends nearly four years ago has finally become reality. What lies in between is a story of hard work, fun, learning, frustration and not a little personal emotional and physical effort.

"Tremendous credit has to go to the





commitment of hospital staff and all the contractors who have endured endless, but important planning meetings; sometimes we really were doing things for the first time - there wasn't even a manual to tear up!

"Then there was the fundraising. All of us have contributed in some way to support the Forever Friends 'Space to Grow' campaign; so in a very real sense this is our building. We are justly proud of our achievement and look forward to the project delivering real benefits to our tiny patients, their parents and to staff."

Read more about the work of our excellent neonatal staff on page 12.



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.

Mrs Turner from Midsomer Norton

wanted to thank everyone in the eye ward "for all your kindness to me in my short stay. You were all so thoughtful and kind and I appreciated it very much. I've nothing but praise for the NHS. I think you are all wonderful."

Mrs McDonald from Corsham

wrote to thank staff in Urology, William Budd, Ambulatory Care and Respiratory "On all occasions the care and attention has been of the highest standard. The consultants, doctors, nurses, radiologists, reception staff and porters at the RUH are a credit to the NHS. The hospital is always spotlessly clean and those involved are to be congratulated."

Captain Clode from Trowbridge

wrote "My mother was admitted into the MAU ward following a collapse. Led by Dr Butler and the splendid team of nurses and support staff, mother received excellent care. The staff on MAU and Victoria ward did all that was humanly possible for mother who never regained consciousness and sadly passed away peacefully. The doctors and support staff at the RUH are superhuman people, working long hours cheerfully, and showing endless patience. My heartfelt thanks."

Miss Chambers from Bath

wrote to express her thanks, gratitude and admiration for all those involved in her care in ENT, Robin Smith Ward and Charlotte ward. "What impressed me most about my dealings with the RUH was that the care was complete; both medically and emotionally. I was never left in pain when something could be done about it. I was never left wondering whether something had been forgotten, nor feeling I didn't understand what was happening. The staff were always available for me to ask questions and put my mind at rest. That aspect of care must never be underestimated. I've come away from this experience with a renewed respect for the staff of the RUH and a stronger belief than ever that our NHS is a precious asset that we must protect at all costs."

Mr Thomas from Somerset

wrote "I had to visit the Emergency Department because I had badly damaged my hand. Being 93 years old, the skin is thin and breaks open easily. The staff who attended me were brilliant, kind and worked continuously to clean and finally seal the wound. I really appreciate their high degree of skill and patience."

Ms Taylor from Frome

wrote "I appreciate the expertise, professionalism, care, thoughtfulness and kindness shown to me over the last few months by many different teams in the RUH. A special mention to Mr Williamson, Mr Holbrook and Dr De Winton. Everyone went out of their way to help me and explain what was happening to me in as much detail as I wanted and giving me as much time as I needed. I would like to thank them all from the bottom of my heart for making quite a difficult time as easy as possible for me. Please convey my grateful thanks to all at the RUH."

Mr Sheriff from London

wrote "I had a 10-day stay at the RUH. All of the staff from the ambulance crew, the Emergency Department, the surgeons, anaesthetist and the physiotherapists were wonderful; the way they treated me and others was a shining example of caring and professionalism at work. The ward staff, doctors, sisters, nurses and care assistants deserve special mention not only for the way they treated me but even more so for the kindness, compassion and patience with which they managed patients with very challenging conditions and behaviour. I was able to witness their dedication. I can't remember all their names, but would mention Kerry, Jane, Hazel and Alma. Although the NHS has many detractors, the example set in your hospital is answer enough to its critics. Thank you very much for the care they took and the skills they displayed."

It's all in the research

Will the new Neonatal Intensive Care Unit improve outcomes for newborn babies?

RUH staff, led by Prof Mark Tooley, Dr Bernie Marden and Dr Mike Osborne, are carrying out research using state-of-the-art technology, some of it being used for the very first time in this country. They are investigating how the new Neonatal Intensive Care Unit (NICU) will improve patient care and how this can be used to its fullest advantage. The research is funded by the Dyson Foundation.

Dr Marden explains: "Ten percent of all babies born need some extra care in a neonatal unit in the early days of their lives. This may be some extra clinical attention or months of intensive care."

"The development of the new NICU has been undertaken with the aim of providing a holistic approach to the care of babies and their parents, but there is much more to this than just high-tech medicine. We wanted to undertake research to investigate how the new facilities impact on the babies, their parents and staff."

The first part of the research, which started in January, looked at how the old NICU functioned using three sources of information; existing data records, psychological based interviews with staff and parents, and real time data collected of staff and baby activity. Data had already been collected on the building's energy use, the lack of space, length of stay for patients, infection levels, staff sickness levels, recruitment and retention, incidents and complaints.

Prof Tooley explains: "We collected the real time data using many novel, state-of-the-art measurement devices.



We measured staff efficiency by continuously tracking their movement throughout their shifts. With support from specialist companies, we installed wi-fi units together with infra-red transmitters in all the clinical rooms and staff wore special tags which transmitted a signal to show us where they were positioned at any given time. This allowed us to monitor how much time they spent in clinical areas, how much time they spent walking, to and from where, and why.

"We know that when babies become unstable, they become restless and move about a lot, because their body is under stress, and we needed to measure this movement. We developed a sensor - using new technology for which the RUH was the first customer in the world. This enabled us to create a small unobtrusive device with technology that has only just come onto the market to measure movement. The sensor is shown taped to baby Theo's nappy (above) to measure the babies' activity and sleep patterns.

Dr Osborne adds "We carried out interviews, which were supported by psychologists and specially designed psychological questionnaires, to build up a picture of the satisfaction, experience and stress levels on the unit. To compliment the interviews, we took hair samples to analyse cortisol levels – these are a biochemical measure of stress. This is a new technique undertaken with the help of Bath University."

Dr Marden continues "A calm, peaceful atmosphere is important, so we measured the light levels and sound levels throughout the day and night. We designed charts to record all the babies' data that could be recorded, such as feeding and parental bonding.

"We now have a mass of information about how the old NICU functioned. We'll analyse this information with the help of academic and commercial partners over the next few months. Then, once we've settled in, we aim to repeat the research in the new Dyson Centre so that we can compare and contrast the affects that the new unit is having on the lives of the babies, their parents and our staff.

"This research is a great example of cross-team working between doctors, nurses and scientists from different areas of the hospital, including neonatal medicine, psychology and medical physics. We're delighted that there has already been considerable national and international interest on what we've been trying to achieve with the design of NICU and we'll be presenting at two international conferences.

"We believe the research study will show that the RUH has the best environment in the world for newborn babies who need that extra bit of care to get them started in life."

Project SEARCH

Helping students with learning disabilities gain jobs



Ben

"Employment leads to so many other things. It leads to independent living, it's having you own transportation, having your own place to live... and all of those take a job. This is a step towards independence for these young people. It's a step towards a future they see for themselves."

Project SEARCH Co-ordinator Jan Marsh is talking about the hopes of eight teenagers who have just graduated from a year's internship at the hospital. The significant fact here is that each of these young adults has a learning disability.

Thanks to the huge success of Project SEARCH – a programme to help young adults with learning disabilities learn skills necessary for future employment – these young students from Bath and north east Somerset (BaNES) and Wiltshire have significantly increased their prospects of full employment.

This is the second year that students have been taking part in the school-to-work internship at our hospital. The RUH was one of the first hospitals in the South West to welcome teenagers with learning disabilities into the workplace as part of Project SEARCH, working in partnership with Fosse Way School and



Ryan

BaNES Adult Services.

The project provides an opportunity for real-life work, focused on both general and task-specific job skills. Students receive daily instruction in the workplace and independent living skills and participate in rotations on a particular job, to help them to make a successful transition from school to productive adult life.

Jan says: "Project SEARCH is a really important development for young people with special needs in their last year of schooling. This exciting collaboration with the RUH is giving them an opportunity to be supported in their introduction to the work place, with a real prospect of gaining employment by the end of the year.

"This opportunity to experience what a job is like in a public place and work with professionals has made people take notice of the students' abilities, instead of their disabilities. Project SEARCH challenges traditional perceptions about employing people with learning disabilities, proving that with good instruction and tuition, they can perform jobs as well as non-disabled people."

The students have been working in Oncology outpatients, Trauma and Orthopaedic Unit, Facilities, Urology,



Danielle

Medical Assessment Unit, Catering, Pharmacy and Sterile Services.

In fact one of the students has already secured a job at the hospital and has also been awarded the Chief Executive's Customer Care Award. Matthew Baxter (see page 22) is working as a Patient Support Assistant on the Trauma and Orthopaedic Unit, where he is responsible for some of the housekeeping arrangements on the ward, such as maintaining stock levels in the stores, arranging for sharps bins to be changed, serving meals, and generally keeping the environment tidy; all things which free up nursing time.

Matthew's manager, Clinical Service Manager for Orthopaedics Julie Stone says: "It was obvious to all the staff that without Matthew's help, nurses would need to spend time away from patient care in order to complete these tasks. We were delighted therefore that he was successful in his application for the post of Patient Support Assistant. Matthew is a well respected member of the team and richly deserves his Chief Executive's Award.

Matthew says: "Without Project SEARCH I probably wouldn't have been successful in applying and securing my new post. Forrester Brown has helped me gain more



Ross

experience. Now that I work here it has shown me how the department can be busy and how my new role can benefit the patients and staff."

Matthew's mentor, Senior Charge Nurse Simon Andrews says: "When Matthew started his internship, we knew he was going to be great. He carries out his role to a very high standard and always finishes early, eager for new tasks. As Matt was so efficient we extended his role and developed his communication skills. He's always friendly and his confidence is growing all the time. Matt is an asset to the Forrester Brown team."

As well as their support to staff during their internships, the students have also assisted in other projects, providing useful feedback on some 'easy read' information leaflets prepared for patients and the public.

The RUH is committed to creating an environment in which everyone feels valued and able to give of their best, and believes that a diverse workforce can have a positive impact on both the everyday running of the hospital and the quality of patient care.

Chief Executive James Scott says: "The RUH is extremely proud to be working



Beth

with students from across the Bath and Wiltshire area in this pioneering initiative. We are proud of our staff for embracing the concept and creating such great opportunities for the interns."

Last year

Six out of the nine students who undertook internships with us last year are now in employment, four of them at the RUH. Poppy works in Oral Surgery, Stephanie works in Sterile Services, Hannah is on the Staff Bank and has worked in the Linen Room and Sterile Services and Ben is working in the Environment team.



Josh

Ben Armstrong (aged 19) started working for the RUH in April 2010, keeping the grounds tidy and free of litter. He has completed his core skills and manual handling training and has recently been sharing his experience with another of the Project SEARCH students, Ross. We caught up with Ben to find out what this last year has been like for him.

"I'm getting quicker at my job and I enjoy it, I like it here. My mum wakes me at 5.40am to catch a train and a bus from Chippenham to the RUH to do my job. I don't mind getting up when the sun is



shining but it's not so nice in the winter. I put on my high visibility jacket and get my 'barrel' with all my tools and then I start. People tell me I'm doing a good job as they pass by, which is nice. Everyone supports me if I need to ask any questions or need any help. I'm saving some of my money for driving lessons and a car, but I do like buying sweets!"

Leanne's story

Leanne has completed a year's internship at the RUH, working on the Medical Assessment Unit and in Combe Ward and is hoping that her experience will help her transition into the world of jobs, independence and self-sufficiency.

Leanne had a brain tumour and at just 4½ years old, had to undergo surgery, chemotherapy and radiotherapy. The surgery saved her life but resulted in deafness and learning difficulties.

Leanne stayed in mainstream school until she was 11 and then went to Threeways Special School for the remainder of her education. She spent two years in the 6th form and it was the school who introduced us to Project SEARCH.

Leanne's mum Jill, who works as a Receptionist at the RUH, tells us about her 19-year old daughter, the impact that Project SEARCH has had on Leanne and her family, and about Leanne's hopes for the future.

Jill says: "Project SEARCH has really built up Leanne's confidence. She's matured such a lot and grown in independence. The other morning she said to me 'Guess where I've been for breakfast mum?' I assumed she'd been in the Lansdown restaurant, but she had caught the bus into town, eaten breakfast in Macdonalds and then came to the hospital in time for work. Leanne has even been going into shops in town and asking if they have any jobs. It's not something she would have

Environmental Portering Manager John Roderick says: "I've seen a remarkable difference in Ben's confidence in the last year or so, he does a first class job. Project SEARCH is a brilliant project to be involved in, really worthwhile. It gives the teenagers a practical kickstart to get them into the world of work, and it's good that the benefits to them and to employers are being recognised."



done by herself a few months ago.

"Leanne has thoroughly enjoyed her time at the RUH and she adored working in the Medical Assessment Unit. The staff made her feel needed and assured her of her contribution. They treated her like a friend, as someone who isn't disadvantaged in any way, and that has meant an awful lot to Leanne and to me.

"Leanne is such a happy girl, very kind and caring and so good with people. She's desperate for a job. She wants to help others as much as she wants to help herself, and to be able to do all the things that other 19-year olds do.

"Project SEARCH is an excellent scheme, I'd recommend it to anyone, I just wish there was more of it. It focuses on the things we all want for our children – for them to learn, to experience the world of work, and to develop the skills they need to get a job and find their place in life."

Neonatal staff says UNICEF

UNICEF UK says that staff on the RUH neonatal unit are outstanding and they have awarded them a Baby Friendly accreditation for the excellent education and support they provide to new mums to breastfeed their babies.

This glowing praise followed an assessment of the unit's participation in the national Baby Friendly Initiative; a programme developed to ensure a high standard of care in relation to infant feeding for pregnant women and mothers and babies.

Sarah Goodwin, Senior Sister in NICU (see page 7), who led the Baby Friendly Initiative at the RUH explains: "This initiative encourages maternity units to implement a breastfeeding programme as best practice, to encourage mums to breastfeed their babies for the best possible start in life. A mother's milk is perfectly and uniquely made for their baby's needs. Giving their milk to their baby makes a big difference to both the baby's health and their own.

"There is well documented evidence that breastfeeding reduces the risk of babies becoming ill. It's also associated with a reduced risk of later childhood disease and protects the mother's health. It has also been suggested that the lower incidence of illness associated with higher breastfeeding rates could lead to significant cost savings in the treatment of illnesses such as gastro-enteritis. It's so low tech – and yet could save millions.

"There are all sorts of reasons why mums may not want to breastfeed; they may have had a previous bad experience, or may have had a rough time in labour, they're worried about their breasts changing shape, or simply because they have no experience of it, but we can dispel myths and stories and, through

Staff are outstanding UNICEF UK

education and support, we can help mums choose to breastfeed.

"Breastfeeding is particularly beneficial for preterm babies and these mums need knowledge and support to make an informed decision. They can't breastfeed immediately so mums have to express breast milk some 8/10 times in a 24-hour period to initiate milk supply. It's tough on them given the trauma they've already been through. Premature babies are more prone to problems so breast milk is even more important, it's medicine to them, it has everything they need in it. And of course it's important for mums to bond with babies."

"UNICEF said that they were delighted with the standard of care and information, advice and knowledge of the neonatal team. All our maternity services staff are providing consistent good practice across the service; we're all giving out the same information and offering the same support. It's brought everyone together and we couldn't be more thrilled at our accreditation from UNICEF."

All members of the NICU clinical team at the RUH undertook the Baby Friendly training over a period of a year, which covered such things as the anatomy and physiology of the breast, the mechanics of breastfeeding and the principles of attachment, the benefits and importance of breast milk to mother and baby, assessment to ensure adequate milk supply, and how to treat common problems such as mastitis.

Accreditation is given following two stages of assessment; Stage 1 requires mechanisms to enable the breastfeeding policy to be implemented and maintained. These include a staff education programme, an antenatal education programme and an audit tool to audit the

Baby Friendly standards. Stage 2 involves providing education for all clinical staff as appropriate to their role.

Stage 3 will take place next year, when the focus will be on how the RUH is ensuring that Baby Friendly standards are implemented for all pregnant women and new mothers.



A mothers' view

Ramona (above) from Westbury gave birth to Zachary 13 weeks early, at 27 weeks. It was some 10 weeks before Ramona could breastfeed. Zachary was just over 11 weeks old at the time of writing. "Staff on the unit are absolutely brilliant. I had Zachary so early that I hadn't gotten to that stage in the book! I didn't have a clue about breastfeeding; I didn't even know that I could still breastfeed after all that time. It was quite stressful initially because the baby was so tiny and he was still connected to CPAP (a device that helps

baby breathe). I was really worried about whether it would be alright, whether the baby would be able to breathe. I'm still learning the ropes but I wouldn't have been brave enough to try without the support and care of all the nurses."

Tania from Bath (see page 7) gave birth to Rose who was born at 30 weeks, so ten weeks early. Tania says: "Right from the beginning I was encouraged to breastfeed and I wanted to do it. I didn't want to be sterilising kit all the time and breastfeeding seemed the best thing. This little baby was just learning to breathe on her own and it all seemed very daunting. At the moment she's taking some of my milk through a tube in her nose and I'm nursing her at my breast so that she gets the feel of it. She'll stop being tube fed when we're confident she's taking it on her own. There are no set rules you just have to try things out. Every nurse brings her own experience and they've all made me feel confident and comfortable enough to try."

As insight went to print Tania took baby Rose home for the first time.

The UNICEF UK Baby Friendly Initiative was launched in the UK in 1994 for the promotion, protection and support of breastfeeding in the community and health care settings. The Baby Friendly Initiative works with the health-care system to ensure a high standard of care for pregnant women and breastfeeding mothers and babies. Support is provided for health-care facilities that are seeking to implement best practice and an assessment and accreditation process recognises those that have achieved the required standard.

A date with Carers

Senior medical staff are listening to carers, whose views will help them improve the hospital experience for patients with complex needs.

The hospital staff recently met with 15 carers in the region, all of whom care for someone with long-term health problems. They listened to their experiences and sought their views on the DATE service – a new Discharge and Therapeutic Evaluation service – which aims to improve the patient's journey from hospital admission to discharge.

Consultant Geriatrician Dr Chris Dyer (pictured below) said: "The event was a fantastic and moving experience. I wish all RUH staff could have heard the powerful messages coming through.

"We're committed to take action on the points raised, such as identifying the carers of patients and involving them more in hospital care, discharge planning and information about medication. We'd like to thank every carer for their valuable contribution."

The event was organised by the Carers' Centre Bath and North East Somerset. "Our aim was to develop understanding



between carers and medical teams and reduce patient readmission, which is often due to increased pressure placed on carers once a patient has been discharged," explained Neil Drinkwater from the Carers' Centre. "This was an event totally led by carers who gave presentations about their experiences to RUH staff."

"It was a unique opportunity for us to explore ideas, give feedback and provide constructive criticism," said Ian Dagger (pictured right), who cares for a son with mental health issues. "We all felt recognition that our voices were being heard; events like this put carers and the caring role at the top of the agenda, as well as improving services."

The Carers' Centre is the leading provider of support, advice, breaks away from caring, and influential lobbying for people who regularly support someone who is

frail, has a physical or mental illness, disability, or problem with drugs or alcohol. A carer is not employed to provide this help, but does so to improve the quality of life for another person.

There are over 16,000 carers in the area and more than 6 million in the UK. Around 1.2 million carers – that's one in five – spend more than 50 hours a week caring for others. Over 80% of carers say their caring role has had a detrimental affect on their health and many do not realise the support available to them.

If you are a carer and would like more information on the Carers' Centre, contact 01761 431388.



Remember the person

Everyone affected by dementia has a story to tell, but it's not often they find themselves opening their hearts to a packed room of 140 strangers. Alan Ruttle, age 86, is an extraordinary and courageous individual - and he did just that.

For twenty minutes, Alan (right) gave a moving and frank insight into what it is like to live with dementia. He volunteered to take part in a staff event at the RUH called 'See it my way – living with dementia' to help tackle the misunderstandings surrounding dementia and see the person behind the condition.

Alan, from Bath, said: "I have no discomfort and there are no obvious signs that I have dementia, and yet I live with the consequences every day. I love travelling by car or by train. Sadly both pleasures have been affected by my illness. I can't travel unescorted through London as I get nervous. One daughter lives in Plymouth, the other in Norfolk so it can be difficult for me, and I get very resentful."

Alan's account enthralled the audience, as did Brigid Griffiths' story.

Brigid said: "Many of us don't want to be asked to lie down in bed all day. It's not that sort of illness. Be patient with us and observant. We don't just want people to have knowledge of the condition, but a deeper appreciation of dementia – of how the person is feeling."

Full-time carer Tim Mason looks after his mother, Esther Mason, aged 92, who has dementia. He also spoke at the event. He said: "I would like hospital staff to involve carers more – they have a lot to offer. They love the patient. They can reassure and persuade. They often have more time than hard-pushed nurses. But all too often we are



dismissed or ignored. Please, let us help. Let us carers help you, the staff, do an even better job."

At any one time, one in four RUH patients has dementia at one level or another. Latest figures show that 76,000 people in the region are living with dementia and this is likely to increase by 50 per cent over the next 15 years.

During the session, feedback forms were completed by attendees. Here is a selection of comments by staff;

"I gained an understanding of the importance of routine and familiarity, which we tend to override by making patients 'fit' with our routines."

"We should enable carers to help us more to improve patient care."

"I will use this in my clinical practice and discuss the issues raised with colleagues."

"The session was well presented on a sensitive subject – more please!"

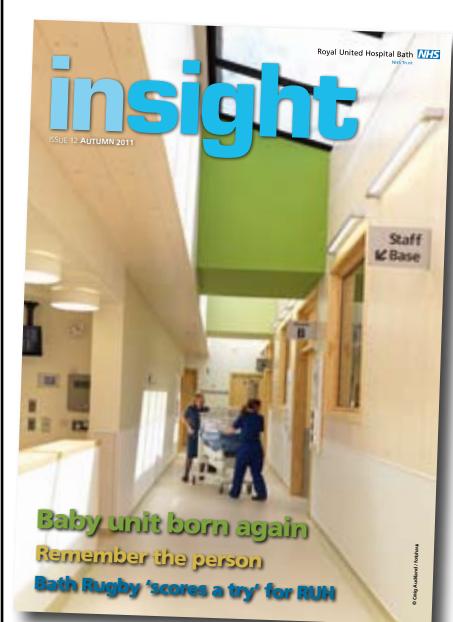
"The one thing I have taken away from this is to have a better understanding of my mum."

Consultant geriatrician Dr Chris Dyer said: "There is something very powerful about hearing directly from people with dementia and from their carers. These sessions will help us develop a greater understanding of how patients and carers are feeling, and their needs."

Head of Patient Experience Theresa Hegarty (pictured far left) concluded: "We need to listen to those who are least heard in society and take action on the points raised. The sessions are proving extremely popular with staff, and are clearly having a positive impact."

Another 'See it my way – living with dementia' session is planned for staff on 15 September.

For more information about dementia, visit www.alzheimers.org.uk/remembertheperson



To advertise in this publication please call the sales team on **01909 478822.**

Health Minister Simon Burns visits the RUH

Health Minister Simon Burns saw first-hand the care a patient who has suffered a stroke would receive, when he visited the RUH recently.

Mr Burns was shown the path a stroke patient would take through the hospital, from their arrival in the Emergency Department, through having a brain scan in Radiology, before going on to be cared for on the Acute Stroke Unit.

He met a range of staff who told him about the improvements the hospital has made to stroke services in recent years, including the setting up of a 26-bed dedicated stroke unit to give patients specialised care more quickly.

These changes have seen the RUH rise to the top 10% in the country for stroke care, according to the National Sentinel Audit of Stroke, for: organisation and delivery of stroke care, access to stroke clinics, waiting times, patient involvement and the existence of a specialised team for all levels of stroke care and surgery.

Mr Burns, the Minister for Health, said: "I



was delighted to meet the staff involved in delivering stroke services at the Royal United Hospital. Their dedication to ensuring stroke patients receive the specialist care they need in the crucial first couple of days after a stroke – by taking them directly to the Acute Stroke Unit – improves their chances of recovery enormously. Patients receiving the care of a specialist team can also be discharged sooner to continue their rehabilitation at home. This is a great example of what can be achieved and what I'd like to see more of across the country."

Mr Burns also visited a pioneering new part

of the hospital, known as the 'Qulturum', an area for staff based on a concept which originated in Jonkoping, Sweden.

The Qulturum is essentially a quality improvement hub where staff who specialise in areas such as patient safety, clinical effectiveness and patient experience work together fostering a culture of improvement throughout the organisation. All groups of staff are urged to come forward with their own ideas for how to improve the quality of care and will be supported to help them deliver the changes necessary to bring their good ideas into practice.

New system for patient information

The RUH has introduced a new computer system, called CRS Millennium, which will transform the way in which we record and process patient information.

The new patient administration system is now 'Live'. More than 3,500 staff were trained, and a million patient records were transferred, in the run-up to the change.

There's been a collective commitment from staff to deliver this huge project, with the added challenge of keeping disruption to patient services to a minimum.

Project lead Janina Cross said: "It's

going to take some time for everyone to get used to the new system and new ways of working, which isn't unexpected given that the system will transform the way in which we record and process patient information.

"Millennium allows us to share information electronically and this makes administration easier and referrals faster. Departments will be interlinked and patient information, which is securely stored, will be more accessible so that staff can build up a better picture of patients and the care they need."

Despite its newness, staff are already giving positive feedback on

the new system.

Respiratory Consultant Dr Vidan Masani said: 'I believe the new system will be extremely helpful in treating patients, as it will enable me to quickly see clinical information about them and get an overview of their requirements.'

Chief Executive James Scott said: "Thanks to everyone for their hard work and patience during the switchover period. It has been a major project for the RUH (and our partners BT and Cerner are describing it as the smoothest deployment yet), but we now have the foundation in place to meet the future needs of the Trust and the NHS."

Influencing Gynaecological Cancer Care

A small, but perfectly formed team based at the RUH is playing a vital part in influencing gynaecological cancer care, not only for our locally based patients, but for patients around the world.

Medical Editors Clare Jess, Gail Quinn and Tracey Bishop, and Information Manager Jane Hayes (all pictured right), manage the Cochrane Gynaecological Cancer Group (CGCH), part of the Cochrane Collaboration. The work they carry out helps patients and healthcare practitioners around the globe make the best possible decisions about an individual's health care.

The Cochrane Collaboration is an international, independent, organisation dedicated to producing up-to-date information about the effects of health care available world wide in the form of a 'systematic review'. This is a summary of the results of clinical trials run throughout the world, which provides powerful information and knowledge about a healthcare treatment and whether it is effective. The reviews are published online in The Cochrane Library.

Clare Jess says: "The CCGH is made up of volunteers from all walks of life; clinicians, nurses, patients, carers and researchers.

"We work with clinicians to identify reports from published clinical trials in all areas of gynaecological cancer (ovarian, cervical, endometrial/womb and vulvar). Then we compare and contrast the outcomes of these clinical trials in response to specific research questions. As medical editors we then edit the reviews to ensure they are clear and understandable for all the



users of the Cochrane Library.

"One of the most exciting aspects of the work is that these findings can influence or change current treatments as well as clinical practices for women with gynaecological cancer.

"We are fortunate to be well supported in our work by RUH Gynae Oncology Surgeon Nick Johnson and Gynae Oncology Nurse Specialist Tracie Miles, who says that the collaborative work we've produced has led to changing international practice in the field of survivorship for women treated with radiotherapy for their gynaecological cancer."

Peg Ford is a volunteer reviewer who

has survived ovarian cancer: "I desired to make a difference in any way possible to conquer this lethal disease. The opportunity, as a reviewer, to be a voice in such vital work, is something I hold most dear. I cannot express my gratitude for their commitment and efforts."

Clare concludes: "Working with the Cochrane Group is the best job I've ever had. I feel like I am actually having an influence on health care – it's a joy to do it."

If you would like to learn more about the Group, or find out about becoming involved as a patient advisor, then please email the Group on Cochrane-gyncan@ruh-bath.swest.nhs.uk

Visit www.cochrane.org and www.thechochanelibrary.com to find out more about the Cochrane Collaboration and the Cochrane library.

Just a minute...

with **Samantha Nolan, administrator, Friends of the RUH**



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

A The volunteers – they're amazing.

Q What possession could you not live without?

A My hairdryer!

Q What talent do you wish you had?

A I'd like to be better at paperwork.

Q What do you fear the most?

A Flying – so I cruise everywhere.

Q Who was the last person who thanked you and why?

A My manager Jayne – she's always

thanking me for the work I do.

Q Name three ideal dinner guests (past or present) and why you'd invite them.

A Marilyn Munroe, Elvis Presley, John Lennon - because of my love of music. I have so many questions I'd like to ask them.

Q What's your favourite purchase and why?

A My Mazda sports car, it's just for me.

Q What was the last book you read?

A Gold Diggers by Tamzin Perry – utter trash but I loved it.



Q How would you like to be remembered?

A That I was happy and bubbly.

People Moves



with her a wealth of experience from the various management roles she has undertaken in both community and acute Trusts. Lisa says: "I've been warmly welcomed by everyone I've met so far. The commitment from staff to deliver the very best care for patients is palpable and I'm looking forward to being part of the team."

Lisa Thomas is our new Deputy Director of Finance. Lisa joined us recently having previously worked as Deputy Director of Finance at Winchester and Eastleigh Healthcare NHS Trust.

Suzanne Wills (right) joined the RUH recently as Divisional Manager for Surgery. Suzanne, worked for Frimley Park NHS Foundation Trust for over four years as Head of Theatre Services and Deputy General Manager. Suzanne says: "I'm looking forward to the exciting opportunities and challenges

ahead, particularly in relation to our NHS Foundation Trust application. The RUH has made me very welcome and it's clear that everyone is proud of the services we offer."



Welcome to Lisa Hunt (above), our new Chief Operating Officer (COP)/Deputy Chief Executive. Lisa, who joins us from Bedford Hospital NHS Trust where she has been COP since 2006, has over 30 years of experience in the NHS. A former nurse specialising in surgery and oncology/palliative care, Lisa brings

Team of the Month winners

The Estates & Capital Projects team have risen to the considerable challenge of planning, coordinating and managing the many new-build and refurbishment projects that have taken place across the hospital. They've completed them on time and within budget, and worked extra hours to meet end of year financial targets. The two teams communicate exceptionally well together, working with enthusiasm to improve the fabric of the RUH for the benefit of both patients and staff. Projects they've been involved in include new ward kitchens, bathrooms, staff accommodation, corridors, wayfinding, offices and the new Energy Centre, to name a few. Congratulations on your achievements.



Just a minute...

with **Doreen Quibell, MDT Coordinator, Cancer Services**



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

A A good sense of humour.

Q What possession could you not live without?

A My sunglasses.

Q What talent do you wish you had?

A To be a great painter like the Renaissance painters.

Q What do you fear the most?

A Spiders, even the baby ones, but all the cockroaches in the world wouldn't bother me.

Q Who was the last person to thank you and why?

Ben my six year old grandson for his birthday presents, and then he asked me if there were any more!

Q Name three ideal dinner guests (past or present) and why you'd invite them.

A Leonardo da Vinci, he was way ahead of his time regarding inventions, art and everything else. Mo Mowlam, the only politician I've any respect for and Maxi J from the group Faithless, an amazing artist and song writer.

Q What was the last book you read?

A The Great Affair by Victor Canning - I keep going back to it.



Q How would you like to be remembered?

A As a mum; a bit eccentric and loved music.

John Kirkup MBE

It isn't often that you get chance to be in the company of someone who is truly remarkable. Recently our Head of Comms Helen Robinson-Gordon was given that opportunity, to talk to distinguished orthopaedic surgeon and renowned surgical historian John Kirkup at his home in Bath. He has recently been awarded an MBE for contributions to medical heritage – it was easy to see why.

Until 1988 John was an orthopaedic surgeon at the RUH, pioneering ankle replacement surgery. Since his retirement he has forged a second career as an author, historian and archivist of the museum at the Royal College of Surgeons. Now in his eighties, John says at aged 16 he was intent upon joining the Merchant Navy. "My father was a steel worker and my mother a primary school teacher, although she wasn't allowed to teach once she got married. We were often poor but I got a place at Kettering Grammar School and it was my headmaster who suggested I studied medicine, so I did."

As a student doctor, John had some remarkable tutors; a certain Alexander Fleming taught him bacteriology and he worked alongside the pioneers of hip replacement, Kenneth McKee and John Charnley.

"Once I qualified, I worked in a number of hospitals and I discovered I was quite good at putting on plaster casts and manipulating broken bones." He tells me that surgery comes from a Greek word meaning 'hand work' applied to injury or disease. He goes on, "During National Service I was a Surgeon-Lieutenant in the Naval Dockyard in Malta and saw all sorts of traumatic injuries – it was good training!"

John came to the RUH, or the Bath and Wessex Orthopaedic Hospital as it was then, in 1961. He was appointed

Consultant in 1964, specialising at that time in treating children with one leg shorter than the other due to Polio. He says: "A device was fixed to the child's tibia (lower leg bone) and each day the young patient would turn the wheel to stretch the bone bit by bit. It took about six weeks to gain three or more inches but it made a huge difference to their quality of life." His work in ankle replacements also improved the lives of those suffering with rheumatoid arthritis. "We put a metal and polyethylene (hard plastic), ankle joint in instead of their own and this enabled them to mobilise...making something as simple as getting out of a chair unaided, possible again."

I wondered if, looking back over his long career, there was a single experience that stood out from the rest. Without a moment's hesitation, John recounted this remarkable story,

"In the mid 1960's a young chap was referred after he'd been involved in a motorcycle accident. When we did an x-ray, we couldn't believe what we were seeing at first...most of his lower femur (thigh bone) was missing. His kneecap was pulverised and there was a four-inch cut on his knee at the front. Otherwise he was pretty fit. Where was the 'lost' bone? We quickly realised if it hadn't been reduced to splinters, it would still be at the scene of the accident because the impact with the car's headlight had jettisoned it out through the knee. We asked the police to search the accident site where fortunately their dog retrieved it. Somewhat dirty but intact, it was cleaned and boiled and 12 days after the original accident the 10-inch piece of bone was reunited with its owner. Two years later, that patient was walking and running with barely a limp and he was back at his job as a television engineer." We move on to talk about what he sees as significant medical advancements.



Again his response is immediate, "Careful antiseptic and aseptic surgery, huge improvements in anaesthesia and antibiotics changed postoperative survival significantly. In the early 1950's we didn't like to anaesthetise anyone over 60 as it either made them very ill or killed them; however antibiotics vastly increased the chances of survival after surgery, especially for the many who suffered chronic bronchitis before smoke abatement was established."

John and his wife have lived in the same family house for over 40 years and over that time his extensive collection of surgical instruments has grown - he recounted with reverence how an instrument maker in Sheffield will know when he has correctly made a pair of curved blade scissors by listening to the sound they make as they close. In retirement he has written a number of books on the history of surgery.

I could have listened to John Kirkup MBE for hours but our time had come to an end and I said goodbye to a man whose skill has improved the lives of so many children and adults in Bath and beyond.

Just a minute...

with **Adam Dale, Project and Commissioning Manager**



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

A My tape measure, assuming I remembered to bring it with me; otherwise someone else's tape measure.

Q What possession could you not live without?

A My vinyl record collection, and my books.

Q Give one example of something you've overcome.

A The inability to pay attention – a work in progress.

Q What talent do you wish you had?

A To play the violin.

Q What do you fear the most?

A Living beyond the point when I'm no

longer able to put a record on the turn-table or open a book.

Q Who was the last person to thank you and why?

A My solicitor for writing her a cheque!

Q Name three ideal dinner guests (past or present) and why you'd invite them.

A Peter Cook to make me laugh out loud, Nigella Lawson to do the cooking and Bobby Fischer whose unpredictability might hopefully bring me back in the room whenever I stop paying attention.

Q What's your favourite purchase and why?

A A vinyl box set of Parsifal, recorded at the 1962 Bayreuth Festival, which cost me two pounds a couple of months ago.

Q What was the last book you read?

A Callaghan - A Life by Kenneth O. Morgan, a rather brilliant biography of the somewhat under-appreciated Labour Prime Minister.

Team of the Month winners



Congratulations to the Infection Control Team who have been recognised for all their hard work to improve infection control practices across our hospital. The team has worked closely with colleagues in the community to improve communication, rolled out an extensive teaching and training programme, introduced a Norovirus toolkit, which is instantly accessible to staff, and developed a visitors charter. This work has contributed to the successful reduction of Norovirus outbreaks in the hospital.

Chief Executive's Customer Service Awards



Award winner Matthew is a Project Search student from Fosseway School who has completed an internship on Forrester Brown ward (see page 10). He helped with some of the domestic arrangements on the ward, such as maintaining stock levels in the stores, arranging for sharps bins to be changed, and generally keeping the environment tidy; all things which free up nursing time. Staff say he provides excellent support to them and to patients.

Award winner Jonathan was recently praised for his exemplary care of a patient in the Emergency Department. The family wished to convey their gratitude and appreciation to Dr Hills for the care of their daughter, writing to say that he dealt with the injury efficiently and sensitively at a time when the department was extremely busy. Cleaning and stitching the face wound with great skill despite constant interruptions. The patient and her family felt reassured and well cared for throughout. Congratulations Jonathan.



Award winners Iwona Stawska and Sharon McEwen, who are cleaners on the Chest Pain Unit, have been praised many times by staff and patients on the standard of their work on the unit. They both work extremely hard and have an excellent rapport with the patients, always making time to talk to them. They go above and beyond their duties, sometimes shopping for patients who are unable to do so themselves. Both Iwona and Sharon are highly regarded by the staff on the Chest Pain Unit and fully deserve their award.

Ladies who lunch



Anita Eddy (left) was invited to the Royal Garden Party at Buckingham Palace. Anita retired as a staff nurse on Robin Smith ward, after working at the RUH for over 36 years. "I was within touching distance of the Queen" says Anita "I was very honoured to be invited to the Royal Garden Party and shall treasure my invitation with its royal crest. It was all very exciting, a once in a life-time experience."

Former Chairman of the Friends, Gwen Stoaling (right), enjoyed a luncheon hosted by the Baroness Emerton at the House of Lords, listened to a debate by David Blunkett MP, and took a tour around this historic building.

Gwen (who won the trip as a prize) says: "It was a fascinating experience to see all the pomp and ceremony. I'd only ever seen Parliament on TV so I was delighted to see it first hand." Gwen was accompanied by her husband Derek and they both volunteer at the RUH.



Forever Friends – update

Read about the latest activities of the Forever Friends Appeal and their supporters in and around Bath and find out about forthcoming events in their fundraising calendar.

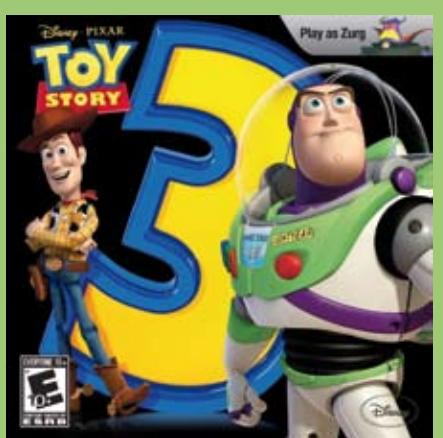


We've launched the 'Space for Cancer Care' campaign to raise £650,000 for a new Gamma CT Scanner. This is part of a bigger, two-phase campaign to help raise funds to transform Cancer Services at the RUH. Please keep your eyes peeled for our logo and help us spread the word, asking all of your family, friends, and colleagues to support us in our new appeal.



Ted's Big Day Out! 2011 Flower Power

Don't forget to bring your teddy to work on Friday 14 October 2011. Be sure to wear your favourite flowery garment or go glam from the 70s, and have a blooming great time celebrating our annual fundraising day. Visit www.tedsbigdayout.co.uk to sign up your ward or department today.



Movie by Moonlight – Toy Story 3

We'll be hosting a Movie by Moonlight, showing box office hit Toy Story 3 on Saturday 1 October, from 6.30pm at Royal Victoria Park. Please bring a picnic along (no glass bottles or BBQ's) and enjoy a brilliant family film in beautiful surroundings. Entry is free but we're suggesting a donation of £5 and all funds raised will help to improve Cancer Services at the RUH.

Win a Wedding worth £20,000

You could be in with a chance of winning a wedding, organised by local wedding design and planning company Snapdragon Weddings. Raffle tickets are available from the Appeal office (B21) at £5 each. There will be a ball held on Saturday 22 October 2011 when the raffle will be drawn. Visit www.snapdragonwedding.co.uk for more information.



Dates for your diaries 2012

We're thrilled to have been chosen as one of this year's Featured Appeals for the Bath Half Marathon on Sunday 11 March 2012. To get your Golden Bond charity place download your entry form from www.foreverfriendsappeal.co.uk

A preliminary date of Saturday 19 May 2012 has been set for the Walk of Life. Pop the date in your diary and keep an eye on our website for the most-up-to-date information.

Art

at the Heart of the RUH

The last couple of months have been a busy time for the Art at the Heart team. With a well-received summer exhibition of paintings, photography and sculpture, a packed music programme, a new team member, finishing touches to NICU and a successful fundraising art auction, the RUH can truly be proud of its innovative Arts Programme.

Art Auction

John Cleese and Sir Christopher Frayling opened the art auction, before renowned auctioneer Richard Madley roused the audience into a bidding frenzy. The auction was organised in partnership with Bath Galleries Group and took place in the Octagon in Bath. Local galleries donated artworks and various artists and organisations offered prizes for the raffle. A number of our staff attended, made bids and won artworks. A grand total of £16,261.43 was raised with 50% coming to Art at

the Heart and the remaining 50% going towards the Bath Art Affair in November, which we will be a part of as we play host to winners of the Royal Photographic Society's international Print Exhibition from October to November. Art at the Heart would like to extend a big thank you to Bath Galleries Group and to those who came along to support the cause.

Exhibitions

Internationally acclaimed, award-winning photographer and wildlife film-maker Sue Flood is now displaying her passion for the Poles along the central corridors of the hospital until October. Her exhibition Cold Places showcases images from expeditions Sue has made to the Arctic and Antarctic during 20 years as a stills photographer and film-maker. Her fascination with polar photography began while she was working for the BBC Natural History Unit on blockbuster series such as Blue Planet, Planet Earth, Natural World and Wildlife





on One. On why she is so drawn to the Poles, Sue says: "There is something magical about the light, the isolation and the stillness, and something inspirational about how resolute animals and people have to be to survive there. Yes, the Poles are cold places but they also warm the heart, as I hope my images show."

Art at the Heart has partnered with Shape, a disability-led arts organisation that works to improve access to culture for disabled people, to host an exciting exhibition of paintings, drawings and sculpture. The exhibition, entitled Uninterpreted, will showcase new work by learning disabled artists. Like all Shape exhibitions, the exhibition will challenge the stereotypical assumptions often made about disabled artists by showing work that would be at home in any major gallery.

Staff Exhibition

Art at the Heart is planning a staff

exhibition to take place in February 2012. This is a chance for all the talented, creative folk who work at the RUH to exhibit their masterpieces and sell their work for a good cause. Look around the corridors and on the website for information on how to enter. Go on don't be shy - this is your time to shine.

For more information call 01225 824987 or visit www.ruh.nhs.uk/art

Award for best use of visual art in healthcare

'Art at the Heart of the RUH' has been shortlisted for the 2011 Building Better Healthcare Awards. This award recognises an outstanding, innovative and effective visual arts programme that engages with staff, patients and visitors to create a positive place for work and recuperation. The winner will be announced in November.



Friends of the RUH

Giving us a helping hand

Let's party

The Friends couldn't have wished for better weather for their summer Garden Party this year. Around 100 people enjoyed the event, which took place in a beautiful garden in Weston village.

Harpist Rosie, a classical singer, and the City of Bath Bach Junior Choir all entertained the crowd, who enjoyed a delicious cream tea as



they soaked up the atmosphere in the gorgeous surroundings.

Volunteer Services Manager Jayne Watkins says: "The volunteers were all fantastic, sitting in the sun and smiling at everyone. We were lucky to have more cakes than we could eat, donated by generous local bakers, Minky Kitten Cup Cake Company, Bath Bakers and Chelsea Road Bakery, and we raised money



from goods sold on the stalls. We raised £4,500, which is a fantastic amount. This money will purchase items for the Dementia Project; such as clear signs so patients can find their way around the ward, and special cutlery and plates to make meal times less stressful, as well as other simple but effective aids to alleviate worry and confusion

"Thank you to everyone who helped and supported us, we hope you enjoyed the day. We especially thank Bernard and Jane Rymer, our volunteer gardeners, who allowed us to enjoy their beautiful garden."

Green-fingered Friends impress Bloom judges

The hospital's volunteer gardening team pulled out all the stops, (and a fair few weeds), this summer as two sets of Bloom judges inspected the RUH.

Dazzling flowers, in official competition colours of gold, purple, and red, burst from hanging baskets, planters and pots, across the hospital site. Courtyard spaces were also spruced up, ready for inspection.

The pressure was on, but husband and wife Bernard and Jane Rymer and their green team, kept their cool throughout.

They are all Friends of the RUH who volunteer their gardening skills each Wednesday, come rain or shine.

Bernard said: "It's a social event for us. We catch up with friends



and have fun. It's never a chore, more a labour of love. The fabulous comments we get from patients, visitors and staff certainly makes it all worthwhile."

Generous donations from the Friends, the Bath in Bloom committee, and the RUH Estates department, enabled the purchase of hundreds of plants, in preparation for the prestigious competition. The RUH took part in both the Southwest in Bloom and national Britain in Bloom heats. Winners will be announced later this year.

Cheerio to a friend

Audrey Brown is intending to leave soon to be nearer her daughter in Yorkshire. Audrey was a nurse for 30 years and then she ran a tea room in Corsham. She enjoyed working in hospitals so decided to volunteer at the RUH and has spent the last 13 years helping other people.

Audrey will be hugely missed as she supported the hospital in many ways; as a volunteer guide, serving refreshments to patients whilst lending a listening ear, working in the Coffee shop and watering the plants in the Atrium. We wish her all the very best for the future.



Here are a few facts about Audrey.

What's the funniest thing that happened to you as a volunteer?

I dressed up as a bunny girl for Ted's Big Day Out!

How do you relax?

Give me a mug of black coffee, some dark chocolate and a crossword and I'm lost to the world.

What is your favourite music and why?

Mozart, I'm very fond of violin music as I play the violin and know the hard work and effort that goes into playing each piece.

What is the most exciting thing you have done?

When I was in a tiger moth plane flying the loop the loop – an aeronautical inversion!

Helping Patients

Physiotherapist Sam Mundy approached the Friends, seeking their support to purchase an advanced standing and raising hoist. Sam says: "The physiotherapy department is so grateful for the generous donation from the Friends to help us buy this kit, called an ARJO encore. This really is the best aid to help those who have lost the ability to safely stand, to get back on their feet. It will be used throughout the RUH in physiotherapy care."



James Barrow, Sam Mundy, Wyn Lloyd

Helping the Children

We're very grateful to the Friends who recently purchased a 'one touch' computer and slate tablet for the Pre-school Assessment and Therapy Centre.

Head of Children's Occupational Therapy, Eric Lucas says: "We work with children with complex physical and developmental difficulties, seeking to improve their motor skills and their communication and play skills, and enhance their motivation and self-confidence. The computer and touch screen tablet PC allows the children to gain access to technology, helping them learn cause and effect, to create pictures and sounds and begin to have an impact on the world around them."



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Take a break

Answers to last issue's puzzles



Crossword

Across

1 Bottles 5 Dung 8 Elflike 9 Leotard 10 Scruffy
12 Whiten 15 Dogma 18 Esteem 20 Twitchy 23 Emperor
25 Amalgam 26 Levy 27 Nuclear

Down

1 Bellow 2 Typo 3 Located 4 Seeds 5 Defer 6 Nailfile
7 Kenya 11 Come 13 Irrigate 14 Nosh 16 Aseptic
17 Wander 19 Mirror 21 Cagey 22 Yemen 24 Rile

Guess who?

Sir Anthony Hopkins

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WRVS helps over **100,000** older people every month to stay independent at home and active in their community through over **2,000** locally provided services, such as befriending, community transport and Home from Hospital support.

"The service is absolutely brilliant; it has totally altered my life."

Michael, 76, is housebound and uses the WRVS Scottish Borders Rural Transport Service

If you need help or know an older person who needs help or if you would like to volunteer or make a donation, please call **0845 600 6553** or visit **wrvs.org.uk**

Registered charity 1015988 & SC038924 H4022C



Making Britain
a great place
to grow old



BATH RIVERSIDE



Marketing Suite Now Open

Exclusive 3 and 4 bedroom townhouses in a riverside location



Bath Riverside is a new development of apartments, penthouses and townhouses in the heart of historic Bath.

Just eleven exclusive houses are the first properties to be released and benefit from high specification including bespoke Poggenpohl kitchens and private parking.

Visit our Sales and Marketing Suite open daily 10am - 5pm. Late night Thursdays open until 7pm.
Located off the Pines Way roundabout, Lower Bristol Road, Bath.

Contact us now to make an appointment to view the new showhouse.

0845 8945 888 www.bathriverside.co.uk

BUILDING HISTORY



BATH RIVERSIDE



Sustainable, Modern Living in Bath's Newest Quarter

Bath Riverside, an area at the heart of Bath's industrial heritage, will very soon become home to a vibrant new community.

Award winning developer Crest Nicholson is currently building the new homes, which will be a mixture of studio, 1, 2 and 3 bedroom apartments and penthouses and 3 and 4 bedroom townhouses.

Crest Nicholson is committed to ensuring that each home, which incorporates added sustainability features, is built to the highest quality, using carefully sourced materials.

For example, the honey-coloured Bath stone, which will be used on the exterior of all the homes, has been sourced from the mine at Limpley Stoke, and the luxurious kitchens found in the townhouses from German design experts Poggenpohl.

Bath Riverside has a mixture of underground and private, gated parking areas and shared open spaces, including parks and communal gardens. These elements, along with a development-wide public art project, will help to create a community feel for the area, establish points of interest and bring a

sense of life back to the waterfront.

Sales and Marketing Director, Susan Young said: "We have already received interest from all age groups, from young professionals seeking city centre living to older house buyers keen to downsize and families looking for a vibrant community and space."

The first new homes – 11 modern 3 and 4 bedroom townhouses with south facing gardens – are available to reserve now, with Bath Riverside's first residents expected to move in later this year.

For further information:

To find our more, or to register your interest in buying a new home at Bath Riverside drop by the onsite information centre which is open 7 days a week or: Visit: www.bathriverside.co.uk Call: 0845 8945888 Email: bathriverside@crestnicholson.co.uk

Bath & North East Somerset Council

Can you help?

local families for local children

We're looking for people with childcare experience interested in participating in our Family Link Scheme, which provides periods of daycare or respite care for disabled children of all ages in Bath & North East Somerset.

If you have experience and a few hours to spare we would love to hear from you. You can be single, or with a partner, with or without children. You need energy, common sense and patience. Ongoing training will be provided and you will be paid a small allowance.



**Interested? Call Anne Giddings,
Family Link social worker on
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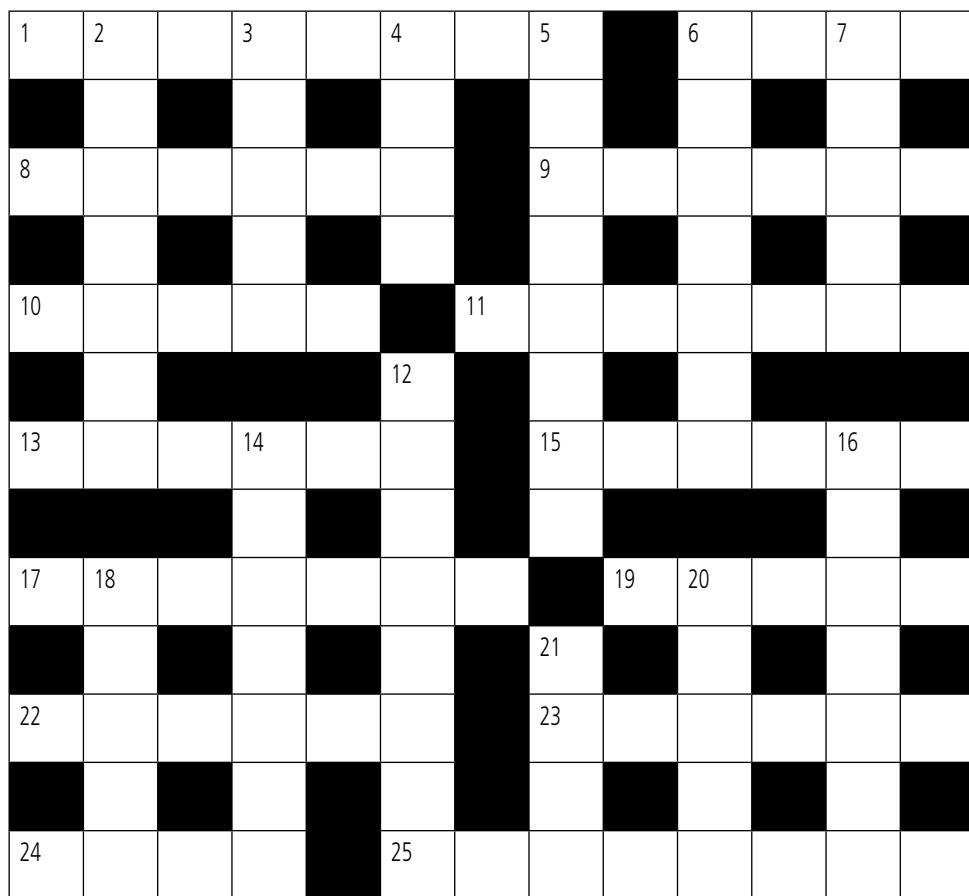
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Tel: 01225 39 40 41
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Take a break



Do you fancy a great night out for yourself and three friends? Simply enter our competition to win four tickets to Komedia Bath and you can look forward to an evening at the most exciting live entertainment venue in the South West. Just complete ALL the puzzles correctly and return this page to the Communications Office (C28), Royal United Hospital, Combe Park, Bath BA1 3NG, by 14 October 2011.



Across

1. Careful
6. Type of gun
8. Install new wiring
9. Take into custody
10. Breezy
11. Against
13. Grow teeth
15. Remove silt from river
17. Flightless bird
19. Away
22. Pertaining to the Alps
23. Musical dramas
24. Yorkshireman
25. Singer

Down

2. Anthropoid (3, 4)
3. Next after the second
4. Augury
5. Frenzied rush
6. Miserly person
7. Result
12. Tutors
14. White ant
16. Rubbish
18. Spread out
20. Poetry
21. Connect

Guess who?

I was born in a rural hamlet in the 1900s, and was the youngest of 10 children. My family endured great poverty.

The name I'm known by isn't my real name. As a youngster I was known by my first two initials and one of my school teachers mistakenly pronounced my name wrong. I was too modest to correct her and I've been called this ever since.

At school I endured racial discrimination and prejudice, but I went on to prove to the world that any individual could achieve greatness, regardless of race, religion or national origin.

At University I was nicknamed 'Buckeye Bullet'. I couldn't afford to finish school and was only able to find a job as a playground instructor. I eventually earned my tuition by racing against a horse!

I had many accomplishments and even set a few records. Later in my life, I was awarded the Medal of Freedom and a Living Legend Award. My family was awarded a Congressional gold medal.

I travelled around the world giving speeches on my own life experience, civil rights and sports. I devoted much of my time to youth sports programs for underprivileged children.

The last clue, which will definitely give the game away, is that there's a street that leads to the Olympic stadium in Berlin named after me.

Who am I?

Name:

Contact details:

Congratulations

Congratulations to last edition's winner, Linda Chapman, Education Lead. Linda won £40 worth of vouchers to spend at Whitehall Garden Centre.