

The community magazine from the Royal United Hospitals Bath

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Love in triplicate
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Tackling dementia
'Side by Side' (page 10)

insight

ISSUE 35 AUTUMN 2017



Royal United Hospitals Bath
NHS Foundation Trust



RoyalUnited
HospitalBath



@RUHBath

R&D:

**Driving
healthcare
forwards**



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Welcome



Welcome to the Autumn edition of Insight, our community magazine.

Last year's AGM was an excellent forum for Trust Members to put forward their thoughts and concerns on the running of the hospital and the services we provide. Throughout the year we have been using the Membership pages of Insight to feed back about the steps we have been taking to meet those concerns and further improve our services. We hope to see lots of you at this year's AGM, which will be held at the Assembly Rooms in

the city centre on Wednesday 27 September. Non-Members are welcome, so please feel free to extend the invite to friends and family.

Also on a Membership note, nominations for our forthcoming Governor Elections in October opened on Monday 14 August. If you are interested in becoming a Governor for the Trust, the nominations deadline is looming (12 September) so you'll have to be quick. More information can be found in the Membership pages (14 & 15).

This edition is packed with features, including the heart-warming story of the arrival of triplets at the Bath Birthing Centre. There are also plentiful suggestions for how you can get involved in the Trust's activities, from taking part in exciting challenges to raise funds for major campaigns (such as the Dyson Cancer Centre and the RNHRD & Therapies Centre), to volunteering for the benefit of patients and their families, to joining the RUH team as an apprentice.

Best wishes,
James Scott
Chief Executive

We're always keen to hear your feedback about Insight – or any aspect of our work. Please email ruh-tr.communicationteam@nhs.net

HOW ARE YOU?

Search One You and take the free health quiz
to see how you score.

BECAUSE THERE'S ONLY **ONE YOU**

The Apprentice: 'You're hired!'

Apprenticeships are becoming increasingly important to the RUH, serving the function of bringing in fresh talent to the NHS as well as enabling existing staff to develop their skills whilst continuing in their employment at the Trust. The range and scope of apprenticeships on offer is ever-expanding, and opportunities are available in both clinical and non-clinical areas of the Trust's activities.

This flourishing of the apprenticeship culture is happening under the expert steer of the Widening Participation team – and their approach is receiving recognition both inside and outside of the Trust.

In July, Learning Manager **Nardina Storey** and Vocational Skills Trainer **Anita Paradise**

scooped a national award at the learndirect Inspiration Awards. They received the Business Impact Award, which is awarded to an organisation that has seen staff efficiency and business performance boosted as a result of well-supported apprenticeships.

RUH Chief Executive **James Scott** said: "Apprentices are being used in a wide range of areas at the RUH, and the success of our apprenticeship scheme is evidenced by the Widening Participation team's much-deserved

"I work with the RUH's new apprentices, supporting them and helping them to settle into life at the RUH."



Widening Participation Manager Nardina Storey with learndirect CEO Andy Palmer

Business Impact Award."

Lilly Webb, Widening Participation Adviser said: "I work with the RUH's new apprentices, supporting them and helping them to settle into life at the RUH. Each month, we meet as a group to update and share news. We're very lucky to have apprentices who want to get fully involved with hospital life and to make a

real contribution. We look forward to watching them develop their careers with us and to welcoming more in the coming months."

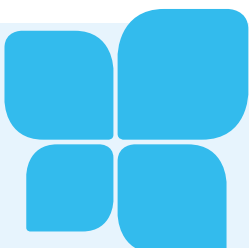
New Apprentice **Lucy Fry** said: "In August I began an apprenticeship within the Finance team at the RUH. What really attracted me to an apprenticeship was that I could carry on with my studies, whilst gaining valuable work experience at the same time. I believe having an apprenticeship with the NHS gives me the security of knowing that I will get the best start in my career."



Finance Apprentice, Lucy Fry



Business and Admin Apprentices Rosie Atkinson, Ruby Williams, and Amy Stroop taking part in the Colour Obstacle Rush at Bath Racecourse in July to raise funds for The Forever Friends Appeal's Cancer Care Campaign



Interested in an apprenticeship?

All our apprenticeship opportunities are advertised on the NHS Jobs website (www.jobs.nhs.uk). You can find them by using the keyword 'apprenticeship' and our postcode BA1 3NG in the search function. Apprenticeship opportunities are also shared via the RUH Careers Twitter account (@RUH_Careers) as well as through the Trust's main Twitter account (@RUHBath). If you would like to speak to someone about apprenticeships please contact Lilly Webb in the Widening Participation team on 01225 825966.

R&D: Driving health

Within the UK, the number of participants recruited into clinical research studies in 2016/17 exceeded 665,000 – the highest number of clinical research participants in any given year. The substantial rise represents a 10 per cent increase in the last year alone. Research and Development (R&D) is an incredibly important part of the healthcare system. By taking part in health research people are helping the NHS improve healthcare and develop life-saving treatments.

A large number of clinical staff at the RUH are involved in research. Some will be conducting this work on behalf of the Trust or within their particular specialism, and some will be contributing to larger-scale national or international studies. Research benefits us all; it builds upon the collective body of understanding we possess about common and not-so-common illnesses, leads to breakthroughs in treatment, and helps to enhance the skills of staff.

Lucy Howie works as a Research Nurse at the RUH. She spoke to Insight about why she believes research is important and about some of the ways in which



Research Nurse
Lucy Howie

research has enhanced her career.

"I have worked in research for around two years, initially in a 50:50 role within Critical Care at University Hospital Bristol and now full time at the RUH. I'm currently working in Surgery and Gastroenterology, but this is likely to expand in the future.

"I wanted to become involved in research to be part of moving healthcare forwards; making sure the care we are providing really is what is best for our patients and not just 'what has always been done'.

"I have learnt an enormous amount in my research role but my favourite part of the job is building bonds with patients throughout their journey of illness and

recovery. For example, I am able to be part of a team supporting patients from diagnosis in clinic, through major surgery and years of follow up; seeing that improvement is a really lovely experience.

"In addition to the benefit of making new treatments available, it's great to hear feedback from patients that they learn more about their condition, feel empowered and feel like they and others will receive better care in the future because of research. They also feel as though we are an extra person supporting them and their families through their journey at the RUH."

Did you know? The RUH's Department of Anaesthesia is one of the most prolific in the world when it comes to research. In fact, the team's research efforts rank the RUH within the top three institutions in the world in terms of airway research in anaesthesia over the last 30 years. Third only to the University of Toronto in Canada and Harvard University in the USA! What an incredible achievement.



Members of the R&D team delivering on-the-ward training to colleagues on the Acute Stroke Unit

care forwards

Did you know? Sarcopenia is the term given to the loss of muscle size and strength that happens as we age. For some of us, this starts to cause problems such as falling, or finding it more difficult to get around and do things in our daily lives.

LACE trial

The RUH is currently involved in a UK-wide clinical trial aimed at improving muscle function in older people. The LACE trial is testing whether a commonly used heart pill and a food supplement could improve the health of older people by improving muscle strength.

All participants take part for a year, and will be given a heart pill (Perindopril) or a matching dummy tablet, and also a food supplement powder (Leucine) or matching dummy powder. The research team will test how muscle strength, muscle size, daily function and quality of life change over the course of the year.

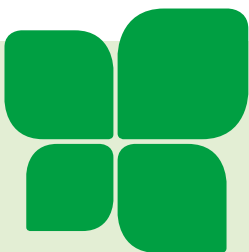
Case study...

Louis Brown has been taking part in the LACE trial since January 2017. He first heard about the trial through an issue of Insight magazine and thought he sounded like a suitable candidate, so got in touch. He said: "Having been involved in research in steel during my career as an aircraft engineer, I appreciate the value of research across all industries. As I have previously been a patient at the RUH, I also liked the idea of making a contribution to the hospital that might help other patients in the future."

So, how much time has Mr Brown had to dedicate to the trial? "Initially, I had to attend the hospital a couple of times. But as time has passed the number of visits has decreased. I reached the sixth-month point in July and have two more visits to go this October and next January.

"I have really enjoyed being involved and, this may have absolutely nothing to do with the trial, but I have noticed that my hair seems to have started growing much more than expected at my 90 years of age!"

LACE trial participant Louis Brown of Westbury turned 90 in August of this year



The RUH is still recruiting participants for this important study. In order to be eligible, participants must be aged 70 years or above and have muscle weakness. An initial assessment will be carried out to check a potential participant's suitability. If you would like more information about the study or would be interested in putting yourself forward, please contact **Debbie Howcroft** on deborah.howcroft@nhs.net or call 01225 825797. You can also visit the dedicated website for the UK-wide study: www.lacetrail.org.uk/home

Living with... Lymphoma

Would you know how
to spot the signs?

For symptoms, facts
and support visit
www.lymphomas.org.uk
#LymphomaAware

To mark Lymphatic Cancer Awareness Week 2017 (11 to 17 September) we're highlighting the peer support available to those living locally with the condition.

People living with lymphatic cancer are being encouraged to help themselves and others by joining a support group at the RUH.

Set up just over a year ago, the Bath Lymphoma Association Support Group is proving a huge benefit to users.

Theresa Peters, Macmillan Haematology Clinical Nurse Specialist at the RUH said: "It's great to see people who come to the meetings now talking to and supporting each other, building a rapport and sharing and learning from their own personal experience.

"It's one thing for me as a health professional to tell people medical facts and information, but it's much more effective and helpful if people talk to each other to offer psychological and emotional support. Patient experience is so useful I'd like to bottle it and hand it out when needed."

"I'm not bitter. I don't ask 'why me?' rather 'why not me?' No-one is that special. Cancer just hits."

Sharon Burge

Sharon Burge helps run the group and also volunteers in the hospital's Macmillan Cancer Information Centre. She has been living with lymphoma for the past 14 years.

She said: "When I began my treatment I thought most people in my position would die. Then I met a patient who was very much alive and that gave me great hope for the future. That's what this group can offer – hope

and helpful information from other people's own experience."

Sharon's lymphoma began when she developed a lump that she and her GP believed was a hernia. When it deteriorated rapidly one weekend she came into the Emergency Department and was diagnosed.

She said: "I was told I'd live for only six months if I didn't begin treatment straight

away. So I was very lucky really. I had intensive chemotherapy for high-grade lymphoma and have now been left with low-grade, which is incurable. But I have learned to live a normal life with it – that's what's really encouraging.

"Now I help run the Lymphoma Support Group, which I believe is incredibly important for patients at all stages of treatment. For instance, losing my hair was more important to me than having cancer – so I can understand people's concerns and can reassure them that there is hope for the future. Patients can support patients in so many ways like that and show them there is a way through."

The group meets in the Oasis Centre (Building E6, opposite the Education Centre) at the RUH several times a year. Forthcoming dates can be found on the Lymphoma Association website via this link: <http://bit.ly/2uCGahN>. The next meeting is on 30 November from 6-8pm and will feature a talk from Macmillan Benefits Advisor, Karen Gough.



Theresa Peters (L) Macmillan Haematology Clinical Nurse Specialist at the RUH and Sharon Burge (R) who helps run the Lymphoma Support Group

Send in the Flying Squad!



Meet the team: (L to R) Adriana Sinclair (Medical Nurse Practitioner), Genevieve Robson (Consultant Geriatrician), Scott Buxton (Physiotherapist), Chris Dyer (Consultant Geriatrician), Hayley Bradley and Isobel Scott (Discharge Assessment Therapists)

A new initiative at the RUH has been shortlisted for the Nursing Times Awards 2017

A pioneering specialist team of doctors, nurses and therapists at the RUH has been shortlisted for a national nursing award for its work in supporting frail elderly people to remain at home rather than being admitted to hospital.

The Frailty Flying Squad works in the RUH's Emergency Department (ED) and Medical Assessment Unit (MAU) to identify older patients who, with some intensive assessment and treatment, have the opportunity to return into the community rather than staying in hospital.

The team has been shortlisted in the 'Care of Older People' category of the Nursing Times Awards 2017.

Consultant Geriatrician **Genevieve**

Robson said: "We work at the hospital front door to assess people and make all the arrangements, if possible, to allow them to stay at home where they would rather be instead of being admitted to a ward.

"Sometimes hospital is the best place to be. However, it's proven that bed-rest in hospital can cause rapid loss of strength for an older person; leading to a deterioration in their health, increasing their long-term health needs. If we can get patients home quickly, to a safety net of

family support there to help them, it's so rewarding to see."

The team will learn if it has won the award at the Nursing Times Awards ceremony in London on 2 November 2017.

"If we can get patients home quickly, to a safety net of family support there to help them, it's so rewarding to see."

Sports Taster Day Making sport accessible to all

On Sunday 24 September the Children's Therapies Team at the RUH is holding a very special Sports Taster Day for school-aged children with physical disabilities.

An exciting range of sports and activities will be on offer, both with and without adaptive equipment, opening up the world of sport to children who can struggle to find accessible sports.

The event has been made possible due to the kind sponsorship of the Rotary Club of Bath and is being supported by organisations and sports groups that specialise in making sport accessible to all.

The day is suitable for all school-age children with a physical disability – wheels are very much welcome!

The event is being held at Writhlington Sports Centre (near Radstock) from 11.30am until 4pm. The venue is, of course, accessible.

For more information or to book your child's place, please email ruh-tr.sportstasterday@nhs.net



Photo courtesy of Quest 88 Inclusive Sport

Love in triplica

It's been an epic year for Amy and Chloe Howland: getting married, moving house, a full-scale renovation of their new home... all swiftly followed by the arrival of triplet boys!

The (very busy) couple invited Insight into their home to meet their gorgeous sons and to say a big thank you to everyone involved in bringing them safely into the world.

Amy Howland, who gave birth to Jude, Beau and Albie in June, was stunned when she heard that she was expecting triplets. "I was undergoing assisted conception, and had been warned at the start that my chances of conceiving a child were extremely low – as little as 10%. So when the scan revealed that we were expecting three babies, we were thrilled – if a little overwhelmed!"

Multiple pregnancies (twins, triplets – or

more) are considered to be high risk, so mothers expecting more than one baby will be placed under the care of a team of Consultant Obstetricians and specialist Midwives who will monitor the pregnancy carefully as it progresses. The care team will also work together with the family to create a birth plan that takes into account the needs of the babies and their mother.

Following birth, the vast majority of multiples will require some form of special care – and usually require admission to the Neonatal Intensive Care Unit, even if only for a short time or as a precautionary measure.

In this exceptional case, the three boys

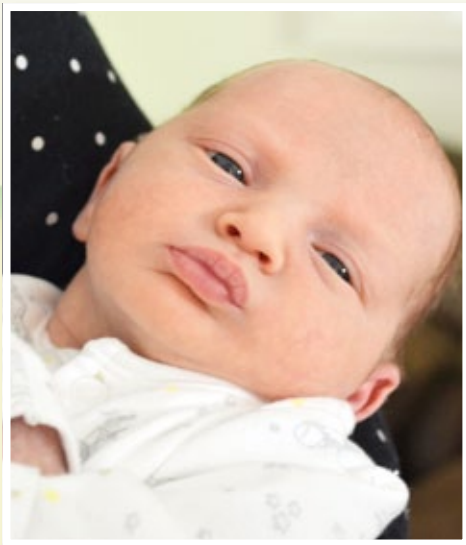
"Though we had decided not to find out the sex of the babies, we were both utterly convinced I was carrying three girls. So it was quite a shock when each baby was held up above the screen in the delivery room, and we discovered we had the exact opposite!"

Amy Howland

were safely delivered by caesarean section and remained on Mary Ward with their mothers from the moment they arrived – without the need for



Amy Howland (left) and wife Chloe Howland (right) with new arrivals Beau, Albie and Jude



Everything was planned so carefully; in the delivery suite, each of our babies was assigned his own dedicated care team – at one point there were 26 people in the room looking out for us and our boys!

The support continued on Mary Ward as Amy recovered and the couple got to know their little ones. “We felt so lucky to be able to stay together on the ward”, said Amy. “It was important to us both that Chloe could be there overnight, so that we could figure out how to look after our boys together and establish the routines that we would be taking home with us. In that respect, the care staff were excellent – giving us

special care in our award-winning Dyson Neonatal Intensive Care Unit (NICU). The couple credit the successful delivery of their babies to the outstanding team work of the team providing their care.

Amy’s wife, **Chloe Howland**, said: “It’s impossible to ignore the fact that these are pressured times for the NHS. Most of the stories you hear in the news are about over-stretched resources and a lack of joined-up care. But our experience of the maternity service was exceptional from start to finish.

We were particularly impressed by how joined up the care was – it really was a team effort that led to the safe delivery of our sons. And we are so grateful to everyone involved.”

The couple were particularly impressed by the way in which Midwives and Consultants worked together to support them through the pregnancy and to keep them informed about their options at every stage. “There was no sense of division or of hierarchy. It really felt like we were being cared for by a team, who worked seamlessly together with a shared goal – the safe arrival of our sons.



the space we needed to find our feet and stepping in with support and advice when we needed it.”

“In fact, we were so impressed by the care we received right across the staff – from the Maternity Care Assistants, to the Midwives, and the staff from NICU who visited us on the ward to check the boys were doing well. We would also like to mention the lovely Norland Nannies (who were very excited to meet our triplets) as well as the domestic staff who work very hard to keep the ward spotlessly clean.”

And how are they coping now they are

“It was such a team-effort that naming individuals seems a little unfair. But we would like to say a special thank you to the wonderful Obstetric Consultant Mr David Walker who was with us from the very start of our journey right through to the end.”

Chloe Howland

home? Amy said: “We managed to get into a good routine by the time we left the RUH, and – thankfully – we have been able to keep this going. The boys are really good. They love to sleep together – like little teaspoons in a drawer! Their personalities are already beginning to take shape.”

“Our first trip to the supermarket, however, was a bit of an eye-opener. Triplets are so uncommon that we were stopped constantly the whole way around the store. It was exhausting! Not something we want to try again in a hurry!”





Tackling dementia 'Side by Side'

"The effects of the seated exercise class go beyond the physical."

As our Volunteer Dementia project, funded by the Forever Friends Appeal, enters its sixth month its impact is already being felt across the hospital. Twenty-four volunteers have been recruited to date, but there is still some way to go in order to reach the goal of inducting 35 volunteers to the project within the first year.

Side by Side is the name of the Alzheimer's Society's programme of ward-based events and activities delivered by volunteers as part of the Volunteer Dementia project.

Brogan Knight, the Alzheimer's Society's Side by Side Coordinator at the RUH, is pleased with how the programme is shaping up but is still on the look-out for volunteers with skills to share.

"Hospitals can be frightening, lonely or disorientating places for people with dementia.

Side by Side volunteers make all the difference by providing people with a friendly face, a little companionship and the opportunity to take part in activities.

"Opportunities are diverse and draw upon the existing skills of our volunteers. You could, for example, lead a group activity on a ward or you could simply help keep someone connected to the things they love – such as listening to music or enjoying a good conversation. At the moment we would love to find someone who could help support music on the wards."



Terry Field

Volunteer **Terry Field** leads a seated exercise class on Combe Ward as well as offering singing sessions on the

RUH's other Older Person's wards. We caught up with Terry to find out what prompted her to become a Side by Side volunteer.

"My interest in dementia really began when my mother-in-law was diagnosed with the condition. I was involved with the Alzheimer's Society whilst living in York then, when we

moved back to Bath, I heard about the Volunteer Dementia project and thought it was a great way to continue my contribution.

"I have worked in dance and movement for over 30 years in a variety of educational, community and therapeutic settings, so am acutely aware of the power of

creative arts. Being part of the Volunteer Dementia project was a natural bringing-together of my skills and interests.

"The effects of the seated exercise class go beyond the physical. The sessions help people connect – there is a shared energy in the room and even the most isolated participants can be drawn out of themselves. When you see a patient enter the class very much in their own world and then witness them leaving having made a connection it really is a rewarding feeling. It's the joy of watching people coming together.



Brogan Knight

Time to Reflect



The Time of Reflection Service was introduced three years ago as the Trust recognised a need for those who have lost loved ones to have a time and space in which to reflect upon their loss. The service is led by the Chaplains of the RUH and for the past three years has been kindly hosted by St Philip & James' Church in Odd Down, Bath.

Reverend Margaret Joyce is part of the RUH Chaplaincy Team and Associate Minister at St Philip & James'. She said: "Many people lose loved ones at the RUH throughout the year and it was felt that, as a Trust, we should give that continued care by holding this service.

"People at the service are united by sadness, but also by love and gratitude for the lives that they bring to that service."

"As part of the service, people are invited to light a candle and lay down a leaf with their loved one's name on it to create a beautiful and unique display."

The RUH's Lead Chaplain, **The Reverend Narinder Tegally**, will be speaking at the service.

Following the service, there will be time for refreshments and an opportunity for people to share their stories with one another.

This year's service will take place on Saturday 30 September at 3pm at St Philip & James' Church, 35 Frome Road, Odd Down, Bath, BA2 2QF. It is open to all.

A separate service will be held in the Chapel at the RNHRD, Upper Borough Walls, from 5-6pm on 19 October. Again, everyone is welcome.



Next year's service will be moved to the spring to coincide with Dying Matters week and is planned to take place in the newly-built Multi-faith Centre.

Family Experience Matters



We are committed to providing a safe and high-quality maternity service which fully meets the needs of women and families who use it.

The views of those who use our services are enormously important to us and we actively encourage feedback. Whilst we love to know what we are getting right, we would also like to hear from families if they feel there was anything we could have done better to improve upon their experience of care.

To make it easier for people who have used our services to share their experiences with us, we have recently launched a dedicated Family Experience email address ruh-tr.matexperience@nhs.net

If you have had a baby with us – either here at the RUH, at one of our Birthing Centres (in Frome, Chippenham, Trowbridge, or Paulton) or at home – we would love to hear from you. Please feel free to share this address with any friends or family members who may also have used our maternity services. The more feedback we receive, the more effective we can be in responding to your needs.

All feedback received will be treated confidentially and all those who email can expect to receive a reply.

Art at the *Heart*

Local Bath Talent in the Central Gallery

This autumn brings two major exhibitions from the local community to the RUH.

For the second year, Bath Artists' Studios and Art at the Heart are collaborating to hold a silent auction of donated works by studio members.

Staff, patients and visitors will be able to bid for work and all proceeds will be dedicated to the work of our two organisations.

Bids can be made either by filling out a bid form in the Central Gallery and placing in the box provided or via our website www.artatruh.org/exhibitions/temporary-programme/central-exhibition/

Alongside, Bath Open Studios showcases some of the eclectic range of art and craft that is made across the city and includes works from five regional art groups that have had annual trails.

Around 100 works are on display including paintings, prints, mosaics and photography as well as ceramics, glass work and felt.

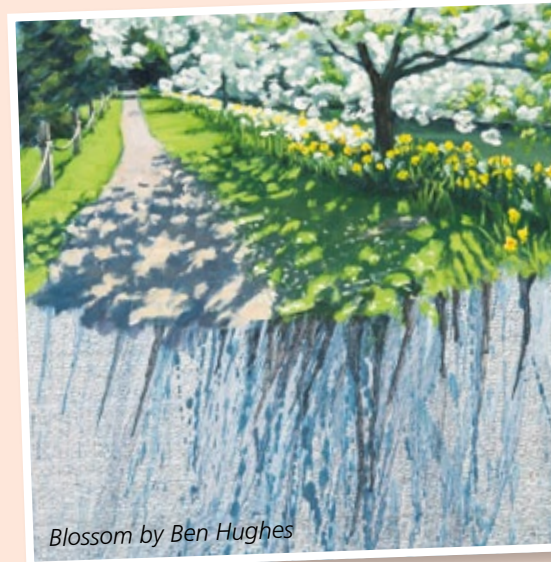
The 12"x12" Silent Auction will run until 20 September at the RUH and will be on display from 22 – 24 September at Bath Artists' Studios where the winning bids will be revealed. The Bath Open Studios Exhibition will run until 12 October at the RUH.



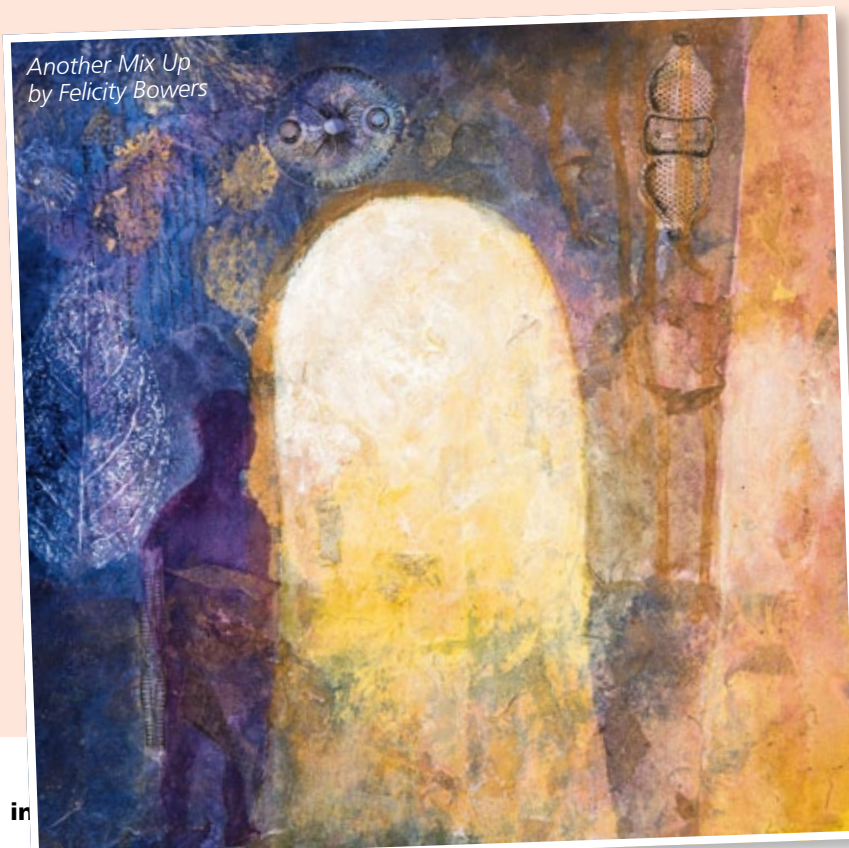
Biding Time by Ann Hines



Swallowtail by Sarah Kniveton



Blossom by Ben Hughes



Another Mix Up by Felicity Bowers



Slate by Elizabeth Carson



of the RUH

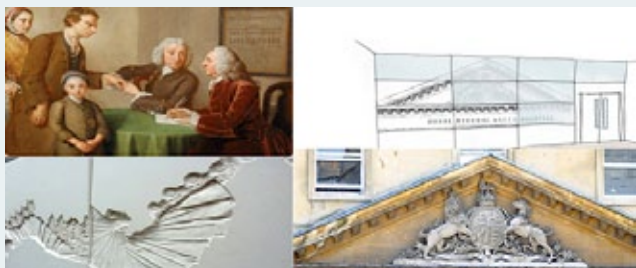


Staff & Volunteer Exhibition 2017: Final call for entries

If you are a staff member or volunteer at the RUH and would like to submit your artwork for exhibition at the hospital, visit the Contact Us page on our website to view and download a submission form.

Deadline is **Monday 4 September 2017** so do get your entries in as soon as you can.

Art Commissions & Design – RNHRD & Therapies Centre



Taking inspiration from the rich history and heritage of the hospital to create a storyline interwoven in the fabric of the new building

RUH Art and Design manager Hetty Dupays is working closely with IBI Interior Designer Lynn Lindley to create an overarching scheme that will combine the classic and contemporary, creating crisp clean lines combined with the warmth of colour seen in the Bath stone.

Long views and short glimpses through the space are directed through perforated interior walls, allowing us to incorporate museum items/current collection pieces into the space. Entrances and waiting areas for both Rheumatology and Therapies will be key places to include elements of The Mineral Hospital's heritage as well as Bath's connection with the thermal healing waters.

These will take the form of Cabinets of Curiosity, feature wallpapers and interpretations of key architectural features using vinyl manifestations for glass.

We also propose an artwork installation that can weave around the corridor walls leading to the Therapies Pool, depicting the discovery and source of thermal waters and its geographical and historical journey as a visual timeline.

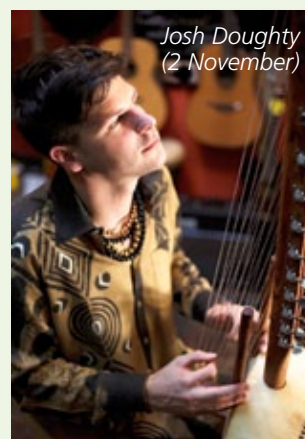
For more information visit our website
www.artatruh.org/art-in-the-environment/ruh-redevelopment-plan/



LIVE MUSIC NOW
Inspiring Musicians • Transforming Lives

Soundbite: Live Music Now performances

This summer saw the return of the Bath Folk Festival where performances were scheduled throughout the week of 14-18 August, in public areas at lunchtimes and on the wards for patients in the afternoons. We also welcomed back our Musician in Residence, Frankie



Simpkins, who regularly performs on the older patients wards (OPU).

We have some wonderful performances planned with musicians from Live Music Now scheduled throughout the autumn into winter. Do take a look at the lunchtime performance page on our website for all the dates.



Soundbite
Art at the Heart of the RUH



Dates for the Diary



Annual General Meeting

On Wednesday 27 September, the Annual General Meeting (AGM) will take place at the Assembly Rooms, Bath, and you are invited.

At this year's meeting, the Trust will reflect on its activities, challenges and achievements over the last financial year. There will be a presentation of the Annual Report and Accounts and the Trust will outline its plans for the year ahead.

This meeting is open to the public, so please come along and invite your friends to share their views too. Refreshments will be available from 5pm. There will be a number of information stands about key areas of activity and clinical staff and Governors will be available to answer any questions you may have. The main meeting will begin around 5.30pm.

If you would like to come, please call the Membership Office on 01225 821262 or email RUHmembership@nhs.net.



Caring for You

All events are held from 6-7.30pm in the Post Graduate Medical Centre (B20), RUH

Healthy Minds Tuesday 19 September

Restart a Heart Wednesday 18 October

Dying Matters Tuesday 14 November

Food & Nutrition 16 January 2018

Age-Related Macular Degeneration

21 March 2018

21st Century Lifestyle 24 May 2018

Public Governor Elections

It's time to vote!

The Trust is running an election to appoint six new Public Governors, one in each of the following constituencies:

- City of Bath
- Mendip
- South Wiltshire
- North Wiltshire
- North East Somerset
- Rest of England and Wales

We are still seeking members of the public, patients and anyone with an interest in the RUH to consider becoming a Public Governor. Nominations opened on Monday 14 August and will close at 5pm on Tuesday 12 September.

Voting opens on 3 October and will run until 5pm on 24 October. The results will be announced on 25 October.

You need to be a member of the Trust to be eligible to vote. Voting documents will be sent to your home address. If you would like to speak to someone about the elections process or would like to become a member please contact the Membership Office on 01225 821262 or email RUHmembership@nhs.net

Nick Houlton, Public Governor, said: "I enjoy having conversations with members of the public and hope to be able to take their opinions, ideas and sometimes frustrations back to the Board of Directors. I also very much enjoy constituency meetings where I and my good friend and colleague Helen Rogers are able to hear from members we wouldn't otherwise meet in order to make a difference to our healthcare services."

Roxy Poultney, Membership & Governance Manager said: "This is our second constituency-wide election since becoming an NHS Foundation Trust hospital in 2014. We have six vacancies for Public Governors and really want lots of you competing for election – it will be better for our Members to have a wide field of candidates to choose from. Please do call me if you are interested in applying, I would be delighted to talk to you in more detail."

Constituency Meetings

Tea and coffee available 30 minutes before the start.

North East Somerset

Thursday 7 September, 6.30-8.30pm, Keynsham Masonic Hall, 99 Bath Road

South Wiltshire

Wednesday 13 September, 6.30-8.30pm, The Laverton, Bratton Road, Westbury

North Wiltshire

Monday 23 October, 2-4pm, Chippenham Town Hall, High Street



Contact us...

To book your place at an event, sign up as a member, or for more information about your membership you can contact the Membership Office on 01225 821262 or email RUHmembership@nhs.net



You Said, We Did

The local press should carry more information about lifestyle and health...

The Trust's Communications Team works closely with our local and national media to keep them informed about health developments, news and campaigns. On page 6, for example, you can read about how a support group is helping people living with lymphoma, the UK's fifth most common cancer. With the media's help we've promoted locally the NHS national #CoverUpMate campaign aiming to protect men from melanoma skin cancer. We're always looking for ways to inform the public about health and hospital matters that will interest them.

There should be more publicity about when you need to go to A&E or to see your GP. Where is the information?

Our website www.ruh.nhs.uk carries lots of information about services for patients. On the Patients and Visitors page you can read about the Emergency (A&E) Department and

advice on the options you can choose for various conditions – like when to contact the Urgent Care Centre if you have an urgent need to see a GP or nurse, but your illness or injury is not life-threatening. We also work closely with our partners in the health system to remind the public about when and where to seek treatment.

The website needs to be better and easier to use, with more details to help people make informed choices.

We are always looking to update and improve our website and the wide range of information it carries. We understand that this is an important facility for users and we're always keen to hear about ways you think could make visiting the site a better experience.

There seem to be lots of different nurse uniforms. What do the colours mean?

Different types of staff wear different coloured uniforms. If

you go to the Our Staff section of the website you can see who's who. We also include this information in our patient packs given to patients when they come into hospital. Many of our wards also have large posters on the walls or by the front door of their nursing staff, to help welcome visitors and identify themselves.

We're very keen that patients and visitors should know who staff are and how to identify us, and we'll be including an article on nurse uniforms in the Winter edition of Insight.

Also, all staff at the Trust wear identity badges which should be visible at all times. Ask any member of staff to show you their badge, and they'll be happy to do so. You can also expect staff to introduce themselves.



(l to r) Roxy Poultney, Membership & Governance Manager and Emily Morgrette, Membership & Governance Administrator

...er, or find out more about the benefits of
...ice on 01225 821262 or ruhmembership@nhs.net





 @ForeverFriendsA

 foreverfriendsappeal.co.uk

 foreverfriendsappeal

 01225 825691



Bath Half 2018

Lace up those trainers and get running as part of the Appeal's team for the Bath Half Marathon 2018. Running with us means that every step you take has the power to touch the lives of hundreds of thousands of people when they need it most. And, as we support the whole hospital and every patient, you can choose to run for one of our current campaigns or for a ward or department that's close to your heart.



The race takes place on Sunday 4 March, threading through the heart of the beautiful city of Bath. Charity places are now available, so to join the team please visit www.foreverfriendsappeal.co.uk

You can also join the team if you have a general entry place, just complete the online form on our website or give us a call on 01225 821535.

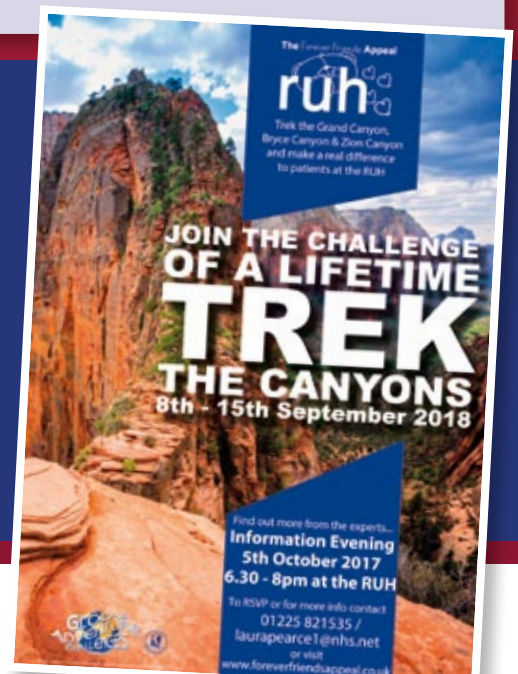
Trek the Canyons

Another year, another adventure! This time we're calling for intrepid fundraisers to take on an eight-day trekking challenge, exploring three of South-West USA's most majestic National Parks including the Grand Canyon. Those who take part in this American odyssey will be following in the footsteps of those who have followed the Inca Trail in Peru and trekked through the foothills of the Himalayas (to name just two!). As well as raising essential funds for our patients you will be making memories and forging friendships that will last a lifetime. To find out more, come along to our Trek the Canyons Info Evening on Thursday 5 October from 6.30-8pm. Book your place by calling 01225 821535 or by visiting www.foreverfriendsappeal.co.uk/trek-canyons-information-evening.

Make a Will Month

Have you been putting off making your will? Do you worry about what would happen to your family should something happen to you? Now is the time to stop procrastinating and make sure your wishes are known. And, as September is 'Make a Will Month', you can do this and make a meaningful contribution to the Forever Friends Appeal at the same time. For the whole of the month of September, participating local solicitors are offering a reduced rate will service (single or joint/mirror) and are donating the whole fee charged to the Forever Friends Appeal.

Tina Gaisford-Waller is a mother of one, with another child on the way. "Our second baby is due in October and I have been meaning to get my will sorted since before the arrival of our first. Knowing that I can take care of my family and make a valuable contribution to the RUH and its patients in the process is a really good motivator to stop hesitating and get it done." For more information and a full list of participating solicitors visit www.foreverfriendsappeal.co.uk/make-a-will-month or call **Jan Witt** on 01225 825819.



Friends of the RUH

The Friends of the RUH's 60th anniversary year is in full swing, and we have been marking the milestone in style...

A fete accompli...

Our annual fete was given a 1950's twist this year – in homage to the decade in which the Friends of the RUH began. As well as being a fun-filled way to celebrate our special year, the fete also raised a whopping £5000 which will be used to help fund the Volunteer Dementia project as well as contributing towards improving your Friends Hospital Shop in the near future.

A great big thank you...

Back in May a special 'Thank You' party was held at Walcot Rugby Club for our wonderful volunteers – without whom we could not make the very real difference we do to the patients and families that pass through the hospital doors. The volunteers were treated to a meal and entertainment, as well as a guest appearance by Paralympian

and motivational speaker Stephanie Millward who shared her inspiring story with us all.

Still to come...

The Friends' Christmas Market has become an annual fixture. This year's market will be held on Wednesday 29 and Thursday 30 November between 11am and 4pm. So come along to the Friends Coffee Shop

Don't forget our wonderful Friends Coffee Shop is open Monday to Friday 9.30am-4pm. Enjoy a range of hot and cold drinks, light lunches, freshly-made sandwiches, home-baked cakes and snacks. If it's sunny, take a seat on our pretty outside terrace.



for a feast of pop-up shops and Christmas goods.

It could be you...

Being a volunteer not only helps us to achieve our goal of making life more comfortable and interesting for patients, it is also an incredibly enriching experience for those who volunteer. Being a volunteer is a way of opening up your life to new friendships and new skills and of being a part of a community of like-minded people.

With a wide-range of roles on offer there really is something for everyone. We are currently seeking volunteers to help out in both the Friends Hospital Shop and Coffee Shop; we are also looking to recruit a volunteer guide, and a patient experience volunteer who can help assist our Patient Experience team with collecting patient feedback. If you have some time to spare and would like to become a part of our volunteering family, check out the full list of vacancies on our website – www.friendsoftheruh.org.uk. Alternatively, you can contact us on 01225 824046 or ruh-tr.volunteers@nhs.net



Thanks & thoughts



Richard Graham, John Carter, former Chairman of Trustees of BCUSG and Consultant Radiologist Stewart Redman

Staff and charity fundraisers have been celebrating the first anniversary of the opening of the new PET-CT scanner at the RUH.

The Bath Cancer Unit Support Group (BCUSG) members raised the massive sum of £1.3m to buy the scanner and help equip the suite.

Consultant Radiologist **Richard Graham** said: "I just want to thank everyone for their support in helping to provide a service that, in just one year, is as good as, if not better, than others across the country that have been going for ten years or more."

The RUH would like to thank John Carter for the tremendous contribution he made during his time as Chairman of BCUSG. The commitment and passion he displayed for improving the lives of patients with cancer was second-to-none and we wish him all the very best.

"My optician advised immediate attendance to A&E at the RUH. Saw an ophthalmic surgeon after a couple of hours who confirmed a detached retina and immediately fixed an appointment for the next morning at the Bristol Eye Hospital as the RUH does not do retina repairs. I was operated on that afternoon. Excellent care, speed and attention all round." **(NHS Choices)**

"Just spent the past 11 days in ward B42 surgical short stay! I was fed well and treated even better, all the staff are truly amazing people that made me feel comfortable and safe the entire time. Not only were they amazing to me but all the other patients around me even the moody ones! The staff here deserve a medal. What truly special people! It's almost a shame

to leave. Thank you to everyone that looked after me. Keep up the good work." **(Facebook)**

"My daughter had dental surgery today. She was admitted to the children's ward in the morning and our experience was really positive overall. The nurse and healthcare assistant were wonderful." **(NHS Choices)**

"@RUHBath Thank you Amie (A&E), Richard, Chris, Rose, Louise (MAU), medical Reg on nights 5/7 & 6/7. You're all a credit to the profession." **(Twitter)**

"I was a patient in Nuclear Medicine. The service that I received was fantastic and I wish to say that the people working there were superb." **(NHS Choices)**



Never off duty...

RUH staff member Jodie Cox has been singled out for the Chief Executive's Customer Care Award for coming to the aid of a poorly man at a bus stop. Jodie, who works as a Nursing Associate Trainer on Acute Stroke Ward at the RUH, became concerned about his wellbeing whilst they waited for a bus. She managed to make contact with his family and stayed with him until they arrived to collect him. In their nomination, the family said: "Jodie was so very kind that evening and went above and beyond her duties to make sure our father got home safely. We would recommend that Jodie gets some sort of recognition for what she did. She is clearly in the right profession."



www.twitter.com/RUHBath



www.facebook.com/RoyalUnitedHospitalBath

You can also leave feedback on the NHS Choices website. Visit www.nhs.uk and search for Royal United Hospital Bath.

Spotlight on...

Pelvic health physiotherapy

"Our approach is very much about prevention."

Not much is spoken about pelvic health – the health of our pelvis, bowel and bladder. But pelvic health can have a real impact on quality of life.

The muscles and structures around the pelvis support our bowel and bladder function – and when this area becomes damaged or weakened, incontinence can begin to occur. The pelvic area is also central to how we move, and an issue in the pelvic area can have a knock-on effect to our hips, knees or even shoulders.

The pelvic area can come under stress for a number of reasons. Pregnancy and childbirth is perhaps the most obvious cause of extra strain on the pelvic area. But, as RUH Women's Health Physiotherapist **Emma Smith** (pictured below) is keen to stress, pelvic health isn't just a female issue.

"The title Women's Health Physiotherapist is somewhat of a misnomer as the Women's Health Physiotherapy Service [led by **Kate Charlesworth**, also pictured] supports both men and women in maintaining pelvic health. For example, whilst pregnancy and childbirth are big factors in pelvic health, so too are urological and gynaecological conditions. As part of our role, we support men undergoing treatment for urological cancers, helping them to maintain as much of their pelvic function as possible.

"What we really want is to be providing support before things escalate to being a problem. Our approach is very much about prevention – by identifying potential issues early before they develop and

affect a person's quality of life. We have a very whole-person approach to treatment – pelvic health is affected by habits, by diet, by musculo-skeletal factors. It's only by building a complete picture and working together with a person that we can help them make the, often small, changes that, if committed to, will have a big impact."

So, do you think you need to see someone about your pelvic health? Kate and Emma would like to hear from you: People within the BA1 postcode can self-refer to the service. Simply pick up a referral form from the Physiotherapy Reception at the RUH (A3). Those outside of the BA1 area should ask their GP for details of local services they can self-refer into.

Pregnancy Aquanatal @RUH

A great way of helping maintain pelvic health during pregnancy is by exercising in water. The RUH offers an aquanatal course specifically for pregnant women. The eight-week course is suitable for women from the 24th week of pregnancy onwards. Sessions take place on either Monday from 3.30-4pm or Thursday from 12.15-12.45pm, at a cost of £6 per session. To book your place, please email ruh-tr.aquanatal@nhs.net and they will send you a form (by post or email) for you to complete. The class is popular and places are limited, so it's worth enquiring ahead of time to avoid disappointment.



Women's Health Physiotherapists, Emma Smith and Kate Charlesworth are two women on a mission – to shine a light on the importance of maintaining pelvic health

Discover your voice
Become a member of RUH

What is RUH membership?

Being a member provides you with an opportunity to influence how your hospital is run and the services we provide.

It's a great way to keep up to date with



and offers a way for **you** to be more involved if you wish.

Membership is completely **FREE** to anyone aged **16+**

Title First Name Surname

Address

Postcode Telephone

Email address

Date of birth / / Gender: Male Female

Signature Date

By submitting this form I agree to be a member of the NHS Foundation Trust and be bound by the rules of the organisation. These rules are subject to legislation and the agreement of a written constitution. Full details can be found on our website, www.ruh.nhs.uk/membership

I would like to

- Keep in touch;** receive our quarterly magazine
- Get involved;** attend events and take part in surveys to help us improve our services
- Work with the Foundation Trust;** consider being a future governor

Please return your completed form to: Freepost RSLZ-GHKG-UKKL, RUH Membership Office, Royal United Hospitals Bath NHS Foundation Trust, Combe Park, Bath, BA1 3NG

The Foundation Trust is required to keep a public register of our members' names and constituency. If you do not wish to be on this register, please tick here

Your details will be held on a database and will be used by the RUH to provide you with information about the work of the Foundation Trust. The information you provide remains confidential and will be held and managed in accordance with the Data Protection Act (1998).