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Living with...
Pulmonary Hypertension
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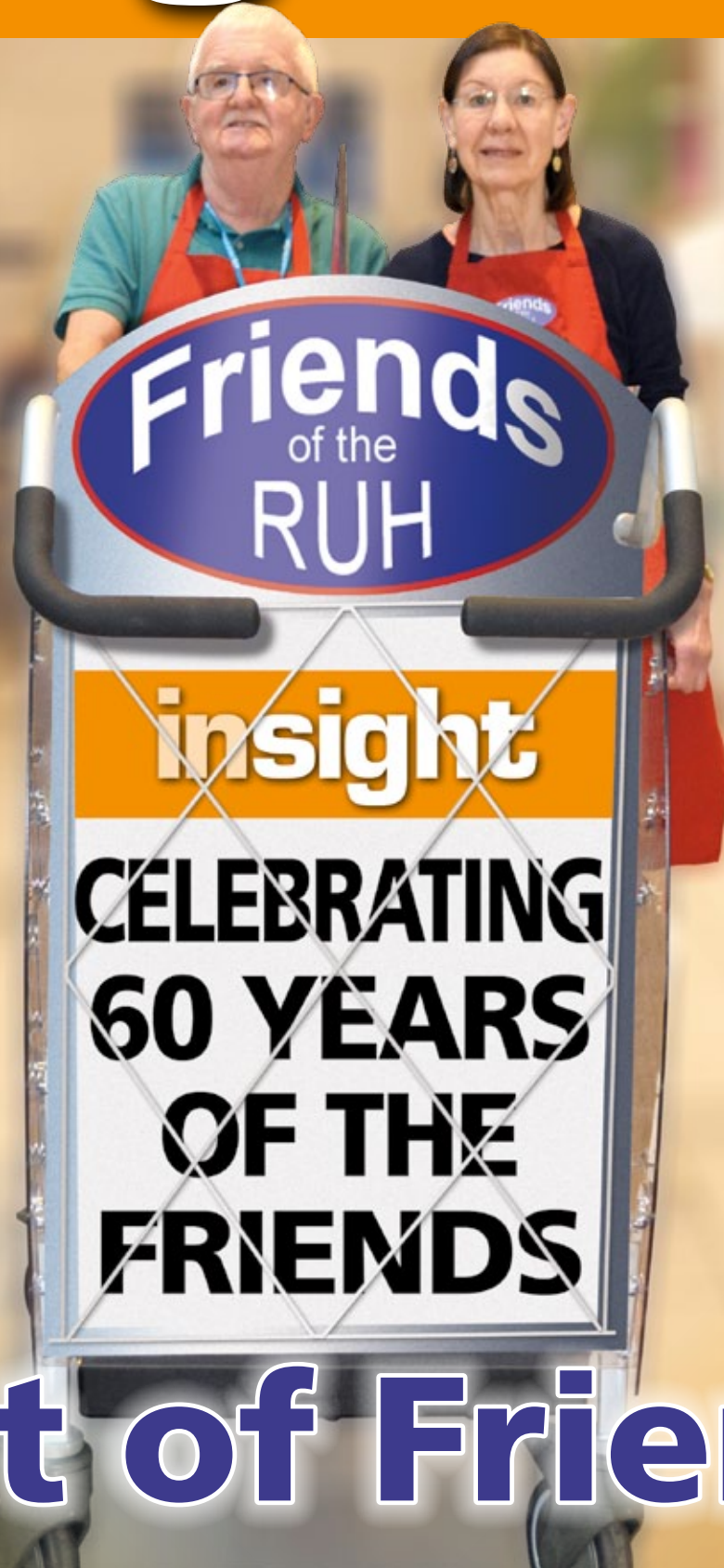
Celebrating 60 years of the
Friends of the RUH
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insight

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Royal United Hospitals Bath 
NHS Foundation Trust

 RoyalUnited
HospitalBath
 @RUHBath



Best of Friends

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Welcome



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

I would like to begin this first edition of 2017 with some important 'thank yous'.

Firstly, I'd like to thank you, our patients, for your unwavering support during what was an exceptionally busy winter. My thanks extend also to our excellent staff for continuing to uphold the highest of standards of care in the face of unprecedented demand.

No hospital is an island. When things get busy, we work really closely with our partners in the community. Our relationships with local GPs, fellow NHS organisations, Ambulance Services, and Social and Community Care teams enable us to operate effectively within the complex system that works to keep you healthy, cared-for and safe.

On page 7 you will read about the B&NES, Wiltshire and Swindon STP which outlines the new work we've been doing together with our partners to understand future demand and ensure that high quality services can continue to be provided into the future. Plans covering other areas served by the RUH have also now been published and contain some similar themes.

The Trust's redevelopment plans continue apace. At the end of January, a brand new three-storey Pharmacy opened its doors to staff. Some amazing things happen inside this fantastic new building, just some of which you can read about on page 4.

I shall end this note with one final thank you – to the Friends of the RUH for the excellent work they do to support the hospital and its patients. A very happy 60th birthday to you!

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.commmunicationteam@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**



OPEL – Responding to pressure

‘Escalation’ is the term used within the health and social care system to describe additional or exceptional actions taken to deal with increases in demand on services. Such increases in demand are often referred to as ‘operational pressures’. Escalation levels or ‘statuses’ enable staff to know what actions they should be taking in order to deal effectively with operational pressures and keep things running smoothly and safely.

“It’s important to keep calm and maintain an objective overview.”

Before 2017, it was down to individual trusts to decide the terms they use to describe the escalation levels reported internally during periods of operational pressure. For instance, whilst one trust might have used the term ‘black alert’ to describe a particular level of operational pressure, a neighbouring trust might have employed the term ‘silver command’ to describe the same level of demand.

This year, a new system has been introduced to standardise escalation levels across all NHS Trusts. The Operational Pressures Escalation Levels framework – or OPEL, for short – aims to make comparisons between Trusts more meaningful, and allow for a more

accurate analysis of the operational pressures within the health and social care system at times of high demand.

There are four levels within the OPEL framework, with level four representing the highest level of demand. There is an emphasis within the OPEL framework upon pressures being recognised as ‘system wide’ and requiring a cross-system approach. We work very closely with all partners in our community to ensure the best outcomes for our patients.

You may have heard about OPEL in the media – especially at times when levels 3 and 4 are in operation. During such periods of high demand,

patients can make a real difference by thinking carefully about the choices they make when dealing with injuries and illnesses and by using their local services appropriately.

Clare O’Farrell, RUH Deputy Chief Operating Officer says: “Part of my role is to understand when we can expect increases in demand on our services, and to make sure that we have an escalation framework that will help us to manage at these times. It’s stressful for everyone when demand is high, but it’s important to keep calm and maintain an objective overview; by following our escalation framework and working together we can continue to provide high quality care for our patients.”

Pharmacy for the f

Nestled between the Children's Centre and part of the RUH site earmarked for the Dyson Cancer Centre, is a fabulous new Pharmacy building. The new facility was designed with a view to future-proofing the services it provides to the hospital and to meet the ever-evolving needs of the patients who rely upon it. Work began back in September 2016, and staff began moving to their new home in late-January this year.

Far from being a simple medicines dispensary, Pharmacy is at the heart of the RUH's activities, covering all aspects of medicine use at the hospital. Our chief pharmacists have a duty to make sure the most effective and cost-efficient medicines of high quality are in use at the hospital; and that those medicines are available whenever and wherever they're required. The team also makes up a number of medicines here on site, including highly individualised chemotherapy preparations used to treat cancer (See 'Life in Aseptics', opposite).

Innovative work requires an innovative environment, and with major new developments (such as the Dyson Cancer Centre and RNHRD and Therapies Centre) planned, it was clear that the old Pharmacy couldn't keep pace in its existing form.

Therefore, a new Pharmacy facility was designed to include a new five room **aseptic** suite, a large and modern dispensary with an automated '**pharmacy**



robot', and medicines stores. The new facility also boasts a **radio pharmacy** suite, bringing this previously outsourced, cutting-edge service back to the RUH (see below for a glossary of terms!).

To aid in the design of the new building, processes in the old Pharmacy were closely analysed. Video cameras tracking staff's

patterns of movement helped designers think about the shape and flow of the new building. Ergonomics impact greatly on efficiency, so having a well-designed building helps reduce time previously wasted getting from A to B; as a result, the new pharmacy was designed to be more integrated and streamlined.

Chief Pharmacist, Regina Brophy says: "Building from the ground up meant that the Pharmacy team could be involved from the outset. We had a unique opportunity to feed directly into the building's design – which is so important when it comes to getting it right. Due to some careful planning, we were able to transfer services straight over to the new building, so there was no disruption to patient care. It's brilliant to be in our new home, providing a top quality service for the hospital and our patients."

The Aseptic suite



Glossary

Aseptic pharmacy

Where pharmaceutical products are made in a sterile environment using isolators and controlled air supply via HEPA filters.

Radio pharmacy

Involves the manufacture and supply of safe and effective radiopharmaceuticals (radioactive products) for the diagnosis and therapeutic treatment of patients with cancer.

Pharmacy robot

A machine which automatically, quickly and accurately sorts and dispenses solid medicines – freeing pharmacists to spend more time with patients.

Monoclonal antibodies

A type of biological therapy used to treat some types of cancer. Monoclonal means 'one type', so each monoclonal antibody drug is made up of one specific type of antibody. Monoclonal antibodies work by recognising and finding specific proteins on cancer cells.



Life in Aseptics

Sarah Leybourne is the Lead Technician for Aseptic Services. She joined the Trust at just 19 years of age and has worked in Pharmacy for over 10 years. She says: "When I was 18, I landed a job in a retail pharmacy. I was really fascinated by the work and realised that a career in Pharmacy was for me. I was determined to get a foot in the door in hospital pharmacy, and took up a post in the RUH Pharmacy Stores. When a two year Student Pharmacy Technician position became available, I jumped at the chance."

The student post was 'rotational' so Sarah got to work across all departments in Pharmacy. She was particularly drawn to Aseptic Pharmacy and steadily worked her way up to her current role as Lead Technician for Aseptic Services – completing all her training on the job.

Sarah explains: "Aseptic Pharmacy involves the manufacture and preparation of chemotherapy and **monoclonal antibodies** under strictly sterile conditions. The drugs we make are for immunocompromised patients – who are very vulnerable – so we cannot afford to introduce any contaminants into the drugs we prepare. There's a whole raft of legislation and strict processes we must adhere to to ensure the sterility and safety of the drugs we produce. It's my job to make sure that the

correct processes are followed. Some of the drugs we prepare are highly toxic (they are designed to kill cancers after all), so I have a duty to ensure the safety not just of the patients receiving them but of the staff preparing them.

"I am responsible for the day-to-day running of the unit, making sure that the right chemotherapy preparations are made for the right patients, at the right time. I am also responsible for maintaining stocks of everything we need to make, package and deliver the medicines, as well as line managing the team of assistants and pharmacy technicians.

"We work closely with our colleagues in Oncology who send the prescriptions that we make up. We create 'worksheets' for the drugs that need to be made, which will be checked by a senior pharmacy technician before they are produced. Cancer drugs can be very costly, so mistakes are expensive. We do all we can to minimise waste, including batch-making wherever possible. Most of the drugs are made up a day ahead, but some have to be made on the day. It's a case of prioritising the workload.

"I love my job and can't wait to move into the new Pharmacy. I used to work in Radio Pharmacy so am really pleased to see that this is moving back on-site. These are exciting times for Pharmacy at the RUH."

A very **HANDi** App

HANDi App, a mobile app with expert child health advice for parents, will soon be available to download for free to any Apple or Android smartphone or tablet.

The app aims to enable parents and carers to deal confidently with minor conditions at home. It works by guiding parents and carers through a series of questions about their child's

symptoms, and then advises the best course of action to take; whether that's how to treat their child at home, make an appointment with their GP, or go to A&E.

Developed and approved by Paediatric Consultants at the RUH and endorsed by local GPs, HANDi App will soon launch thanks to a partnership with Bath and North East Somerset

(BaNES) Council, BaNES Clinical Commissioning Group (CCG) and Wiltshire CCG.

Once available, the app can be downloaded for free from your app store. Just search for HANDi App.



Your Maternity Service... planning the future together

It's not quite 'one born every minute', but last year 4845 babies were born across the Trust – and we expect our maternity service to be just as busy in 2017.

The majority of the babies we deliver – almost 80% – are born in the Bath Birthing Centre at the RUH. The remaining 20% are born at our midwife-led Birthing Centres in Chippenham, Frome, Paulton and Trowbridge or at home, with the support of our community midwives.

Choosing where to give birth is an important decision. Amanda Gell, Senior Matron at the RUH explains: "It's really important to us that women are fully informed to make the right choices for themselves and their families. We know that circumstances can change throughout pregnancy, for personal or clinical reasons, and this can influence decisions about place of birth. Our aim is that all women and families in our care have a positive birth experience."

We are now looking at the maternity services we provide, to make sure we



"It's really important to us that women are fully informed to make the right choices for themselves and their families."

are getting it right for women and families – both now and in the future.

We want to understand what matters most to those who use our services; What factors influence the decision on where to give birth? Do we offer the right mix of choices in the right locations? Where and how should we best use our resources?

We are hoping to talk to women and families who have used our maternity services, as well as individuals or

groups who have a special interest in pregnancy, birth and postnatal care. If you have views or experiences you'd like to share with us, please email ruh-tr.maternityredesign@nhs.net or complete our online survey: <https://www.surveymonkey.co.uk/r/Maternitytogether>

If feedback suggests we need to make significant changes to your maternity services, there will be a formal process of engagement or consultation through which you will have another opportunity to tell us your views.

STP update

In the last edition of Insight, we set out the key priorities of our area's Sustainability and Transformation Plan (STP).

The Bath, Swindon and Wiltshire STP (BSW STP) – of which we are part – has three broad aims: to improve our local population's health and wellbeing, improve the quality of services we offer, and achieve financial stability.

BSW STP's Emergent Plan was published on 14 December 2016 and is the collaborative work of Health and Social Care organisations across the Bath, Swindon and Wiltshire area. The plan shares early thinking about the STP's priorities and can be viewed on our website:

<http://tinyurl.com/BSW-STP>

RUH Chief Executive James Scott is the Senior Responsible Officer for the BSW STP. He says: "Our shared aim is to ensure that everyone can continue to receive excellent high quality care whenever they need it, both now and in

the future. The size of the challenge is significant and we can't do it alone. We need your involvement in co-designing services for the future."

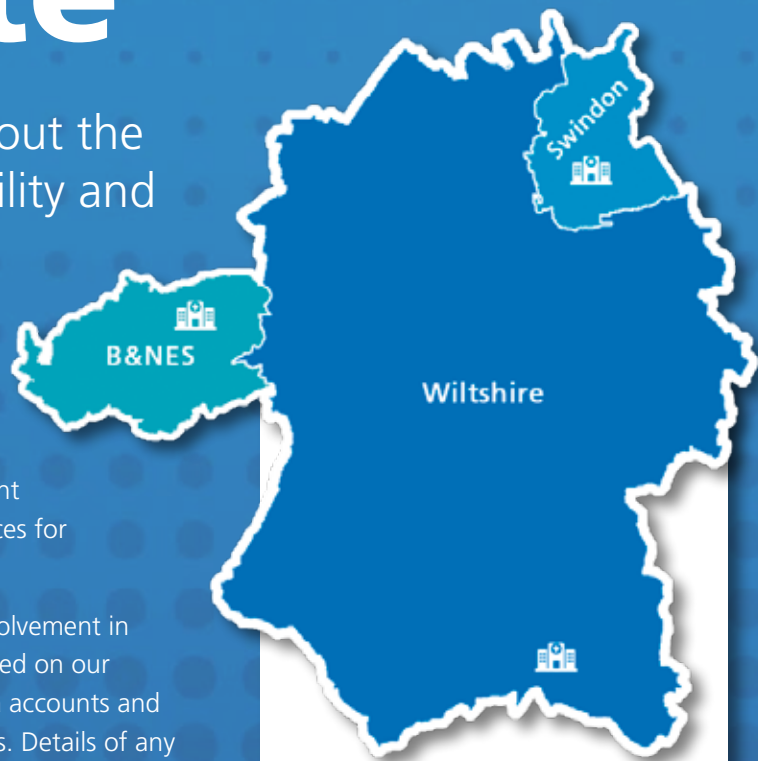
Opportunities for involvement in the STP will be outlined on our website, social media accounts and across the Trust's sites. Details of any events will also be available to view on the area's NHS Clinical Commissioning Groups websites:

www.bathandnortheast Somersetccg.nhs.uk

www.swindonccg.nhs.uk

www.wiltshireccg.nhs.uk

The next version of the STP is due to be published in May 2017. We will continue to keep you updated as the plan evolves.



Did you know?

Our STP is one of 44 'footprints' in the UK

There are 14 partner organisations involved with our STP

Together we serve a local population of over 920,630 people

6.4% of our population live in the most deprived areas of England

Genomics: CRACKING THE CODE

The RUH is taking part in an exciting national Genomes project that aims to transform treatments for NHS patients with cancer and rare diseases. Thirteen Genomic Medical Centres (GMC) have been set up across the UK. The RUH is part of the West of England GMC and will soon be inviting cancer patients and individuals with rare diseases to take part in the project.

The national aim is to sequence 100,000

whole genomes from patients with cancer and rare diseases. Patients who sign up will have their DNA extracted for sequencing and analysis.

The analysis may give insight into the exact nature and genomic changes that are causing an individual's cancer or disease – which could lead to the development of more effective therapies in the future.

We'll keep Insight readers updated

about our involvement with the project. For further information about Genomics visit: www.genomicsengland.co.uk

- Your genome is your unique sequence of DNA, 3 billion letters long
- Genomes are found in almost every cell of your body
- Sequencing is a technique that is used to 'read' DNA

Celebrating 60 years

In 1957, the Friends of the RUH began as small team of volunteers keen to offer a befriending service. Celebrating its Diamond Jubilee this year, the Friends has since grown into a large charity of dedicated volunteers provide vital support across the whole of the RUH – from staffing the ward for new mothers to breastfeed; from bringing a little joy to hospital-bound patients at Christmas. But the charity does more than just provide volunteer services – they also give financial support to the hospital.



To mark their Jubilee, the Friends will be holding a series of events throughout the year. On Tuesday 9 May at 2pm, a tree planting ceremony will take place in honour of the work of the charity. The planting will serve as a fitting tribute to the Friends – as 'mighty oaks from little acorns grow'. The planting will be followed by the Friends' AGM at 3pm after which there will be an invitation to join the Friends in the Coffee Shop for light refreshments.

The celebrations continue with the Friends' Fete in July - which is sure to be one to remember – with plans for a 50s theme in tribute to the decade in which it all began.

Details of the Fete will be published in the Summer edition of Insight and details of the AGM and all Friends events will be posted on the Friends website: www.friendsoftheruh.org.uk



Student Volunteers little time, great

Students are a valuable asset to the Friends of the RUH. They volunteer on the wards, serving teas and coffees for one afternoon a week at 2.30-4pm. As well as serving drinks, the students chat to our patients and offer them a listening ear. Though not involved with any of the hands on medical care, our student volunteers provide a sympathetic and much-needed service for the benefit of patients and staff.

"We have having people here. They bring a vibrant approach and our patients and our older patients interacting with them."

- Volunteer Manager, North

In addition to general ward volunteering, we also have a student volunteer team in the maternity unit. This role is of particular interest to those students who may wish to pursue a career as a midwife or maternity care assistant. The role involves meeting and greeting on the reception desk and gives



Friends Coffee Shop Volunteers

ars of the



ing service to the hospital's patients.
organisation, whose teams of skilled and
hospital shop and Friends Café to supporting
as to pointing carers towards vital support services.
port to a number of special projects across the hospital each year.



Our lovely, smiley student Friends Volunteers

ers: Give a t a lot back

an insight into the busy department.

Volunteering helps students to develop their communication and listening skills, as well as being instrumental in building a student's confidence within a professional environment. It's a great addition to a CV and provides valuable experience to students who may be considering a career in the medical profession.

love young to volunteer. a refreshing ch to their roles ts – particularly tients – enjoy with them."

er Services er, Sam lan

Are you a student? Would you like to join a growing team of enthusiastic volunteers? If so, contact Sam Nolan on 01225 824046 or email ruh-tr.volunteers@nhs.net

Students need to be a minimum of 16 years of age and would be subject to all the usual pre-employment checks.

Wanted: Trolley Vollies!

The Friends provide a 'hospital shop' trolley service for patients wishing to purchase much-needed supplies whilst on the hospital wards. The service currently runs each morning, but we are hoping to extend this vital service by introducing an additional afternoon round. We are looking for additional volunteers to help us achieve this. All volunteers receive full training and you would be working in pairs to deliver the service to the wards. If you can spare one afternoon each week to be part of our friendly team we would



'Trolley Vollies' Bob and Jackie set off on the morning rounds with the newly-branded Friends trolley

love to hear from you. Please contact Sam Nolan on 01225 824046 or email ruh-tr.volunteers@nhs.net



Friends Volunteer Services Manager Sam Nolan and Friends General Manager Rachel Sweet

Share your memories

Throughout this special year, the Friends are looking to pull together a collection of memorabilia to help celebrate the organisation. Volunteer Services Manager Sam Nolan says: "Volunteers are an important part of our rich history and we would love to hear from Friends volunteers with stories or photographs to share. If you have anything you feel may be of interest to us, we would love to hear from you. We can even arrange to visit you at home in order to collect your memories." You can call the Friends on 01225 824046 or email ruh-tr.volunteers@nhs.net

Multi Faith Centre

The RUH Chaplaincy Team is here to provide pastoral and spiritual care to people of all faiths or none, respecting each person's integrity, beliefs and needs.

Due to a number of recent departmental moves, the opportunity has arisen for the Chaplaincy to relocate. The opportunity to move brings with it the opportunity to improve – and we look forward to creating a space perfect for welcoming people in – whether to talk, reflect, pray or simply gather thoughts. Ablution and prayer spaces will be available for those who need them, as will a quiet and private space for confidential and sensitive conversations.

Books of remembrance for both adults and babies will remain within the centre – together with a book for people to write their own prayers and thoughts.

Located on the crossroads of zones C and D on the ground floor, the

new centre will be accessible and open 24 hours a day. It will also boast a peaceful courtyard garden with beautiful planting, seating and sculpture.

The Chaplaincy will be on hand, supported by their dedicated team of trained volunteers, and will still be visiting the wards offering support, comfort and, when appropriate, prayer to patients, their families and staff.

During March, visitors to the existing Chapel (C26) can view the designs, artwork proposals, test example seating and speak to the project team and chaplaincy staff about the new building.

The opportunity to move brings with it the opportunity to improve.

If you are interested in supporting this wonderful project (for example by helping to fund an item of equipment for the new centre or an item for its courtyard garden), we would very much like to hear from you. All funds received will help us to create a peaceful sanctuary amidst the busy, and at times emotionally challenging, day-to-day life of the RUH.

To donate to the Multi Faith Centre, please contact Jan Witt (In Memory & Legacy Officer) from the Forever Friends Appeal on 01225 825819 or jan.witt@nhs.net

The chaplaincy Team can be contacted on 01225 824039





Bath mum, Lisa Bowen keeps a close eye on baby Charlie

Keeping baby close

New mums who have been separated from their babies at birth no longer have to miss out on those precious first moment, thanks to a new video link-up on the RUH's maternity wards.

If a baby requires extra care after birth, he or she may be transferred to the award-winning Dyson Neonatal Intensive Care Unit. Likewise, a mum may find herself requiring additional medical care away from her baby. Whilst every effort is made for mums and babies to be together physically, the new video system is there for those moments when they can't.

The technology works very simply: one computer tablet is positioned by the baby and a second is placed by the mum's bed so she can watch her baby

move, stretch, yawn (and make achingly cute little facial expressions).

RUH Midwifery Matron Amanda Gell is behind the initiative. She says: "Listening to mums who've been so disappointed that they've not been able to hold or see their baby after giving birth made us want to find a way for them to see their baby remotely. Although it's not quite the same as being together, using the tablets means that mums don't have to feel like they're missing out in those first few precious hours and days."

Lisa Bowen from Bath was the first mum to use the set-up. She says: "My baby boy Charlie was born by caesarean section and, as he had respiratory problems, was taken straight to NICU, so I didn't get to hold him. It all happened so quickly but my midwife was fantastic

and she ensured I got to see Charlie using the tablet as soon as I was recovering from being in theatre.

"I can't put into words how it felt to see his little face on the screen. It gave me the opportunity to bond with him and the tablet stayed with me until I was on the delivery ward. It's amazing; absolutely brilliant!"

Midwife Amanda couldn't be more pleased with mum's reaction: "To hear Lisa's experience is just fantastic. Using this technology focuses on who is the priority – mum and baby – and it really helps towards further improving the quality of care here at the RUH."

We are hoping to roll the project out more widely in the future, so watch this space!

Living with... Pulmonary Hyp

Pulmonary Hypertension (PH) is a rare heart and lung condition. It occurs when the walls of the p blocked by blood clots, making it difficult for them to expand and allow blood through to the lu can cause extreme breathlessness, blackouts and heart disease. It's very rare, affecting just 7,000 condition, Insight follows the story of Andrea Murphy a nurse from Bath who has lived with PH t



In 2005, Andrea qualified as a Staff Nurse specialising in trauma orthopaedics at the RUH. Just two years later, she faced a diagnosis that would change her life completely.

Andrea recalls: "When I first started feeling unwell, I simply thought I was unfit. I'd been suffering shortness of breath, and routine tasks left me feeling out of sorts. When diagnosed with Pulmonary Hypertension, I remember thinking, 'Ok, give me some pills and I'll get on with it.' I had no idea just how life-changing PH would be."

Though treatments for PH have advanced considerably in recent years, there is no cure. Average life expectancy following diagnosis is around six to seven years – though many people go on to live a lot longer. Andrea quickly began an intensive treatment regime, including a drugs-line fitted directly into her heart and 20+ tablets a day.

"In the beginning, things looked very bleak. At just 27, I was told to take medical retirement and

began to think that all the things I had dreamed for my future would never happen. Being a nurse, I was surrounded by lives affected by illness every day – but I never thought the tables would be turned on me. Overnight, I stopped being the nurse and became the patient."

But instead of being consumed by negativity, Andrea fought back with a determination not to let her illness define her. She continued working, transferring to an outpatient area better suited to her needs. "Work is my saviour", Andrea says. "When in my uniform, I am Andrea the Nurse. Most of my patients have no idea I'm ill. I work because it's good for me – I need to feel part of something bigger, and I want to make a difference. On the Eye Unit, we work miracles – restoring peoples' sight. Work helps to keep life normal."

Over the past ten years, Andrea has been through considerable health 'lows'. In July 2016, she was admitted to the Intensive Therapies Unit (ITU) with severe Sepsis (a life-threatening illness). Her husband Rich was told to prepare for the worst. "I lost 6 days", says Andrea. "I had no choice but to surrender myself to their care. No-one expected me to pull through, but I did. I am so grateful for the wonderful care I received."

Staying healthy and well is a daily balancing act for Andrea – she is the first to admit she sometimes pushes herself too hard. "Of course, I have good days and bad days. PH is often

ertension

pulmonary arteries thicken and become stiff or are
ngs. This places greater pressure on the heart and
people in the UK. To raise awareness of this chronic
for 10 years...



Andrea and her supportive husband, Rich

*The equipment Andrea
uses to supply drugs
directly to her heart*



referred to as an 'invisible' disease, as it's not always obvious from the outside that I am suffering. Even well-meaning people sometimes have unrealistic expectations of what I can do. But I try to listen to my body and manage my condition. Fortunately, the RUH runs a monthly satellite PH clinic overseen by Dr Coughlan from the Royal Free Hospital in London. This service is invaluable to me and others in the South West who would otherwise need to travel to London for treatment."

So what advice would Andrea give to others facing a diagnosis of PH?

'Own your condition'

"It's been really important to me to own my condition. As it's so rare, I have had to become my own expert and my own advocate. The team of specialists who have helped keep me alive for over ten years are amazing – but it is a team effort of which I am part. As a nurse,

it surprises me how easily some people hand over control of their conditions and their lives. It is my PH, and I like to have control over it as much as possible."

'Don't give up on living'

"When I was diagnosed, I thought my life was ending. Since then, I've married my amazing husband and maintained a fulfilling career. Don't give up on living. Put dates in the diary – you may have to cancel, but never stop making plans. Take each day as it comes, and celebrate your achievements – some days these may be as big as getting married and some days as small as brushing your teeth."

'Don't let the illness define you'

"Andrea the Patient lives in a box under the bed. I am so many other things first: Andrea the Wife, Andrea the Friend, Andrea the Nurse. The illness has taken many things from me, but I refuse to let it define me."

And she has one huge final plea for everyone reading this article:

"Please, if you haven't already done so, sign the Organ Donation register. Some lucky PH patients' lives can be transformed by transplants. Life can change in the blink of an eye – donation is one way to bring something positive out of tragedy."



Pulmonary Hypertension Association UK (PHA UK)

PHA UK provides information, support and advice to people with Pulmonary Hypertension. The charity has nearly 3,000 members and helps to fund research, health education initiatives, projects and events to promote better understanding, diagnosis and treatment of the disease and raise awareness of the condition.

Looking for support or information about PH?
Visit www.phauk.org

Caring for You

Thanks to all members who took part in our Caring for You survey last year. We had a fantastic response and you have helped us shape the programme for 2017. Hopefully you'll agree that we've got some great topics lined up for you... We look forward to seeing you there!

"Every time I attend one of the events I think the session could not be bettered. They are so useful – very impressed!"
Member, Emily McConnell

Caring for you

Urgent and Emergency Care at the RUH

Thursday 23 March

Forever Friends Appeal

Monday 23 May

Fall & Fracture Prevention

Thursday 6 July

Healthy Minds

Tuesday 19 September

Restart a Heart

Wednesday 18 October

Dying Matters

Tuesday 14 November

Constituency Meetings

Constituency meetings are a fantastic way for members to get to know their Governors and learn more about what's happening at the RUH. It also gives members an opportunity to ask questions and provide feedback about their experiences of the Trust's services.

The feedback we receive from each and every constituency meeting is taken back to the Council of Governors and is used to ensure that members' views are taken into account when the Trust is considering its priorities and future plans. (See opposite 'AGM Feedback: 'You said, We Did')

Amanda Buss and Mike Midgely, Public Governors for City of Bath, are currently organising their first constituency meeting to be held in the city centre at the beginning of June. Amanda said: "We plan to run a 'Caring for You' style event with an update from an RUH Executive followed by a presentation focusing on Cancer. We're really looking forward to meeting our members."

Confirmed meetings:

Monday 24 April

Chippenham Town Hall, SN15 3ER
2-4pm, tea and coffee
from 1.30pm

Thursday 11 May

Victoria Hall, Radstock, BA3 3QG

Thursday 18 May

Frome (venue TBC) 2-4pm

Wednesday 24 May

St Margaret's Hall, Bradford on Avon, BA15 1DE

Thursday 15 June

BRLSI, Bath, BA1 2HN

Thursday 7 September

Keynsham Masonic Hall, BS31 1SR

Wednesday 13 September

The Laverton, Westbury, BA13 3EN

Monday 23 October

Chippenham (venue TBC) 2-4pm,
tea and coffee
from 1.30pm

The above events will be held in the Post Graduate Medical Centre (Dept. B20) from 6-7.30pm. Places must be booked in advance, so please contact the Membership Office (details below). Non-members are more than welcome – we can sign you up on the night!

Unless otherwise stated, the above events run from 6.30-8.30pm, with tea and coffee available from 6pm. You can attend any event which suits you, but places must be booked by contacting the Membership Office. We will continue to keep you updated as and when more dates are added throughout the year.

Find out who your governor is
Visit <http://tinyurl.com/publicgovernors>



Contact us...

To book your place at an event, sign up as a membership you can contact the Membership Office

Become a member

Discover your voice



AGM Feedback: You Said, We Did

At last year's Annual Members Meeting we asked attendees to tell us how the Trust might better support patients to manage their own health and how we can make people with long term conditions more aware of the range of services available to them. Here is just a snapshot of some of your suggestions from the night – and what we have done so far to meet your expectations.

Could the RUH use technology to offer consultations and support for the chronic condition management?

The Trust is currently developing a Patient Portal to support patients with the management of chronic/long term conditions. Initially, the Portal will help patients view test results, correspondence and medication history. In the future, patients using the Portal may be able to request medications, message consultants directly, and book or cancel appointments. The Portal will grow with the requirements of patients and the possibilities new technologies bring. We'll be seeking involvement from members in developing the Portal. If you'd like to take part, contact the Membership Office.

The Trust should send speakers to women's groups, church meetings and hard-to-reach groups.

Engagement and outreach is one of our key priorities – bringing what we do to the people we serve.

Sharon Manhi, Lead for Patient and Carer Experience and Roxy Poultney, Membership and Governance Manager are happy to attend group meetings. If there's a meeting you'd like to invite them to attend please contact the Membership Office.

You should run clinics away from the RUH. You may be surprised to know just how many clinics are run by the RUH out in the community. We run clinics for most outpatient specialties (excluding Cardiology, Breast Unit, and Genitourinary) across our area, including clinics at Warminster, Shepton Mallet, Chippenham, Devizes, Keynsham, Frome, Melksham, Malmesbury, Paulton and Bradford on Avon. We're always looking to extend our offer and bring care closer to you.

Hospitals should work with schools to ensure children are well educated about health and services from an early age.

Though this falls largely under the remit of our partners in Community and Public Health, we're always looking for ways to bring health skills and knowledge into the community. You may have read about our Resuscitation team's recent visits to local schools and colleges. We aim to extend this successful project and look at other areas where we can bring our skills and knowledge to

children and adults in the community.

Patients and visitors need access to up-to-date nutritional information.

The dietetics team has recently updated the website to include dietary advice on topics such as 'how to make healthy food choices', 'healthy eating' and even 'top tips for weight loss'. To find out more visit http://www.ruh.nhs.uk/patients/services/clinical_depts/dietetics/

Help us grow!

We're always looking for new members and this time we're throwing the gauntlet down to you – our current members – to help us grow. Talk to your friends, your neighbours, fellow members of any local groups you belong to and tell them all about the benefits of being a member of the Trust. Got them hooked? They can sign up by calling the Membership Office or by filling out our secure online form: <https://secure.membra.co.uk/RoyalBathApplicationForm/>



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



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



@ForeverFriendsA

foreverfriendsappeal.co.uk

foreverfriendsappeal

01225 825691



A team of brave staff from RUH Therapies is taking on the 'Fire & Ice' challenge to raise funds for the hospital's new RNHRD & Therapies Centre (see opposite).

Fire & Ice

The Forever Friends Appeal (FFA)'s first ever 'Fire & Ice Walk' is taking place on Sunday 5 March at Bath Recreational Ground. Those participating will have to walk along a 15ft stretch of broken glass, before taking on a path of embers burning at over 800°F.

All funds raised on the night will help to transform care for patients and their families at the RUH. The total amount raised at the event, together with photographs, will be announced at www.foreverfriendsappeal.co.uk very soon!

Walk of Life

Walk with Eavis...

Legendary Glastonbury Festival founder Michael Eavis CBE will be heading up the FFA's Walk for Life 2017. And this year's walk is set to be epic – a full marathon-length 26.2 miles against the beautiful backdrop of the Kennet & Avon Canal.

The walk will start at the Crown Inn, Bishops Cannings (near Devizes) proceeding along the canal into Bradford on Avon, before continuing to its finish at Bath's Holburne Museum. A free coach service will be available to take participants from the RUH to Bishops Cannings (booking essential).

Come and walk the full 26.2 miles or join us for the afternoon section – walking the 10 miles from Bradford on Avon to Bath.

Places cost £20 and each participant must pledge to raise a minimum of £100 for the RUH Cancer Care Campaign or a ward/department of choice.

For more info, or to sign up today, visit: www.foreverfriendsappeal.co.uk



Annual Partners Reception

In late 2016, the FFA hosted its first ever Annual Partners Reception. The event brought together Partners who have raised over £10,000 for the charity so the Appeal could say 'thank you' for their truly invaluable support. 'Partners' of the FFA are recognised for raising target amounts towards the charity's campaigns and, in doing so, make a significant contribution to what the FFA is able to achieve.

Over 70 guests attended the event at the RUH – with awards presented to the Appeal's newest partners by RUH Chief Executive James Scott.

Head of Fundraising Tim Hobbs said: "We really wanted to celebrate the commitment and success of businesses, community groups and families who have gone way above and beyond the level of support we might reasonably expect from fundraisers. Our supporters got the chance to see the impact their efforts will make. And there was an overwhelming sense of supporters being inspired to continue what they are doing – or even try and better what they have achieved so far."





Architects impression of how the centre could look

Match that!

The Brownsword Charitable Foundation has kick-started the Forever Friends Appeal's £2m fundraising campaign for a new RNHRD & Therapies Centre at the RUH.

The RNHRD has a reputation for being one of the best Rheumatology Centres in the world, with an outstanding research programme and post-graduate training that has attracted doctors, nurses and therapists from around the globe. The RNHRD Foundation Trust was acquired by the RUH in 2015, with exciting plans for a new purpose-built centre to be constructed at the RUH site.

The new RNHRD & Therapies Centre will uphold the legacy and the ethos of the

RNHRD, as services from both hospital sites move under one roof to provide an optimal patient experience. The centre will begin to take shape in 2017 with an aim to be fully operational by 2018/19.

The Forever Friends Appeal has agreed to raise a minimum of £2 million towards this £16m project in association with the RNHRD Charitable Fund.

In a move of extraordinary generosity, the Brownsword Charitable Foundation has set the public and other funding bodies a



The Brownswords

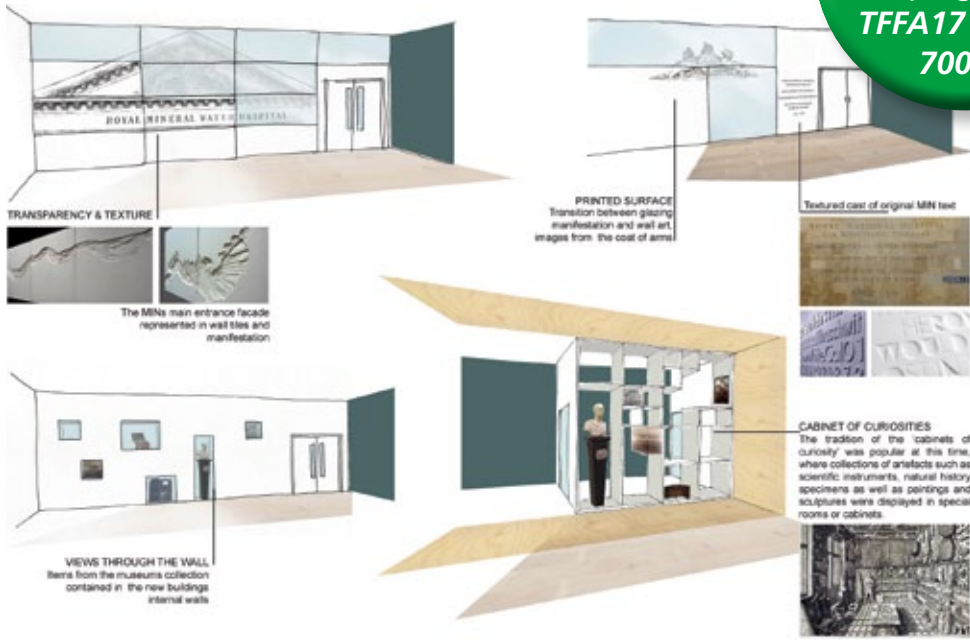
bold 'Match Funding Challenge' to help the FFA achieve their target.

The Brownsword Charitable Foundation will match every pound donated to the Therapies Appeal up to the level of £1 million.

"By establishing the 'Brownsword Challenge' we want to ensure that the Appeal reaches its target of £2m or more. Please join us in this wonderful opportunity to raise as much as possible and ensure this innovative and state-of-the-art centre maintains the heritage of 'The Min' and provides the best possible support and services to patients, our families, friends and colleagues. Thank you"

Andrew & Christina Brownsword

Make an immediate donation to the campaign: Text TFFA17 £10 to 70070



Capturing the essence of 'The Min'... the result of a brainstorming exercise between Art at the Heart and IBI Group architects

To donate, please contact the FFA on 01225 825691 or forever.friends@nhs.net or visit www.foreverfriendsappeal.co.uk

News from Art a

Exhibitions

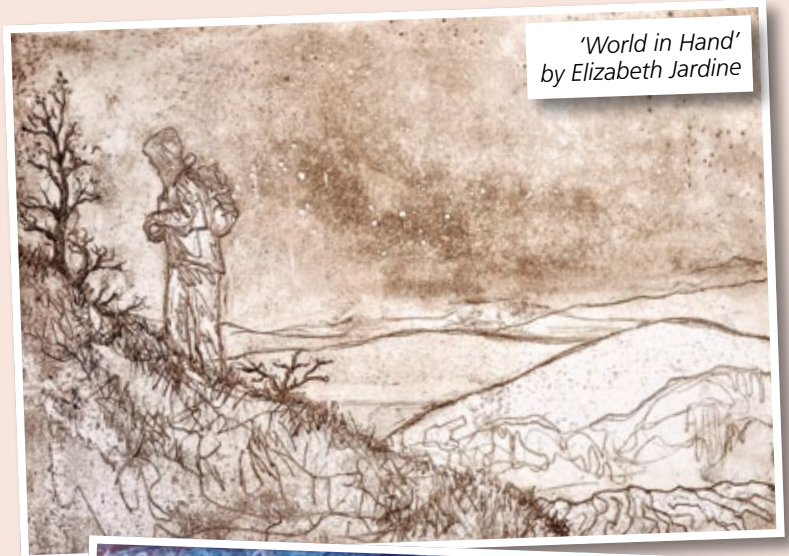
Central Gallery: 19 January-28 April 2017



'Mad Dog' by Hilary Paynter

Imagined Worlds: 'In Xanadu did Kubla Khan...'

Imagined Worlds features the work of twenty contemporary artists inspired by Samuel Taylor Coleridge's visionary poem Kubla Khan. Curated by Somerset Art Works on behalf of The Friends of Coleridge Society, this exhibition is part of a programme of events timed to coincide with the bicentenary of the poem's first publication. The poem can be found online at www.bbc.co.uk/poetryseason/poems/kubla_khan



'World in Hand' by Elizabeth Jardine

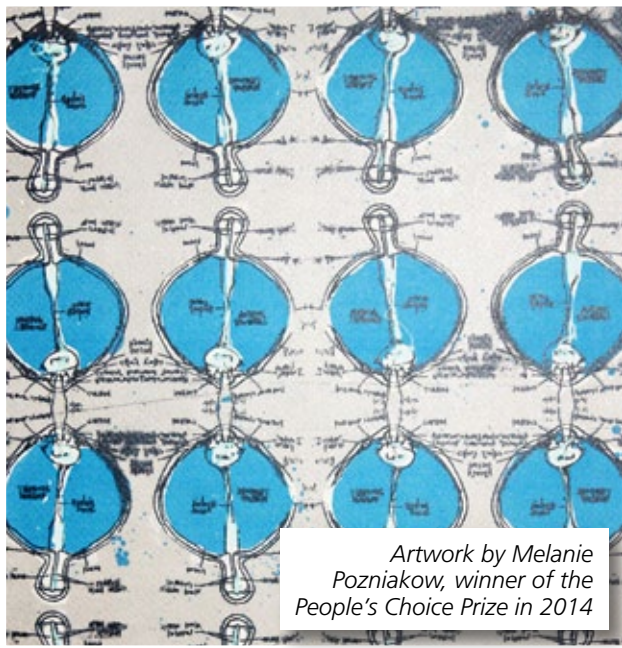


'Sacred River' by Bronwen Bradshaw

Hilary Paynter: Age of Enlightenment

Ageing is the subject matter of a striking new exhibition of wood engraving work by artist Hilary Paynter. Specifically commissioned by the Devon Guild of Craftsmen, the project has been informed by dialogue, interaction and inter-generational workshops run through Daisi (an Arts Education Partnership for Devon and Torbay). In addition to works by Paynter, the exhibition includes art created by participants of the project and also features work by printmaker, film-maker and photographer Leonie Bradley.

Funded by The Baring Foundation and Arts Council England



Artwork by Melanie Pozniakow, winner of the People's Choice Prize in 2014

Artsparks is back!

Thanks to a generous grant from St John's Community Fund, we are delighted to announce the return of Artsparks. Led by Artist in Residence Edwina Bridgeman, Artsparks brings a series of regular creative workshops to patients on the Children's ward. In a recent Artsparks session, the children turned their hands to felt making. Described as 'sensory' and 'relaxing', the workshop proved popular with patients, both tiny (Archie, 1) and teen (Matt, 15)



Matt (15) taking part in a felt making workshop

"I didn't expect to be doing anything like this; better than my iPad."

Staff & Volunteer Exhibition 2017

Looking for an opportunity to showcase your artistic talents? If you are a member of RUH staff or a volunteer for the Trust, you will be eligible to submit artwork for the Staff & Volunteer Exhibition 2017. Works will be on display at the RUH this summer. Details of how to submit work will be posted on the AATH website shortly, as well as on posters around the RUH site.

Open for entries soon!

Bath War Hospital Heritage Site

The Bath War Hospital exhibition now has a permanent home. Having occupied the central gallery space last summer, the collection is now situated on the first floor of the RUH.

A website has also been launched hosting research, an archive and interviews, as well as a film about the project. The website will allow for the continuing collection of memorabilia from members of the community.

Did you know... The exhibition was shown for a week at the Bath Royal Literary and Scientific Institution as part of the Natural Theatre Company's 'Road to Recovery' event.

The Beauty of Pharmacy

AATH made significant contributions to the RUH's new Pharmacy (page 4); from commissioning the artwork, to contributing to the building's bright and airy interior design. Artworks were inspired by the science of pharmacy, with Dr Michele Whiting's suite of four drawings being influenced by the work of researchers at the University of Bath.



Artwork by Dr Michele Whiting (supported by Dr Sarah Bailey)

Local Giving

As a charity, we are continually looking for new funding avenues. Donations, large or small, make a real difference to our programme. We are pleased to launch our Local Giving page – and, as an incentive, Local Giving will match the first £250 of donation received.

Interested in supporting what we do? Visit <http://tinyurl.com/aathdonation>

Thanks & thoughts

Last issue, we wrote about the brilliant work of our Resuscitation Team in teaching valuable life-saving skills in the local community. We received some lovely feedback about the project from Bath's MP Ben Howlett: "I was delighted to read about the 'Restart a Heart'



days which were organised by the Resuscitation Team. Educating our community about basic first aid and how to save lives is of invaluable worth to us all and for this I must thank all those involved in the project."

Plans are in place to extend the project in 2017

Goodbye, Stanley Cat

This January, the RUH said a sad goodbye to Stanley Cat – the much-loved moggy who lived outside ED.



Ambulance worker Peter Hallett said: "Stanley provided hospital workers, ambulance staff and patients with a talking point, amusement and cuddle therapy whenever it was needed. Many times after a bad or upsetting job I walked out of A&E for a cuddle with Stanley, his presence in itself had a therapeutic effect on staff." Crowdfunders have already raised over £600 towards a memorial plaque. Stanley Cat, you will be missed.



Reviews from NHS Choices:

"In April 2016 the incredible midwives, doctors and nurses delivered my baby girl, in theatre at the RUH. I had gone through my pregnancy terrified at the thought of having my baby at the RUH. I wanted a low intervention natural birth at my local birthing centre and to be honest I thought that the RUH would not be able to offer me the individual care and attention that I needed. I was wrong. The midwives were incredible, supportive and totally attentive to every need. When I experienced complications they were fast acting and professional beyond belief ... I thank all the maternity team and doctors from the bottom of my heart."

(Posted 23 December 2016)

"I would like to say that the care of my husband in the few days before he died was wonderful. The staff were considerate and we never felt in the way ... We were all cared for and looked after. My husband's needs were never too much trouble and the staff were cheerful and attentive when needed. We were not hurried away after he died and felt we could stay as long as we wished. Thank you." **(Posted 9 January 2017)**



A lovely note...

"I am mailing this to say what an astonishingly good experience I have had after breaking an ankle. Every single part of my treatment was outstanding and the staff without exception could not have been more efficient, kind and conscientious. I am just very grateful to all."



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.