

# insight

ISSUE 34 SUMMER 2017

Royal United Hospitals Bath   
NHS Foundation Trust

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HospitalBath  
 @RUHBath



# Ray of sunshine

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# Welcome



**Welcome to the Summer edition of Insight, our community magazine.**

This edition of Insight opens with our 'plan on a page' (page 3) – a summary of the priorities we set ourselves across six key areas for the two years ahead. Having a plan makes sure we maintain our focus on what's important and, as ever, patients are at the heart of the priorities we set.

There is no better way to improve our services and the way we do things than by listening to our patients and acting on their feedback. Our Patient and Carer Experience strategy (page 11) was developed by doing just that, and its success will be measured, in part, by learning from your feedback whether our ambitions to improve the patient experience have been achieved.

On page 6, you will find an update on the progress we are making with our major redevelopment plan – Fit for the Future. We're entering a busy phase of the project, and reaching some key milestones. It won't be long before the foundations are laid for our purpose-built 'RNHRD and Therapies Centre'. Our staff have been working together as one team for quite some time now, but it will be wonderful to see them come together in one cutting-edge building.

I wish you all a happy and healthy summer.

Best wishes,  
**James Scott**  
**Chief Executive**

**We're always keen to hear your feedback about insight – or any aspect of our work. Please email [RUHcommunications@nhs.net](mailto:RUHcommunications@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**



# RUH OPERATIONAL PLAN

We are proud of the care that our staff provide to our patients, families and carers and want to keep getting better.

To help us achieve this, each year we develop an Operational Plan for the coming year, describing how we plan to build upon our strengths, address where we need to make improvements, and respond to the changing environment in which we work.

Below, we set out our plans for 2017 and 2018 in six key areas - Quality, Performance, Working Together, Workforce, Finances, and Estates & IT.

## QUALITY



Prioritise reduction in risks of patient harm. Act upon recommendations of the Care Quality Commission in our everyday practice.

Continue progress on our Quality priorities. Empower teams to make quality service improvements and redesign.

## PERFORMANCE



Prioritise the development of processes and plans which ensure safe and consistent delivery of services in line with national standards for all our patients.

Be a high-performing, responsive Trust.

## WORKING TOGETHER



Prioritise the development of leaders and teams which support our staff. Work closely with partners to deliver transformational improvement.

Deliver sustainable services where care close to home is maximised and the communities and individuals we serve are empowered to have greater control of their health.

## WORKFORCE



Prioritise our future workforce and the engagement and expertise of staff who will thrive in a culture of continuous professional development and quality improvement.

Ensure we have an adaptable, healthy and flexible workforce who will innovate and adopt best practice to deliver the highest standard of care to our patients.

## FINANCES



Prioritise the reduction of waste and manage our resources effectively to remain on a firm financial footing. Drive change and new ideas that will deliver efficiency.

Continue to make savings that can be reinvested for the benefit of patients and staff.

## ESTATES & IT



Prioritise the delivery of benefits from our digital investment to support patient care.

Continue to invest in a programme of environmental improvements which will support transformation and ensure our services are fit for the future.

# Keeping our patients moving...

*"The positive benefits to patients of getting up and moving should not be underestimated."*

**Sometimes, hospital is absolutely the best place for a person to be in order for their medical or surgical needs to be met. But when acute hospital care is no longer needed, a hospital bed may not be the best place for a patient to be.**

It's a striking fact... for patients over the age of 80, ten days of bed rest could lead to an equivalent ten years of muscle ageing. Aside from the physical effects, unnecessary bed rest can also lead to a decrease in a patient's ability to care for his or herself independently – and this is especially true for our older patients.

Here, we take a look at how we are working to help speed up and better support our patients' discharge from hospital once acute care is no longer required and encourage patients who are still with us to be as active and mobile as possible.

## **Pyjama Paralysis**

If you've seen photos of our ward staff in their PJs, don't be mistaken: far

from sleeping on the job, they've been participating in a national drive called 'End PJ Paralysis' which aims to get patients who are medically well-enough up, dressed and moving. Gina Sargeant, Head of Therapies, is a strong advocate for what her team calls 'the power of pottering': "The positive benefits to patients of getting up and moving should not be underestimated. It helps maintain muscle tone and coordination, has a profound impact on mood and motivation, helps prevent deconditioning, and keeps pressure ulcers at bay. It also means that patients who are ready to be discharged are on the front foot when it comes time for them to move on."

## **Homeward bound...**

When it comes to patients moving on, a huge amount of work has been done at the Trust to support medically-well patients to return home or into an appropriate care setting. We work with teams across four counties, and each team has its own

processes and language when it comes to discharge. To tackle this issue and develop a more simple and consistent approach, we have been working with our partners across health and social care to bring together all the various discharge pathways, processes, and supporting initiatives and agree upon a single framework we can all work to. From this work, four clearly defined discharge pathways emerged.

'Home First' is one of the four pathways and should enable patients who no longer need our care, but might need a bit of extra support, to leave hospital sooner than they were previously able.

With Home First, the focus is on assessing the patient in an environment familiar to them rather than assessing them in hospital. Assessing in a familiar environment provides a more adequate reflection of a patient's ability to care for him or herself once home and can help significantly speed up that return. The key to the success of Home First is that it involves working together with the patient, so that they feel more involved and in control.

In addition to this, we are working hard to facilitate discharge early on in the day – by 10am. Returning home in the morning means that a person has the whole day ahead to find their feet and regain their independence – and adequate time to resolve any previously unidentified issues. We are working hard with ward staff to make sure our patients have everything they need in place for discharge (such as having prescribed medications ready), and we will also be setting clear expectations for relatives and carers so that they can help us achieve our shared goal – to get their loved ones home and settled earlier in the day.



Discharge is an important part of the work of the RUH and we'll continue to cover this subject in future editions of Insight. It is part of our Patient and Carer Experience strategy to listen to our patients and learn from their experiences (see page 11). If you have had experiences of the discharge process – either as a patient or family member – and wish to share your feedback with us, we are more than happy to receive it. Just email [ruh-tr.communicationteam@nhs.net](mailto:ruh-tr.communicationteam@nhs.net) with the subject 'Discharge Feedback'.





# A wealth of information for B&NES residents

One of the best ways to stay physically fit and mentally healthy is to stay active and in touch. This is particularly true for people with additional physical, mental health, or educational needs.

The People and Communities Team at B&NES Council has pulled together some fabulously helpful online resources for people living in and around the B&NES area. The sites include information about support services, activities, and events and the associated social media pages offer handy 'what's on' guides, so you can always be up to date with what's happening in B&NES and the surrounding area.

**1 Big Database Bathnes:** Childcare information, support, news, events, activities and 'what's on' guide for families in B&NES.

**Rainbow Resource:** An online resource for families with a child or young person with a Special Educational Need or disability.

**Wellbeing Options:** For adults (or their carers) with information about local activities, clubs, events, and support and care services.



**www.facebook.com/BathnesFIS/** Facebook page combining '1 Big Database Bathnes' and 'Rainbow Resource'.

**www.facebook.com/wellbeingoptions**







# Introducing... Narinder Tegally

**In May, our new Lead Chaplain the Reverend Narinder Tegally joined the Trust. Narinder has come to the RUH from her role as a Parish Priest in Buckinghamshire, but is no stranger to Hospital Chaplaincy – she was previously Chaplain at the Royal Free Hospital and Senior Chaplain for Guy's and St Thomas' Hospital and the Évelina Children's Hospital in London.**

Insight caught up with Narinder and asked her to tell us a little more about herself:

"I came to the UK from India in 1965 with my parents and siblings and settled in Southampton. I was brought up as a Sikh and became a Christian in my twenties. I'm married to Oosman, a semi-retired Police Officer, and together we have three grown-up children and two grandchildren.

"Before being ordained in 2002, I trained and qualified as a Registered Nurse and enjoyed a varied career

– working in areas as diverse as Palliative Care and Mental Health for young people. I am also a qualified Psychodynamic Counsellor and Supervisor.

*"I came to the UK from India in 1965 with my parents and siblings and settled in Southampton."*

"It is a tremendous privilege to have been appointed Lead Chaplain at the RUH. For many years it was the view that Chaplains only attended to the dying and to Christians. Thankfully, we have moved on from this view; the role of the Chaplain has extended

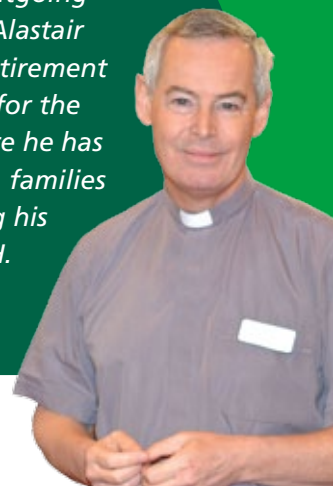
beyond that to providing Religious and Spiritual Care to people with diverse of needs from all backgrounds, culture, all faiths and none – and of course this support extends not just to patients, but to relatives, carers and staff.

"It is a very exciting time to be joining the RUH. The creation of a new Multi-faith Centre (covered in the Spring edition of Insight) provides the Chaplaincy Team with a truly unique

opportunity to offer an improved service for all our patients, their families and carers, as well as for our staff and volunteers. I am thrilled to be here at the start of such an exciting project.

"My vision is to create a stronger presence in every part of the hospital. I want to continue with and build upon the good work that the RUH Chaplaincy Team has been doing for so many years here. I look forward to meeting and working with all those who come through the RUH and sharing our journeys, sharing our stories and something of God's love through our actions."

*We would like to congratulate outgoing Lead Chaplain Alastair Davies on his retirement and thank him for the support and care he has shown patients, families and staff during his time at the RUH.*



# Estates Update



**Our march to be ‘fit for the future’ continues apace. Here we outline some of the major milestones we have already reached, the key next steps of our redevelopment plans, as well as keeping you informed about how some of these works might affect you. There are plenty of opportunities for getting involved as well – just see the footer for more details.**

## **RNHRD & Therapies Centre**

Now that our new pharmacy is fully operational, work can begin to demolish the old pharmacy building (B1) which sits to the left of the main entrance. Once clear, construction of the RNHRD & Therapies Centre will begin.

The centre will bring together our renowned rheumatology, pain and therapies services and will include a new

hydrotherapy pool, a gym, a therapeutic garden and clinical areas which will all serve to improve the patient experience. The design is the result of extensive and continuing engagement with those who use and provide the services.

Hoardings will shortly be erected around the work-site and any diversions for patients and visitors to the hospital will be clearly marked.

## **Radiology upgrades**

A major refurbishment of Radiology is planned to start this month. Increasing demand for diagnostic scans means that we will be extending Radiology in order to provide space for a third MRI scanner and a third CT scanner. Reception areas will also be extended and enlarged into a combined waiting area for both X-Ray and CT/MRI.

In addition to the provision of new

equipment, existing machines

will be

upgraded. Our

CT scanners will be

replaced by new ones and the existing

MRI scanners will be refurbished in

line with the latest model. Other

improvements include a replacement

ultrasound room. It is anticipated

that the works will be completed by

Spring 2018.

## **Sexual Health on the move**

In late June, our Sexual Health Clinic (E1) will move from the main RUH site to the Riverside Health Centre in James Street West in Bath’s city centre. It will be integrated with the Contraception and Sexual Health Service (CaSH) already based there to provide one joined-up sexual health service for people in BaNES, Wiltshire and Somerset. The RUH will continue to provide this service, so users can expect the same great standard of care.

Once the service has been relocated, the area currently occupied by the Sexual Health Clinic will form part of the site upon which the RNHRD & Therapies Centre will be built (see left). Patients using our Sexual Health services will be kept fully updated about the forthcoming move and it is also being publicised on our website and social media accounts.



*Artists impression of the new RNHRD and Therapies Centre*



‘This all sounds exciting – how can I be involved?’

**Make a contribution** – funds are being raised for all parts of our redevelopment. The Forever Friends Appeal (FFA) has two major campaigns already underway: The RUH Cancer Care Campaign (raising funds for the new Cancer Centre at the RUH) and the RNHRD & Therapies appeal. You can donate to either by contacting the FFA 01225 825691 or by visiting [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk). Donations can also be made to the Multi-faith Centre by calling Jan on 01225 825565.

**Share your views** – We’ll be inviting people to a number of open days to see the latest plans for the Multi-faith Centre. Once confirmed, we’ll publicise dates, times and venues on our website ([www.ruh.nhs.uk](http://www.ruh.nhs.uk)) and on our social media accounts.



# Living with... A mental health condition



Julia Peacock, Mental Health  
Project Coordinator

Given that one in four of us will experience a mental health problem in our lives, it follows that many of our patients at the RUH may be experiencing a mental health issue. Some may be aware of their mental health condition and be managing it. Others may be unaware they are suffering from a mental health issue.

**Julia Peacock is Mental Health Project Coordinator at the RUH. Though Julia works for the Avon and Wiltshire Mental Health Partnership (AWP), she is currently on a year's secondment to the RUH to promote positive working between the two Trusts and lead improvements for patients with mental health issues. She said:**

"Much has been spoken about the need for bringing the treatment of mental health into line with that of physical health. But the very division of health into the 'physical' or the 'mental' can at times be unhelpful – as the two are very much intertwined; poor mental health often leads to poor physical health and vice versa.

"In order to provide good care for patients with mental health issues there are a number of things we

need to do well: identify patients who require mental health support and intervention, support those with existing mental health conditions throughout their hospital stay, and provide supportive ward environments where staff are trained to recognise and respond to the needs of patients with mental health conditions."

Julia's appointment as Mental Health Project Coordinator is an important step in helping us achieve this level of support and care. As well as providing vital training and support to ward staff, Julia helps staff identify patients with mental health needs, helping them to manage challenging behaviour and identify relevant support. She adds:

"The real key is making sure each patient is supported to address their mental health and their physical health, as well as their social situation. If we can

identify the support needed and direct the patient to what's available to them, then they'll be much less likely to relapse and be readmitted."

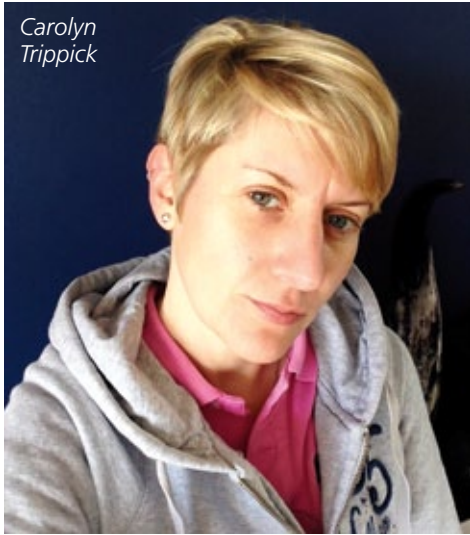
Central to improving the way we respond to mental health is listening to the experiences of our patients – learning from them first-hand what they need from us for an improved experience of care in our hospitals.

In April, the Trust held a listening event at which people with mental health issues spoke about their experiences of being cared for at the RUH. Carolyn Trippick and Sarah Bannister were both speakers at the event and have kindly agreed to talk to Insight about their experiences.

Carolyn lives with Generalised Anxiety Disorder (GAD) and Anorexia Nervosa and has previously been admitted to



Carolyn Trippick



the Emergency Department (ED) at the RUH. She said: "During my life, I've had a variety of healthcare experiences, ranging from exceptional care to less positive experiences. I don't believe the less positive experiences came from an actual lack of care, just a lack of training and understanding.

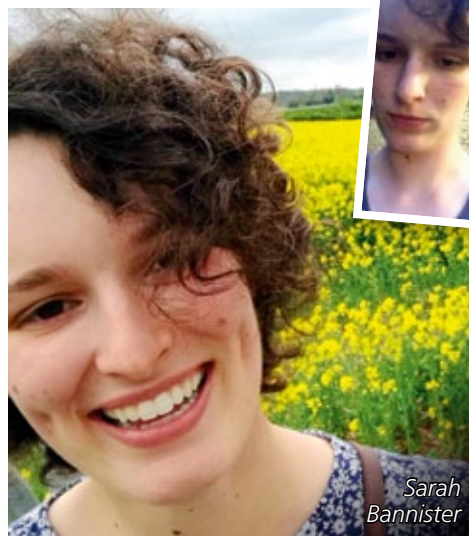
"For staff, the clinical environment is a familiar setting but for me it is a very scary environment. The reception I receive is really important to me. First impressions really do count. The simple gesture of a smile or hello can really help me stay calm, enabling me to feel safe and supported. Being non-judgemental, showing compassion, and being kind and empathic are all qualities that give me confidence in your care and illustrate that you value me as an individual.

"Don't be afraid to talk to me about my mental health. I don't expect you to know everything about the nature of my mental health conditions and you won't always get it right, but please

don't shy away from talking to me about my mental health through your own fears. If you ignore my mental health, you are ignoring half of my being and that hurts."

Sarah Bannister suffers from Severe Pre-Menstrual Syndrome which results in the rapid onset of bipolar-like symptoms, from manic episodes to extreme depression. She has had contact with the RUH five times. Her biggest concern is the attitude of some professionals – ambulance personnel, health professionals, and the police – towards those in the grip of a mental health crisis.

"I remember, during one particularly bad episode, laying in the street as we awaited the ambulance. I was in severe mental distress but when the ambulance arrived nobody was sure what to do as I refused to get in. Had I broken a leg, or had blood spurting out of me, I would have been scooped up and cared for without question.



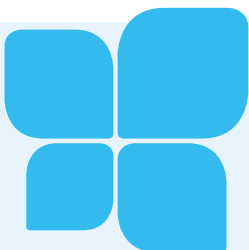
"People are uncomfortable in dealing with mental health – and some professionals show a lack of understanding and skill in dealing with it. Some of the language I have encountered has been very unhelpful. I have been accused of 'making it up' and have encountered hostile behaviour.

"I am the first to admit that I am not an easy patient to deal with. My mental health condition makes it hard for me to know what is best for me when I am in crisis. Because of this, I really need you to listen to my family – they are the experts and they know me well enough to know what I need.

"If I could wave a magic wand in order to improve the hospital experience for someone like me I would have more A&E staff trained to deal with mental health and a specially appointed mental health liaison in ED. I would also set aside a less 'clinical' and more private space for mental health-related ED

admissions, as this would greatly help reduce the anxiety people like me feel when we arrive at the hospital.

"Finally, when I am in crisis I am experiencing extreme mental anguish. I am distraught. Please overcome your personal fear and be caring. Small acts of empathy, caring and kindness make all the difference. Thankfully, I have experienced some excellent care at the RUH – and I would like to take this opportunity to thank those who have gone out of their way to be kind and reassuring."



## How can I find support about the issues raised in this article?

**Mind** offers information and advice about all aspects of mental health: [www.mind.org.uk](http://www.mind.org.uk) or 0300 123 3393; **The Samaritans** provides a vital listening service for people who need to talk. Calls are free and confidential ☎ 116 123; **Beat** is the UK's leading eating disorders charity [www.b-eat.co.uk](http://www.b-eat.co.uk) or 0808 801 0677 (general number), 0808 8010711 (dedicated youthline). For advice about **Severe Pre-menstrual Syndrome** visit [www.pms.org.uk](http://www.pms.org.uk) or find peer support at [www.facebook.com/pmddawarenessuk](https://www.facebook.com/pmddawarenessuk)



To mark Dementia Awareness Week in May our dementia coordinators hosted an interactive Dementia Showcase at the RUH. Attendees were treated to a soothing encounter with our PAT dogs, transported back in time in our Reminiscence Pods, and introduced to the Trust's new Dementia Activity Coordinator, Brogan Knight.

# Dementia in the spotlight

**Did you know that, at any one time, 25% of our acute beds are occupied by people who have an underlying dementia?**

Though we are lucky to have several wards designed specifically to meet the needs of patients with dementia, a huge amount of effort goes into identifying and supporting those patients with dementia who are being cared for on other wards.

Participation and socialisation are key aspects of care for people with dementia; making sure they are engaged and connected during their stay at the RUH can significantly aid recovery. Volunteers already make an enormous difference to dementia patients on our specialist older peoples' wards, spending time

with them and helping them engage in meaningful activities.

To ensure that all patients with dementia across the Trust are able to benefit from volunteer care and support, an ambitious new project is now underway at the RUH supported by the Forever Friends Appeal.

The aim of the project is to provide 5,000 hours delivered by 160 volunteers over the next three years. The pilot project will incorporate a volunteer befriending service to address loneliness – with patients matched with befrienders who will provide mental stimulation and companionship.

Volunteer-led activities will play a key role in the project, with a programme designed to increase social interaction and

reduce anxiety. The Trust is working in partnership with the Alzheimer's Society to provide the programme and their Brogan Knight will be acting as Dementia Activity Coordinator for the project.

## Want to be a Dementia Volunteer?

Please contact Brogan Knight on 07702 108994 or [brogan.knight@alzheimers.org.uk](mailto:brogan.knight@alzheimers.org.uk) to sign up or find out more.

# Food For Life Served Here at the RUH

**We constantly strive to make improvements to the food on offer here at the RUH, so we are proud to announce that our catering department has achieved the Soil Association's Silver 'Food for Life Served Here' mark for the hot food service in the Lansdown restaurant. The team had already achieved Bronze accreditation, but have stepped up their game once again to meet the tough criteria in place for organisations applying for Silver.**

The Silver mark is awarded to organisations who can demonstrate that they:



Mike Newport and his team receiving the Soil Association Silver Food for Life Served Here mark.

## Source environmentally friendly and ethical foods

We've increased our use of organic produce and ingredients.

## Make healthy eating easy

We've decreased our offer of food high in sugar by providing zero-sugar drinks, low calorie sandwiches, healthier snacks and fresh fruit.

## Champion local food producers

Details of our local suppliers can be found on our website – just search 'Lansdown restaurant'.

We hope you have noticed the positive changes and we look forward to raising the bar even higher in the future.



# Experience counts

On Thursday 4 May, the Trust launched its Patient and Carer Experience Strategy 2017. The strategy is the result of extensive engagement with patients, carers, families and Trust members and has been influenced by national policy, our commitments under the NHS Constitution, and the standards set and assessed by the Care Quality Commission.

Providing the best possible experience for patients means making sure they feel safe and well-cared-for, that they have trust and confidence in the staff caring for them, and that they receive excellent quality care in a clean and pleasant environment. The Patient and Carer Experience Strategy will help us to build upon the good work we are already doing to:

**Listen** to you when it comes to your care and your experience of our services; **Communicate** effectively with you about all elements of your care and about our plans for the future; and **Involve** you not just in your own care but also when it comes to decisions, developments and improvements to your hospital sites and services.

Sharon Manhi, Lead for Patient and Carer Experience said: "The strategy is a real product of collaboration, and we are excited to have a framework in place that our patients, carers and families have been so instrumental in shaping. We've identified a list of things we can do that can be measured, and we will be reporting to the Board of Directors regularly about our progress."

*"We are excited to have a framework in place that our patients, carers and families have been so instrumental in shaping."*



## Putting principles into action...

Working from patient feedback, our ENT team identified an opportunity to provide additional support for patients undergoing Head and Neck cancer treatment.

Through questionnaires about the care they had received, patients diagnosed

with a Head and Neck cancer expressed an interest in meeting others who had already undergone a similar treatment. Working in partnership with Macmillan Cancer Support, patients who had had treatment more than a year ago were contacted to see if they might be interested in offering 'peer support' to other patients.

After a really positive response, a 'Buddy' programme was established at the RUH.

Buddies receive full training and accompany patients to the x-ray department, oral surgery and pharmacy, or even just pop to one of our cafes for a coffee – providing moral support during ongoing treatment and chemotherapy.

A Buddy programme questionnaire has been developed to help the team regularly review the service provided. Initial results indicate that the Buddy programme is having a really positive impact and we will use future feedback to ensure it continues to meet the needs of patients.



Director of Nursing & Midwifery Helen Blanchard and Lead for Patient & Carer Experience Sharon Manhi



# Art at the *Leaver*

## Exhibitions

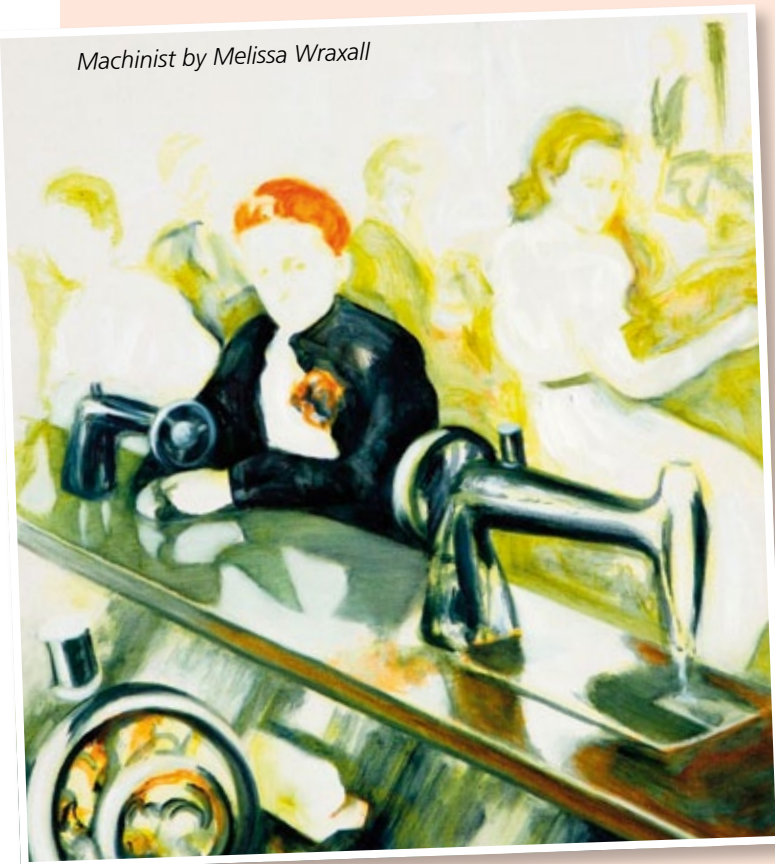
Central Corridor  
On display until 12 July 2017

### Find another Bath

This exciting and diverse collection of works celebrates Bath's industrial history and honours the people behind the industry – highlighting living and working conditions and contrasting them with sectors of the city where there was freedom to enjoy and money to spend.



*Machinist* by Melissa Wraxall



*Pig* by Penny Ives



### SWILL

#### An Exhibition by South West Illustrators

South West Illustrators turns 30 this year and, to celebrate, 15 illustrators will be showing their work at the RUH. A wide variety of styles will be on display, with illustrations from children's books, stamp design, magazines and advertising, greetings cards, printmaking, and street art (including the popular King Bladud's Pigs that populated Bath in 2008).

### LCUK Photography

The Landscape Collective UK (LCUK) has approximately 18 members and includes some of the most talented professional and amateur landscape photographers currently working in the UK – including the recipient of the 2015 Landscape Photographer of the Year. The RUH is pleased to welcome the collective back and we hope you will enjoy their works.

*Cromer Dawn* by Paul Mitchell







## Soundbite: 'Live Music Now'

Whilst Musician in Residence Frankie Simpkins was on maternity leave, Soundbite coordinator Rosie Mead stepped into the breach to manage six days of music performances across three wards. The harp proved a particular favourite with staff and patients commenting on its calming effect. Taking music to the wards helps create a new focus for patients and staff and the atmosphere our musicians create stays with everybody long after the strings have stopped vibrating, or the instruments are returned to their cases.



## Poetry on OPU wards

Our Spring exhibition 'Imagined Worlds' featured winning poems from the Friends of the Coleridge Society 'Imagined Worlds' Poetry Competition. During the run of the exhibition, poets visited patients to share favourite poems and talk about Coleridge's work. Inspired by these encounters, poet Chris Jelley put pen to paper to share his experience. Read the full poem at [www.artatruh.org/a-stitch-in-time/poetry](http://www.artatruh.org/a-stitch-in-time/poetry)

## Stitch in Time

Artist in Residence, Edwina Bridgeman has been working with our older patients on Combe and Midford wards to create beautiful felt pieces. Working together on a large group piece enabled patients to make all-important social connections as well as providing them with the opportunity to learn a new skill.

## 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>



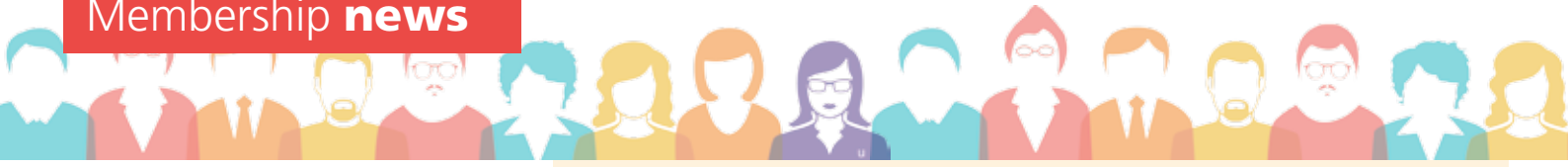
Medical students creating a group felt piece



Felt lions created by two patients on the Children's ward

## Artsparks

On the Children's ward, young patients loved creating felt animals and had lots of fun making a jungle background using water colour, crayons and mixed materials to make a collage. Even our medical students got engrossed in the activity – art really does have the power to bring out the child in us all!



## Dates for the diary

Unfortunately, a number of constituency meetings due to take place in May had to be postponed. New dates can be found below.

### Constituency Meetings:

Tea and coffee available 30 minutes prior to start.

#### City of Bath

Thursday 15 June (6.30-8.30pm)  
Bath Royal Literary and Scientific Institution

#### North East Somerset

Thursday 7 September (6.30-8.30pm)  
Keynsham Masonic Hall

#### South Wiltshire

Wednesday 13 September (6.30-8.30pm)  
The Laverton, Westbury

#### North East Somerset

Wednesday 21 June (2.30-4.30pm)  
Victoria Hall, Radstock

#### South Wiltshire

Tuesday 27 June (6.30-8.30pm)  
St Margaret's Hall, Bradford on Avon

#### Mendip

Thursday 29 June (2-4pm)  
Memorial Theatre, Frome

**Save the date!**  
Don't miss our AGM  
Tuesday 26 September  
Assembly Rooms, Bath  
5.30-8pm

## Public Governor Elections: Share Your Voice, Shape our Future

In July 2017, the Trust will be running an election to appoint six new Public Governors. We are seeking members of the public, patients and anyone with an interest in the RUH to consider becoming a Public Governor.

There is one vacancy in each of the following constituencies:

- City of Bath
- North East Somerset
- North Wiltshire
- South Wiltshire
- Mendip (Somerset)
- Rest of England & Wales

Governors play an essential part in the NHS Foundation Trust structure, contributing to the continuing development of the RUH and its role within our local communities. They represent the interests and views of Trust members and the general public within their constituency, giving them the opportunity to influence the future direction of the hospital.

No previous experience is required as full training and support will be provided. All you'd need is a few spare hours each month, lots of enthusiasm and a desire to make a difference. If you enjoy talking to people in your community and finding out what matters to them, then you could be just what we are looking for.

To be eligible, you would need to be a member of the RUH. If you're not already a member, simply complete the form at the back of the magazine and return it to the Membership Office.

If you'd like to speak to someone about the elections process or about becoming a Governor, or if you would like a copy of our handy guide about the role of a Governor, please contact the Membership Office (details below).

*"I was delighted to be appointed because I wanted to give something back to my local hospital. It has given me a much greater understanding of how the hospital works"*  
**Mike Midgely, Public Governor for City of Bath**

## Caring for You

Both 6-7.30pm at the Post Graduate Medical Centre (B20), RUH.

**Falls & Fracture Prevention** – Thursday 6 July

**Healthy Minds** – Tuesday 19 September

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





# You Said, We Did

RUH shops and restaurants should provide better nutritional choices...

On page 10 of this issue you can read all about the catering team achieving the Soil Association's Silver 'Food for Life Served Here' mark. The mark is awarded to restaurants and food outlets that satisfy strict criteria in terms of prioritising healthy choices, using high quality fresh ingredients, and focusing on ethical and sustainable choices. In addition to meeting the mark, the team has also reduced the availability of full-sugar soft drinks, and is doing more to meet the needs of customers with restricted diets (such as offering gluten free options).

## What is the Trust doing to improve discharge waits and Delayed Transfers of Care?

On page 4 you can read about the work being done to streamline discharge processes at the Trust. We have been working with our partners across health and social care to bring together the various discharge

pathways, processes, and supporting initiatives to create a single framework we can all work to. Achieving better flow through the hospital is a key area of focus not just for the RUH but across the whole of the NHS. We will continue to keep you updated about our progress on meeting this challenge.

## Tell us more about car parking...

A new parking system was introduced at the RUH's Combe Park site in September 2016. The car park operates via automated number plate recognition (ANPR).

We are aware that there have been issues for a small percentage of people using the new system. We are taking on board the feedback we have received and will continue to work closely with our partners at ParkingEye to improve the parking experience. Full details about our parking charges and how to park at the RUH can be found on our website: [www.ruh.nhs.uk/finding/car\\_parking](http://www.ruh.nhs.uk/finding/car_parking)

**Top tip:** We suggest you pay on departure so you only pay for the time you use. Make sure you note your arrival time. You will also

need to input your registration plate details in order to pay, so if you don't know them by heart it's worth making a note of them.

## What is Wiltshire Health and Care?

A new NHS partnership was launched on 1 July 2016 called Wiltshire Health and Care. The partnership has been formed by three local Trusts – the Royal United Hospitals Bath NHS Foundation Trust, Great Western Hospitals NHS Foundation Trust and Salisbury NHS Foundation Trust – and aims to focus on community services in Wiltshire, helping people to live healthy independent lives. You can learn more about Wiltshire Health and Care by visiting [www.wiltshirehealthandcare.nhs.uk](http://www.wiltshirehealthandcare.nhs.uk)



...er, or find out more about the benefits of ...ice on 01225 821262 or [ruhmembership@nhs.net](mailto:ruhmembership@nhs.net)



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



## Walk of Life

The 2017 Walk of Life was the Appeal's most successful yet. Not only did all available places sell out well ahead of the event, previous fundraising totals were positively smashed. Even before the walk took place, over £40,000 had been raised – and, with sponsorship monies still trickling in, the team is set to reach a staggering £100,000. Extending the event to marathon length seems to have prompted marathon efforts from all those taking part, and the Appeal would like to extend an enormous thank you and well done to all the walkers and to Michael Eavis CBE for opening the event.

**Hurry!** Early bird booking has just opened for the 2018 walk which will take place on Saturday 12 May. Book your place now to avoid disappointment – and to give yourself plenty of time to dust off those walking shoes...

## Movie by Moonlight 2017

The jury may still be out on the choice of film for this year's Movie by Moonlight, but the date has been set. Come and join your fellow movie-goers in Bath's Royal Victoria Park on Saturday 2 September for a night to remember – and help to raise vital funds for the RUH. Details for all the FFA's events can be found on the charity's website: [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk)

## NewFound Friends

Is it your fantasy to be rescued by an enormous, fluffy, four-legged hero? Of course it is! And you're in luck. In possibly one of its most off-the-wall events to date, the FFA is teaming up with NewFound Friends to offer intrepid fundraisers a once-in-a-lifetime opportunity to be pulled from the waters of Portishead Marina by a 14-stone Newfoundland dog and raise vital funds in the process. Wetsuits and life-jackets will be provided, so non-swimmers are welcome too. What's not to like? For more information or to book your place, visit: [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk)

**Newfoundland Dog Rescue Day**

**Saturday 30th September**

**Portishead Marina, Bristol**

Experience a water rescue by a 14 stone hero and support patients at The Royal United Hospital

All ages (over 8yrs old) and swimming abilities welcome

**Take the Plunge!**

Visit - [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk)

In association with **NewFound Friends**

The Forever Friends Appeal @foreverfriends

Royal United Hospital Bath

Raising funds for The Forever Friends Appeal

**ruh**



# Friends of the RUH

In May, Friends Chair Mike Roy and RUH Chair Brian Stables got their hands dirty planting two trees to mark 60 years of the Friends. We are already looking forward to the next 60!



## Friends are celebrating the Fabulous Fifties

This year the summer fete will be held on Saturday 1st July, 1-4pm, in the Lansdown Restaurant foyer and car park. It's a special celebration to mark our 60th birthday with a 'fabulous fifties' theme. Get into the spirit and come along in fancy dress – there'll be a prize for the best dressed! We're currently looking for volunteers to help on the stalls and run the raffle in the Atrium. We also need donations for the Friend's stall. Please bring any items such as a gifts and toiletries to the Friends office (B18). Any NHS organisation or RUH ward that wishes to hold a stall at the fete can do so free of charge.

## Schools ambassador

Eighteen months ago, Friends Volunteer Services Manager Samantha Nolan became a Schools Ambassador for the RUH. Samantha works alongside the Trust's Learning & Development team and attends careers fairs and events to help educate young people about the fantastic opportunities within the Trust. She said: "The hospital has opportunities for everyone. The RUH is like a small village and needs an enormous range of skills to keep it functioning. One of the ways we support young people is through apprenticeships – a great stepping stone to the world of work. Young people also make valuable contributions through volunteering – as well as giving them a taster of hospital life it's also a great thing to add to their CV."



We currently have volunteering opportunities across a range of areas. If you have a little spare time to give, we have something to suit your interests...

### 'Trolley Volleys'

Visit the wards with the Friends' mobile shop and bring essentials (and a little cheer) to our patients.

### Coffee Shop Assistants

Our friendly coffee shop volunteers help brighten the hospital experience by serving drinks, cakes and snacks in the Friends Coffee Shop.

### Shop Assistants

Our thriving hospital shop needs you! The place patients, staff and visitors come for all their daily essentials (and the odd treat).

### Office Administrators

Come and join our wonderful office team and help us look after our volunteers and members.

### Fundraiser

A flexible and fun role, you have the freedom to do pretty much what you want with the time you are willing to give. Our next project is to modernise our Friends Hospital Shop, so you'll be coming up with all sorts of fun and fabulous ways to help us raise the funds for that.

### Interested in volunteering?

Contact the Friends on 01225 824046 or [ruh-tr.volunteers@nhs.net](mailto:ruh-tr.volunteers@nhs.net) or visit the Friends website [www.friendsoftheruh.org.uk](http://www.friendsoftheruh.org.uk)

### Interested in apprenticeships?

Contact the Widening Participation Team on [lilly.webb@nhs.net](mailto:lilly.webb@nhs.net) or 01225 82596.



# Thanks & thoughts

Throughout the Easter Holidays, our young patients on the Children's Ward were treated to a host of fun activities – not to mention some incredibly generous donations of Easter eggs. Our cover star for this issue of Insight is Children's Ward patient Madison Boobyer who got stuck in to a brilliantly bright and marvellously messy art activity with the RUH's Artist in Residence, Edwina Bridgeman.



'Thanks Charlotte for your workshop - both Madison and James loved it - and their FIMO creations!'

**Parent (Facebook)**

'Thank you to all your amazing staff members who were brilliant with our two children today. You kept them entertained and turned a long visit very fun. They even received Easter Eggs 🥰'

**Parent (Facebook)**

My dad was referred by his GP to the RUH after a suspected mini stroke. I want to report how quick and caring everyone was. My family has been treated at the RUH on many occasions and have always had first class treatment. A big thank you! **(NHS Choices)**

I had to go for a colonoscopy a few days ago. I was really, really anxious and frightened of having the procedure. All the staff in the department are so kind and caring. They understood that I was frightened and explained what was going to happen. If anybody is worried about having a colonoscopy, don't be. It could save your life. It is not as frightening as you may think. **(NHS Choices)**

### **Granddaughter Birth**

Our daughter gave birth to a beautiful little girl in April. The care she received was second to none. The midwife we had was a wonderful person, nothing was any trouble,

gave her so much support, guided her the whole way, made us all feel so relaxed. We haven't stopped raving about her since. **(NHS Choices)**

I recently received seven weeks of treatment for prostate cancer from the team on LR3. In every respect and without exception I found the care, support and professionalism of each and every member of the team exemplary. From the moment I arrived at the small reception area on my set-up visit I was put at ease by the care and friendliness of the team. Every single day was the same, caring and professional. When I had concerns or worries the team responded sensitively. It's hard to explain just how supportive and reassuring that is. Whenever I want to point out to someone an example of the NHS working at its very best, I will highlight this team. Please pass on my thanks to them. **(By email)**



[www.twitter.com/RUHBath](https://www.twitter.com/RUHBath)  
RoyalUnitedHospitalBath



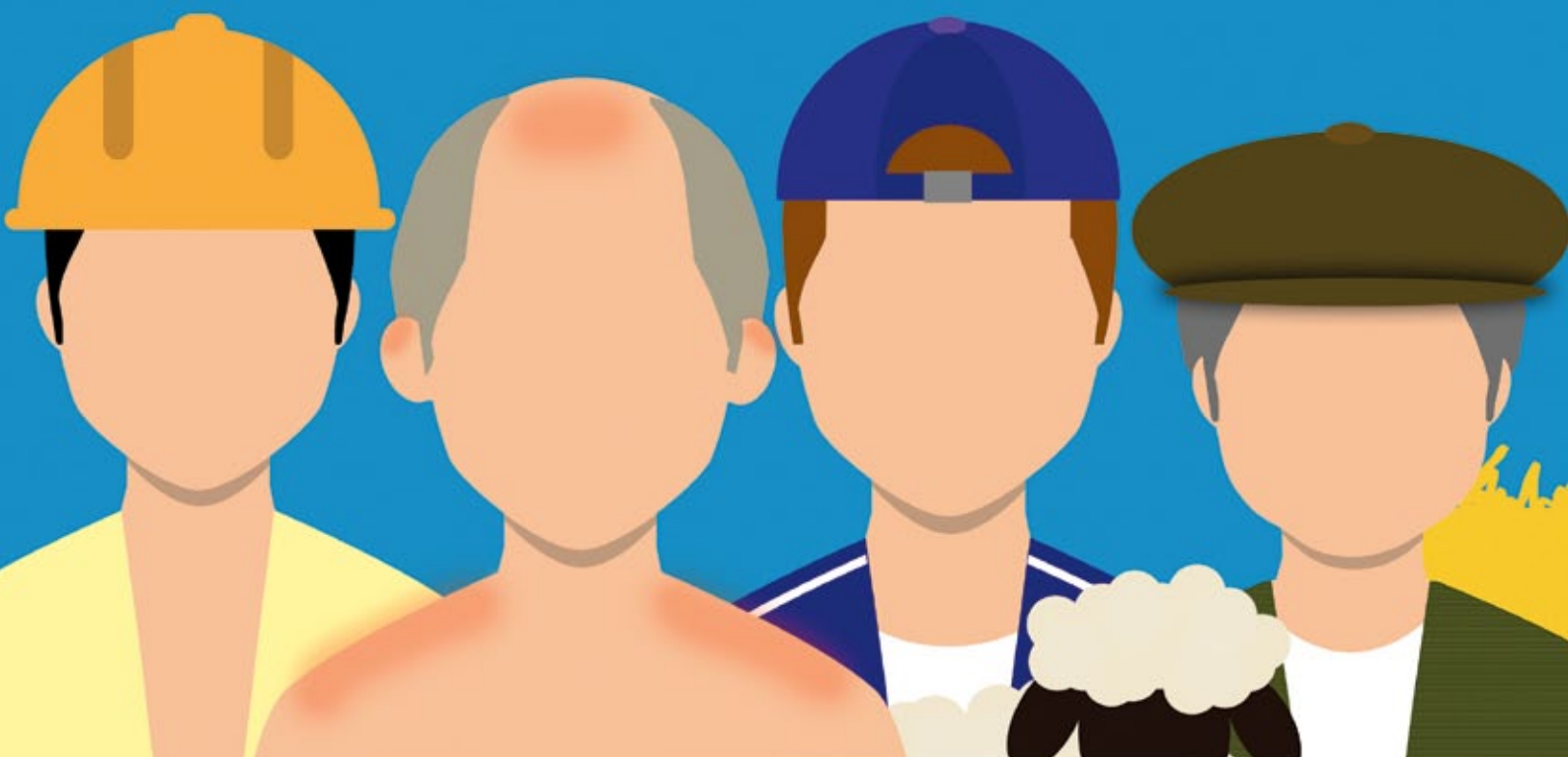
[www.facebook.com/](https://www.facebook.com/)

You can also leave feedback on the NHS Choices website. Visit [www.nhs.uk](http://www.nhs.uk) and search for Royal United Hospital Bath.



For men in the UK, melanoma skin cancer is the sixth most common cancer, with around 7,700 cases diagnosed in 2014 alone.

**#CoverUpMate**



**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](http://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).