

insight

ISSUE 13 WINTER 2011

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Sharing experiences of breast cancer
Safeguard your health

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Welcome

We're delighted that our Foundation Trust public membership continues to grow and that thousands of local people have been supporting the RUH's bid to become an NHS Foundation Trust in 2012. We tell you more about our plans, which include the launch of a series of 'Caring For You' health events for Foundation Trust members. See pages 4 to 6.



Sylvia White from Peasedown signs up as an FT member with help from Team Purple's Janine Pincott

In this latest edition of insight you can find out how sharing patient experiences of breast cancer is helping to improve breast care services at the RUH. Some of our patients have been involved in making a special DVD, in which they talk openly about their treatment. See page 9.

Many of our daily activities involve making ethical decisions, big and small. The RUH is one of only a handful of hospitals in the UK where a health professional can contact a member of the hospital's Clinical Ethics Committee day or night to discuss an ethical issue involving a patient. Read more about their role in hospital life. See page 16.

Anita Houlding

Editor / Senior Communications Officer

Editorial dates 2012

You can send your articles for insight via email to anita.houlding@ruh.nhs.uk or communication@ruh.nhs.uk or you can send a paper copy via the internal mail. Deadline for copy for next issue is **27 January** for publication early in March.

Contributors



Dr Dorothy Goddard

Consultant Radiologist & Lead Clinician for the Breast Unit **P9**



Dr Katrina Hicks

Consultant Geriatrician **P11**



Dr Peter Rudd

Consultant Paediatrician **P16**

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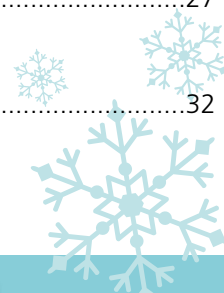
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RUH links with local business

Local Co-op 'good with members'

The hospital set up shop at Radstock Co-op for a membership recruitment event.

Team Purple, the hospital's Membership Recruitment Team, handed out information to customers about the RUH's bid to become an NHS Foundation Trust. They also encouraged them to sign up as NHS Foundation Trust members.

Dozens of shoppers took the time to talk to Team Purple and find out more about the many benefits of becoming a member. Jayne Angell, from Radstock, signed up at the event. She said: "I'm more than happy to become a member. I attend the hospital every month for



Jayne Angell and her mother with Team Purple's Lucy Brownhill



Team Purple Lucy Brownhill (left) and Janine Pincott (right) with deputy manager of Radstock Co-op Mike White



Andrea Denham from Midsomer Norton, with sons Charlie 3 and William aged 1

treatment for an eye condition and I'm delighted with the service I receive. The staff are fabulous. From the reception staff, right through to the nurses - they are second to none."

Margaret Cradock, from Peasedown, agreed. She has had a number of operations and treatments at the RUH



Margaret Cradock, with NHS Foundation Trust Membership and Governance Assistant Bryonie Deeming

over the years, including two knee replacements. She said: "I think very highly of the RUH. I'm signing up so I can keep in touch with all the events taking place there."

Thousands of local people have been supporting the RUH's bid to become an NHS Foundation Trust in 2012, by joining as prospective members. Becoming an NHS Foundation Trust member means you will receive all the latest news about the RUH, as well as local health events. You'll be offered the opportunity to take part in consultations, surveys or volunteering, and you'll be entitled to join the 'NHS Discounts' scheme which offers exclusive discounts with high street outlets, supermarkets, travel firms, take-outs and restaurants.

A strong membership base is vital to the success of the hospital, and the hospital's application to become an NHS

Foundation Trust – so please join us and sign up today.

Membership is free, and open to those aged over 16. For membership forms, call the Foundation Trust Membership Office on 01225 821299, or write to us at FREEPOST RSLZ-GHKG-UKKL, Foundation Trust Membership Office, Department C28, Royal United Hospital Bath NHS Trust, Combe Park, Bath, BA1 3NG.

If you have a smartphone you can download a free QR code™ reading app and go straight to the membership form by scanning here:

Alternatively you can sign up online by visiting www.ruh.nhs.uk/foundationtrust



Meet the... membership team

The RUH has appointed an NHS Foundation Trust Membership and Governance Manager, and an administrator. We are delighted to introduce Roxy Poultney and Bryonie Deeming.



Roxy is the NHS Foundation Trust Membership and Governance Manager. Roxy has been at the RUH for the past three years working as the Personal Assistant to the Director of Finance. Her excellent organisational skills and ability to communicate at all levels will prove a great asset in her new role.

Roxy (left) says: "These are exciting times for the hospital as it becomes an NHS Foundation Trust. I'm looking forward to meeting and recruiting Foundation Trust members and also organising exciting membership events that inspire and educate people. Preparing for the Governor elections will be one of my first jobs. It's a major task, but I am really looking forward to the challenge."

Bryonie is the NHS Foundation Trust Membership

and Governance Administrator. Bryonie (below) has previously worked for Plymouth NHS Trust and, before joining us in October, she worked as an administrator for the Infection Control Team at Musgrove Park Hospital in Taunton. She says: "I will assist and support the manager and help organise health events and recruitment drives, maintain the membership database and ensure the smooth running of the office."



Caring for you health events

The RUH has launched a series of events exclusively for NHS Foundation Trust (FT) members called Caring For You. They are an opportunity for both public and staff members to learn more about the RUH, meet medical experts and explore health matters of interest. Typically, there will be a Caring For You event held every other month, alternating between the RUH site and venues across Bath, North Somerset and North and West Wiltshire.

The series is being launched with a session on infection control, called 'The

rise and fall of the superbug'. Three short films will show the devastating effects of bringing Norovirus into hospital, and clinicians will talk about the RUH's successful campaign to beat the bugs. Members of the audience will also have the opportunity to have their hands checked for bacteria using ultra violet lamps.

We've lots of similar health sessions planned for the future including ones on breast cancer, diabetes, sleep clinics and pain management. You'll get the chance to go behind the scenes of a hospital theatre, enjoy a tour of the RUH with our estates

team, and we're hosting a hospital open day in Spring 2012.

These events are for FT members only. All sessions are free but places are limited – so you must book ahead. You can do this by calling the membership office on 01225 821299 or email us at foundationtrust@ruh.nhs.uk

If you are not yet a member, you can still sign up, see details on page 5.

FT members will be contacted about future Caring For You topics, times and venues by post or by email. Event listings will also be available on our website, www.ruh.nhs.uk/foundationtrust

Patient Safety

Improving Medicines Management



Safer Clinical Systems Project Manager Angela Humphries, Pharmacist Fiona Peterson, Consultant Geriatrician Dr Dorothy Robertson and Project Nurse Katie White

Readers will have seen the regular articles in insight about the ongoing Patient Safety Improvement programme at the RUH. There are five key areas to this project and medicines management is one of them.

The RUH has recently been awarded £150,000 from the Health Foundation to improve how and when patients with Parkinson's disease are given medicines. The RUH was one of eight trusts to receive the award out of 49 which applied.

Patients with Parkinson's disease are dependent on their medication for basic functions such as moving, coughing and swallowing and may have complex medication needs. It is particularly important that they receive the correct dose at the right time in order to avoid

further health complications and then a possible longer hospital stay.

Around 900 patients with the disease live locally, up to 20 of whom are admitted to the RUH every month, meaning that most clinical staff will be looking after people with Parkinson's from time to time.

Consultant Physician Dr Dorothy Robertson, a specialist in treating Parkinson's, says: "We are delighted to have received this award. The delivery of medication is an essential part of in-patient treatment and needs to be performed reliably, and this grant will help us to improve on this.

"We will be involving local people with Parkinson's and our colleagues in primary care to examine the whole patient

experience from home to hospital and back home again. If patients don't get their Parkinson's medication on time, symptoms increase and their care needs change. For example they may suddenly not be able to move, get out of bed or feed themselves unaided.

"A Parkinson's patient's length of stay is, on average, five days longer than an average patient but we can improve this and get patients back to where they need to be, if they get their medication on time."

Initially we will use the money to focus on improving the administration of medicines for patients with Parkinson's, but lessons learned from the project will be relevant for the timely delivery of medication for all our patients.

Yours sincerely

It's always pleasing to receive positive feedback from patients and their relatives for the support and care they receive from our staff and the Trust frequently receives letters of praise and thanks. Some also appear in the local press. Here are extracts from a few.



Mr Pennell from Hereford

wrote to thank Consultant Cardiologists Dr William Hubbard and Dr Rob Lowe for everything they did for him, and he sent a very generous donation to the unit. "Your professional skills were very impressive bordering on miraculous and the other doctors, nurses and ancillary staff at the Coronary Care Unit set standards of dedication, kindness and attention to detail that was, in view of the poor press the NHS so often receives, a revelation. The wonderful care I received from you all can never be repaid."

Mr Bevan from Melksham

wrote to say "thank you to Sister Liz Richards for her cheerfulness, unfailing kindness and professionalism. The care I received was wonderful, nothing was too much trouble and the Cardiology Unit is so well run I was really impressed. One hears many complaints about the NHS, but my experience on this and on previous occasions at the RUH has only been good. Thanks again for the wonderful care I received."

Mr Cosh from Bath wrote to say "Having recently experienced a spell in your hospital, I must congratulate you on the standard of care given. From those who dealt with the cleaning of wards and patient meal times, through to the most senior members of staff, I found nothing but the highest standards. I must mention Mr Williamson, Ms Moon and Ms Robson, without whom I am quite sure my admittance would not have been so smooth or my recovery so swift."

Mr Watkins from Castle Combe

wrote to express his sincere thanks for the exceptional care he received in the Emergency Department and the Acute Stroke Unit. "Please pass on my gratitude to all the staff that looked after me with their outstanding professionalism, care and attention. I found the level of cleanliness to be excellent in all areas. The RUH should be proud of its standards and healthcare."

Ms Stevenson from Bristol

wrote to express her extreme thanks and gratitude for the recent treatment she had at the RUH. "The friendly staff on Charlotte Ward made me completely at ease in a worrying time, they were so kind. Also, the nurses in the Intensive Care Unit are beyond amazing, maintaining good humour, professionalism and expert care. I cannot thank them enough. All the staff on Waterhouse are also brilliant. I really could not have expected better care. I would like to make special mention of Sister Jo who is forever cheerful, and Staff Nurse Ferrai whose sense of humour kept me sane, whilst being especially gentle and kind in her professional care. I cannot thank enough Mr Daulton and all the doctors who helped with my care; they truly listened to me and did all they could to make me comfortable. I cannot fault any department or member of staff."

Mrs Jones from Chippenham

wrote to praise the care her father-in-law received "I was particularly struck by the care that he received on Combe Ward. All the patients were treated with respect and dignity, as were we. The staff work extremely hard. I saw evidence of the sheer pressure of work that they faced. My father-in-law has returned home, which was organised sensitively by the team. We are very grateful for the wonderful service we have received."

Mrs Hewlett from Devizes

wrote "I wish to express my appreciation for the care I received on Parry, ITU and William Budd..... the staff were dedicated, caring and professional."

Mrs Tickell from Bath

wrote "Thank you for all your care and attention when I was an inpatient recently. I am sure I owe my life to the combined efforts and medical expertise of P&O medical team, Southampton Intensive Care Unit and the RUH Intensive Care Unit."

Sharing experiences of **breast cancer**

Patients made their film debut at a special premiere at the RUH's Breast Unit recently. The unit previewed a DVD of patients' experiences, and promoted the Breakthrough Breast Cancer Service Pledge, enabling patients and healthcare professionals to work together to improve breast care services.

The DVD showed patients talking openly about their experiences of breast cancer and their treatment. Through the 'Service Pledge', a Breakthrough Breast Cancer initiative, staff and patients demonstrate how their joint working benefits the Breast Cancer Service.

Dr Dorothy Goddard, Consultant Radiologist and Lead Clinician for the Breast Unit, says: "The Service Pledge dovetails very neatly with the Trust's commitment to engage with patients and listen to their feedback on how patient services might be improved. We are very excited about the DVD – sponsored by Breakthrough Breast

Cancer – which patients will be able to borrow for viewing at home. We are very grateful to Breakthrough for providing us with the funding to make the DVD, and of course to all of our patients who have so generously given of their time and bravely shared their experiences in order to help others."

The Service Pledge involved Breakthrough staff carrying out a series of interviews and surveys with breast cancer patients over six months, to find out what the unit is doing well and to develop improvement goals which truly reflect patient need. These goals, and the standards that patients can expect during their treatment at the RUH, will be recorded in a professionally produced booklet which will be given to each newly diagnosed patient.

The staff and patients have been supported in this work by Vicky Sander, who as a former patient is very well informed when it comes to understanding what patients want. Vicky has been

trained as a patient representative by Breakthrough and says: "My role has been to review the reports to ensure they represent what patients really feel and to develop short, medium and long term improvement goals.

"There is often a very different perspective between the receiving end and the giving end of healthcare, but interestingly the staff and patient perspectives on the Breast Unit have been very similar, which shows how in touch the staff are with their patients.

"I think this would make a wonderful model for other areas, for example prostate cancer. The more dialogue there is between these groups, the more patients will benefit."

Dr Goddard concludes: "We believe that feedback from our patients can make significant improvements to our service and their contribution to the Service Pledge will benefit many more patients locally and across the UK."



BBC Points West presenter Ali Vowles, Patient Representative Vicky Sander, Clinical Nurse Specialist Kate Horne and Consultant Radiologist and Lead Clinician Dr Dorothy Goddard

Time for dementia patients

Bath Institute of Medical Engineering (BIME) is an engineering design and development charity based at the RUH, which works to improve the quality of life for people with disabilities and healthcare problems.

The team works closely with other research and innovation leads to help provide solutions to challenging problems, creating new applications of technology, and new medical devices or instruments, which will benefit patients.

They are currently excited by video technology which has been designed to support people living with dementia and which is currently being trialled on Combe Ward. Dr Nigel Harris, BIME director, explains: "People living with dementia can lose the ability to tell the time, even to the extent that they cannot distinguish between night and day. This video display helps them by providing that information. They can see at a glance what day it is, and whether its morning, noon or night." The display (right) also has the potential to provide additional useful information about activities on the ward.

"We've seen the evidence that the clock is helping our patients on Combe Ward. Beryl, who has dementia, used to get up in the middle of the night convinced it was morning. She'd wander around the ward waking patients and become distressed. On the first night the clock was installed it proved its worth. Beryl woke up, looked at the clock, said 'Oh it's night' and went back to sleep. We hope to widen its use to benefit patients on the rest of the ward."

James Scott, Chief Executive of the RUH, was recently given a tour of the workshops and laboratories to see first-hand some of the research projects and products the BIME team have created. At the end of his tour, James said: "I was impressed with the work that BIME are doing, particularly as I could see that their inventions were directly benefiting our patients."

BIME has an important role in supporting the hospital's innovation and research and development activities. A recent invention; a fixation device to speed up the surgical repair of fractured fingers, has been patented and there has been strong interest from commercial partners, which could attract significant funding for the RUH.

BIME was founded in 1968 by Bevan Horstmann, the Director of Horstmann engineering company, and Kenneth Lloyd Williams, a Surgeon at the RUH. The aim of the Institute was to apply technology to medical problems and to help people with disabilities. The Trustees were made up of representatives from the local health authority, University

of Bath and local industry. The Institute has grown and a grant from the Wolfson Foundation in 1987 allowed them to move into new accommodation in the Wolfson Centre on the RUH site.





New Hip Fracture Unit

Some of our frailest patients are now receiving improved care, following the opening of a new Hip Fracture Unit at the RUH.

Patients are now being cared for not only by our orthopaedic specialists but also by a new team of geriatric medicine specialists to provide day-to-day care on the 20-bed unit.

While the orthopaedic team provides the surgery and post-surgical reviews, holistic medical care begins from the patient's admission.

The new unit will provide a number of benefits to patients including ensuring they are operated on more quickly following their admission, reducing

the amount of time they need to stay in hospital, and providing a dedicated time slot for a doctor to talk to patients' relatives about their care.

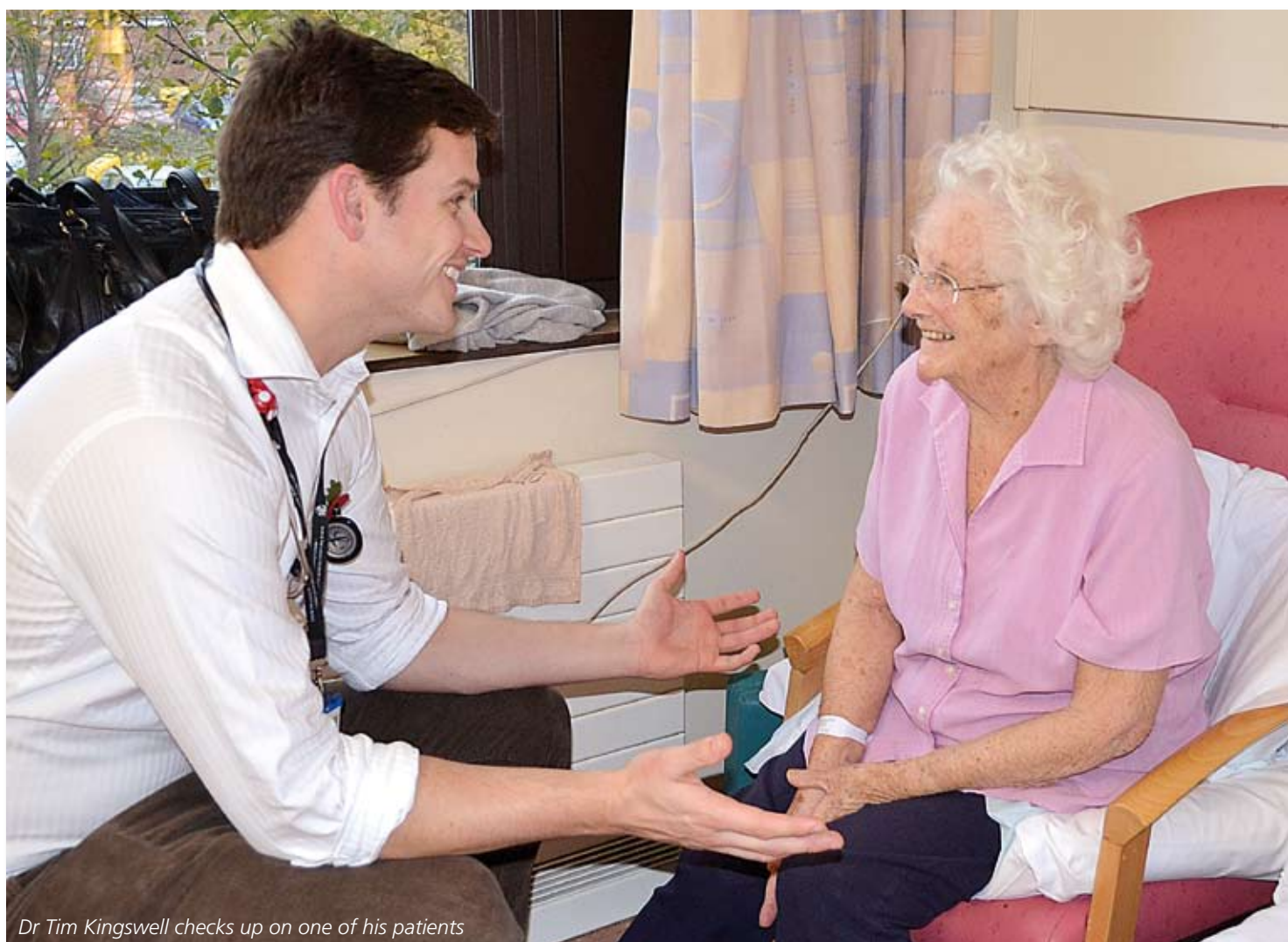
Consultant Geriatrician Katrina Hicks says: "Around 10 patients per week come to the RUH having suffered a fractured hip, and some of these patients are among the most elderly and frailest of the patients we admit.

"There is clear evidence that patients who are cared for jointly by geriatric and orthopaedic teams recover better, because we are able to treat other medical conditions patients may have at the same time and consider issues with their rehabilitation.

"This new system is recognised as best practice and puts the RUH among other pioneering units nationally in optimising the care of this vulnerable group."

For a Trust our size, we see a relatively large number of patients with a broken hip, or fractured neck of femur, and as the elderly population rises, this number will only increase.

One of the hospital's main priorities for the current year is to improve the quality of care received by this group of patients. Along with introducing the new hip fracture unit, we are looking at ways to free up our busy theatres to provide more time for trauma operating time.



Dr Tim Kingswell checks up on one of his patients



Reducing admissions



The Discharge Assessment Therapists (DAT) team won their Team of the Month award for proactively managing safe patients discharge from the Emergency Department, Observation Unit and Medical Assessment Unit.

The team's intervention at this stage in a patient's care has reduced the number of patients being admitted unnecessarily to hospital. From January until July this year, our figures show that 598 patients referred to the team resulted in 85% - or over 500 - of those patients, being safely discharged to home instead of being admitted.

In planning for a patient's discharge the team has to consider if the patient can manage safely at home by themselves, or whether they need aids to help them or, possibly, some intermediate care to assist them once



they are home.

The number of referrals to the team is increasing and they've extended their working day into the

evening to ensure patients can be discharged from hospital safely and therefore keep hospital beds free for the very sick.

Just a minute...



with **Joanne Avis, Clinical Trials Administrator**

Q Give one example of something you've overcome.

A My fear of spiders; when I travelled in Asia I saw so many that in the end I gave up screaming.

Q What talent do you wish you had?

A Singing; I love singing but nobody else likes my singing.

Q What do you fear the most?

A Heights, I go all wobbly and have to hang on to something.

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

A Lady Diana, she was so lovely and I'm sure would have been great company, Paul O'Grady, he'd be good for all the gossip and David Bowie, so he could give

an after dinner rendition of Starman.

Q What's your favourite purchase and why?

A My Ray-Ban sunglasses - they make even a cloudy day sunny, so highly recommended for the UK climate.

Q What was the last book you read?

A The Other Hand by Chris Cleave. It's a real page turner and can make you laugh and cry.

Q How would you like to be remembered?

A As always looking on the bright side and laughing lots.



Just a minute...



with **James Minchin, Electrical Engineer**

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

A My multi-tool, it's helped me out of many sticky situations.

Q Give one example of something you've overcome.

A My shyness - working here has helped me to be less shy.

Q What talent do you wish you had?

A I'd love to be able to play a musical instrument.

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

A My supervisor thanked me for completing an awkward job.

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

A Lee Evans and Bill Bailey because they're very funny and Fred Dibnah, I think he's fascinating.

Q What's your favourite purchase and why?

A My car - it gives me freedom.

Q What was the last book you read?

A I read Fred Dibnah's biography, which was brilliant.



Baby friendly staff

NICU staff won Team of the Month after being awarded with a Baby Friendly accreditation by UNICEF UK, for the excellent education and support they provide to new mums to breastfeed their babies.

The national Baby Friendly Initiative is a programme developed to ensure a high standard of care in relation to infant feeding for pregnant women and mothers and babies. NICU staff demonstrated outstanding skills, excellent knowledge and enthusiasm in implementing these standards and 100% of staff received the Baby Friendly training over a period of a year. UNICEF said that our NICU was the best they had assessed in the country.



Florence Nightingale Scholarship

“For us who nurse, our nursing is a thing which, unless we are making progress every year, every month, every week, take my word for it, we are going back.” These are words spoken by Florence Nightingale, back in the 1900s.

But having talked with two modern-day nursing colleagues at the RUH, both of whom are at different stages in their careers, this sentiment is still being echoed today.

Nurse Practitioner Lucy Hobbs (right) and Director of Nursing, Francesca Thompson (below) have been talking about how they are using, or will use, scholarships they received from The Florence Nightingale Foundation, in their professions.

The Florence Nightingale Foundation raises funds to provide research, travel and leadership Scholarships for Nurses and Midwives. These are used to study at home or overseas to promote and share innovation in practice and extend knowledge and skills to meet changing healthcare needs and improve patient care.

The Foundation expects scholars to present and publish their work for the benefit of the profession and also, most importantly, of patients.

Lucy, who works in Ambulatory Care, says: “Improving my practice is my fundamental aim. There is always more we can learn and improve.”

Lucy is studying for an MSc in Advanced Practice. She sought funding from the Florence Nightingale Foundation to support her studies and was awarded with a scholarship in October this year. “During a 45-minute interview, I had to explain to the panel what I hoped



to achieve and how my studies would benefit myself, my patients and the organisation I work for.

“Continuing my professional development, and gaining greater knowledge and skills means that I will be able to deliver more specialised care to patients, than if I were in a general nursing role. I was over the moon to receive the scholarship, which has made a real difference to me, as I would have struggled to complete my Masters without it. I’m determined that they will consider it to have been a good investment

“The support I’ve had from my peers and colleagues has been second to none. They’ve all encouraged me in my studies.”

Francesca, our Director of Nursing, won her leadership award from the Florence Nightingale Foundation in 2009, and fully appreciates Lucy’s motivation and commitment to continuing her professional development. Francesca says: “No matter how busy you are or how full your life is, there are always opportunities to develop.”

Francesca is interested in how the nursing profession can influence the reputation of an organisation, and used her scholarship to better understand the relationship between nursing leadership and reputation management. Her overall aim was to increase patient and public confidence in their local hospital, and she reviewed existing research and literature both within and outside the NHS. She was successful in gaining a

“The trained nurse has become one of the great blessings of humanity, taking a place beside the physician and the priest.” **William Osler**

place with the Said Business School, University of Oxford and University of Hong Kong on a corporate leadership executive programme. Francesca was the only UK participant and the first nurse ever, to be amongst Government officials, bankers and captains of industry, all talking about turning big companies around.

"I had lots of ideas that I couldn't make sense of. The award helped me to make sense of them, and to put them into practice within my organisation. I now have a real sense of what I can do. I am also clear as to how important the nursing workforce can be in the influencing of reputation and instilling confidence.

"I would strongly encourage nurses to apply for scholarship opportunities as there are no limits or boundaries to your own ideas – that's the beauty of this profession – it's very rewarding. The benefits of finding time for you to professionally grow, means that you can give back to the very people who matter – our patients."

If you are interested in finding out more about the Florence Nightingale Foundation, visit their website www.florence-nightingale-foundation.org.uk



Francesca Thompson, Director of Nursing at the RUH



Reducing the pressure

Congratulations to the Forrester Brown Trauma Unit on their Team of the Month award. The team has implemented an innovative way to reduce the incidences of pressure ulcers in patients by 47%. Pink charts are placed at the end of the bed so staff can monitor patients' positions and will be able to see when they need to be repositioned. Pink clock faces are used to show how long a patient has been sitting out of bed, so staff can see when they need to be helped back in.

The 'Think Pink' idea came from Junior Sister Lisa Brown (right), a member of the Forrester Brown Trauma Unit. Lisa has since been presented with a Patient Safety Award in recognition of her contribution.

The reduction in pressure ulcer incidence has improved patient experience and safety and enthused and motivated staff. The campaign has been such a success that it is being adopted by other hospital Trusts across the country.

Lisa is going to need a bigger mantelpiece soon. She has also been presented with a 'best paper' award from the Royal

College of Nursing Society of Orthopaedic and Trauma Nursing conference. Lisa presented a paper at the conference, which gave an overview of how innovative changes in practice on the Forrester Brown Trauma Unit, accompanied by the development of a particular nursing role and a review of nursing care, all led to a significant reduction in the incidence of pressure ulcers in our patients

Lisa says: "I'm delighted with my awards. But thinking about how we can provide solutions to problems to improve things for our patients is something I share with all my colleagues. It's all about putting the patient first."



Chief Executive's Customer Service Award winners



Tim Needham (above right), a Senior Analyst Programmer, was nominated by staff on the Intensive Therapy Unit (ITU), for developing an electronic handover system for the nurse-in-charge. Now staff can use a hand held personal computer (tablet), to record all the necessary patient data, live from the bedside, as they carry out their ward round. This replaces the longer, more laborious process of having to first make notes, get the notes typed up and printed and distributed. Instead information is recorded directly on the tablet, which goes straight to a special database. This can be more easily shared with staff to discuss a patient's care. Specific safeguards have also been built into the system, making it efficient, accurate, safe and confidential. ITU staff believe this new system will help improve patient safety, communication and auditing, and enhance their overall service to patients.



Surgical registrar David Messenger (left) won his award for coming to the assistance of an injured man on the M5 motorway. David and his fiancée Natasha, an anaesthetist, were off duty at the time of the incident at Junction 16. The man had limb fractures, a head injury and was semi conscious. David and Natasha cleared the man's airways and stabilised him at the roadside until an ambulance arrived. Congratulations on your award David.

Staff Nurse Helen Chivers (below), who is a member of our bank staff, was nominated for her award by a patient in the Oral Surgery department, who was so very grateful for the care she had received from Helen and also from dental specialist Robin Mills. The patient had a great fear of dentists and was to undergo some dental treatment. She wrote how Helen had treated her with the utmost respect, took her through everything that was happening and held her hand throughout the procedure. "Helen went beyond what she had to do and I was thoroughly grateful – Helen was truly wonderful."



Clinical

Many of our daily activities involve making ethical decisions, big and small.

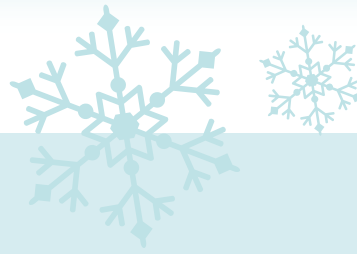
Staff, patients and their families at the RUH may face ethical dilemmas regarding treatment decisions, or those associated with withdrawing invasive or life sustaining care. Often conflict can arise from the religious beliefs of families (whatever faith they may follow), the technological advances posed by modern medicine, or from the social stigma associated with some illnesses.

The hospital's Clinical Ethics Committee can help to navigate this complex area by providing support and advice to staff, patients and their families in dealing with the ethical aspects of decisions.

Around 11 cases a year are referred to the Ethics Committee, which is made up of doctors, nurses, an academic ethicist, a psychologist, a chaplain, a solicitor and a representative from the hospital's management team. The Committee meets quarterly, but they have a process in place to be able to discuss ethical issues if a decision is needed with any degree of urgency and they can be contacted at any time.

Dr Peter Rudd, Chair of the committee, says: "The committee provides advice on any ethical problems we encounter in the hospital. The types of activity we're involved in include such things as reviewing guidelines for treatment when ethical and legal issues are involved, for example blood transfusions for children of Jehovah's Witnesses and resuscitation.

"The sorts of cases we see are varied. They're often relating to end of life issues, or refusal of treatment, resolution of disagreement among



Ethics

relatives, to name but a few. With all of the mobile technology available these days, we've also had to consider the issue of relatives filming - or otherwise recording - a family member's treatment and the concern that such footage may end up on a social media site. If we're faced with an issue which is outside of our experience, we can also seek advice from the UK Clinical Ethics Network.

"We can be contacted at any time by staff who would like the group to resolve particular ethical problems and usually a referral is made by a clinician or clinical team. Initially one of us would gather relevant information relating to the case before other members of the committee are contacted to discuss the options. This usually involves meeting the referrer, sometimes at the bedside, with the patient and relatives, or telephone calls and email discussions.

"We believe our service leads to better relationships with patients and their families, a neutral platform for discussion

of often difficult problems, and increase in staff awareness of ethical issues.

"It's reassuring to know that we're looking after a patient's moral welfare and considering issues on their behalf, as well as supporting clinicians."

Members of the committee also provide education to hospital staff on clinical ethics, from grand rounds (an educational session organised specifically for junior doctors, hosted by senior clinicians) to tutorials, and a booklet on good ethical practice is available on the staff intranet.

The RUH is only one of a handful of hospitals in the UK where a health professional can contact committee members day or night to discuss an ethical issue involving a patient. There are currently 100 hospitals in the UK with their own Clinical Ethics Committee. These include Acute, Mental Health and Primary Care Trusts, Palliative Care organisations and professional bodies such as the Royal College of Nursing.

Not all hospitals have a Clinical Ethics Committee. The Bath group doesn't receive any funding and those on the committee offer their services on top of their normal day jobs, though they do occasionally have access to training workshops and conferences. Peter has previously worked alongside the UK Clinical Ethics Network to lobby parliament in a bid to get Clinical Ethics Committees recognised as an obligatory part of hospital services.

If you would like to refer a case to the Clinical Ethics Committee you should contact the Committee co-ordinator, Vanessa Bishop on 01225 821002 during office hours, and switchboard out of hours 01225 428331. Alternatively, email vanessa.bishop@nhs.net

Useful links include the UK Clinical Ethics Network Website www.ethics-network.org.uk and Centre for Ethics in Medicine, University of Bristol at www.bristol.ac.uk/ethicsmedicine

"Ethics is nothing else than reverence for life." - Albert Schweitzer



Safeguard your health this winter



We are urging people to prepare for winter and be aware of the health risks associated with the colder months.

The risks are particularly important for older people, families with young children and people with disabilities or long-term health conditions as they are the most vulnerable, but everyone can benefit from following some simple tips (see below).

Those people in at risk groups are also being urged to visit their doctor to receive a flu vaccination.

The vaccine is available free of charge to people aged 65 or over, all pregnant women, people who have long-term health conditions (such as diabetes, a chest or breathing problem) and anyone who is a main carer.

By following some advice you can help yourself avoid illness. If you do require medical help it is important to think about what service can best help you quickly and effectively.

For genuine emergencies, such as chest pain, people shouldn't hesitate to call 999. For other less serious problems however, not all injuries or

illnesses necessarily require a visit to the local Emergency Department or GP surgery. Many problems can be dealt with quickly and efficiently with a visit to the local pharmacist, a walk-in centre or minor injuries unit, or by contacting NHS Direct on 0845 4647.

People can take the following practical steps to minimise the risks to themselves and others during periods of cold weather:

- Have regular hot drinks and at least one hot meal a day
- Eat regularly to help keep energy levels up during winter
- Keep as active as possible
- Wear several light layers of warm clothes
- Wear appropriate footwear in icy and snowy conditions
- Wrap up warm if you need to go outside and always wear strong shoes or boots with grip in slippery conditions
- Check on elderly friends, relatives and neighbours
- Check medicine cabinet stock levels and that medicines are in date.



flu fighter

Myth busters

Myth: Flu is a mild illness so I don't need to be vaccinated

For the majority of people who catch it, flu is simply unpleasant. For some, however, it is much more serious.

Myth: The side effects of the vaccination are really bad

Seasonal flu vaccine side effects are mild or non-existent, usually a slight soreness and occasionally some aching of muscles or a slightly raised temperature, for a couple of days.

Myth: I've had the flu jab before so I don't need it again

People should be vaccinated against seasonal flu every year. We don't know how long last year's vaccination will last and we strongly recommend that you should be vaccinated again this year.

Myth: Healthy people shouldn't

be concerned about getting seasonal flu

Anyone can pick up the virus. If you can catch it, you can pass it on to those who are at more risk of serious illness. Generally, 15–20 per cent of the population gets flu each year – healthy people included.

Myth: The flu jab isn't safe

The risk of having a serious (anaphylactic) reaction to the seasonal flu vaccine is less than one in a million. It is much less than the risk of getting seriously ill from having the flu itself. The only people who should not have the vaccine are those who have a severe allergic reaction (anaphylaxis) to a previous dose of seasonal flu vaccine or to any part of the vaccine. If you have a serious allergic reaction (anaphylaxis) to hens' eggs, you may still be able to be vaccinated, but under specialist clinical supervision, or have an egg-free flu vaccine.

Myth: The flu jab can give you the flu

It is impossible to get flu from the having the flu jab. This is because the vaccine doesn't contain any live viruses.



Stop the spread of **Norovirus**

Earlier this year, we see a sharp rise in the number of patients suffering with diarrhoea and vomiting (D&V) caused by gastroenteritis. Norovirus is the most common cause of infectious gastroenteritis and affects between 600,000 and 1 million people in England and Wales every year. The illness is generally mild and people usually recover fully within two to three days; there are no long term effects that result from being infected.

However, an outbreak of Norovirus has a devastating effect on the hospital, often resulting in bed and ward closures. As we are unable to admit new patients to beds in affected areas; this puts additional pressure on many areas of the hospital.

This year the RUH and NHS Bath and North East Somerset launched three films to reveal the impact of what happens when Norovirus is brought from the community to a hospital. This was done through the eyes of a mother and child, a student and a visitor all suffering from Norovirus.

Norovirus causes outbreaks of sickness, creates unpleasant symptoms for people and puts NHS services under strain as the infection is spread within hospitals and health centres, putting other vulnerable patients at risk of infection. Norovirus is highly contagious and is passed easily from one person to another through touching infected surfaces and then ingesting the bug.

Yvonne Pritchard, Senior Infection Control Nurse, says: "The films are part of a campaign to inform people of the dangers, keep people safe from infection and stop the spread by encouraging people not to visit hospitals, GP surgeries and health centres when they have the symptoms. Perhaps some people don't

realise how contagious this bug is and by presenting yourself in public areas how easily the infection spreads.

"Norovirus isn't a hospital acquired infection, it's rife in the community and it's brought into hospitals by people who have it. If Norovirus is brought into a hospital it can have a devastating effect.

"Each ward affected has to go through a countdown process; when all patients on the ward are symptom free of Norovirus for 72 hours, housekeepers can begin the deep clean process. Only when these measures have been taken can the ward re-open to visitors and new patient

admissions. This means there are then fewer beds available for new patients, and recovering patients may need to wait longer than necessary to be discharged to a community hospital or nursing home. It can also affect staff members who may become infected and then not be able to attend and look after patients.

"The bug produces unpleasant symptoms but most people recover without treatment. We would ask that anybody who has had diarrhoea and vomiting stays away from the hospital for at least 48 hours after their symptoms have stopped, even if they feel better."

Caught on film

If you haven't seen the films which reveal the impact of what happens when Norovirus is brought from the community to a hospital, then you may not appreciate the significance of the black handprint below. Norovirus is invisible and so the black handprint is a simple, visual way of showing you how easily and quickly Norovirus is spread.

Please take a look at the films, they're only a few minutes long and they're very informative. See how a student unwittingly spreads infection to other people, the child who doesn't mind who shares his infection, and a visitor who takes more than just a book as a gift to a ward.

The films are available to view on youtube, which can be accessed via the hospital's website: <http://www.ruh.nhs.uk/media/news>





Forever Friends – update

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



We are now busy raising funds for a new Gamma-CT Scanner for the RUH. This high-tech piece of equipment is primarily used to pinpoint localised cancer, as well as investigate heart disease, identify non-cancerous tumours and diagnose the cause of bone pain and neurological disorders. It is a vital diagnostic tool for many of our patients.

Consultant Radiologist Stewart Redman says: "A Gamma-CT Scanner is so advanced because it combines a traditional Gamma Camera with a CT Scanner. This gives pictures of brilliant clarity, helping us to identify abnormalities at an earlier stage than other types of imaging and also



Consultant Radiologist Dr Stewart Redman, Actor Tristan Gemill and Martin Evans.

accurately pinpoint their location for subsequent treatment. A Gamma-CT Scanner provides a much better service for our patients during a very stressful time in their lives."

Over £220,000 (which is nearly a third of the Gamma-CT target) has so far

been raised by the generosity of our readers and local donors. With a total of £650,000 to raise, the Appeal needs you to help achieve this target. There are plenty of ways for you to get involved so visit our website, www.foreverfriendsappeal.co.uk for more inspiration.

Bath Half Marathon 2012

Put your best foot forward...

We're thrilled that the RUH space for Cancer Care campaign has been chosen as the Bath Half Marathon 'featured appeal' next year.

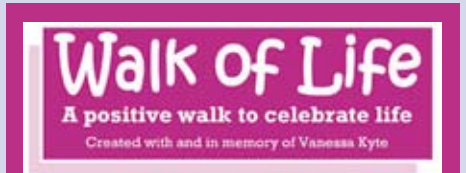


We also very grateful to CFH Docmail, who are sponsoring Ted's Team, who will be running to raise funds for cancer services at the RUH, a cause close to the hearts of so many.

If you think you could stay the course and you'd like to join Ted's Team, there are still some Golden Bond places available. They are selling fast though, so if you want to sign up at £25 a place, you'll need to do it as soon as possible. To download an entry form, visit www.foreverfriendsappeal.co.uk

For those of you who can run, but not quite as far, why not join in the Bath Half Marathon Family Fun Run.

This takes place on 11 March too, and begins just after the start of the Bath Half. If you want to participate, visit www.bathhalf.co.uk/entries to see what you need to do to sign up.



The preliminary date for next year's Walk of Life has changed, the event will now be held on Saturday 26 May 2012, keep your eyes peeled on our website for the most up-to-date information.

Drama on the high seas



Mr Maitland Horler's holiday memories will be more remarkable than most. Fortunately, there won't be many of us who suffered a heart attack whilst on a mediterranean cruise, and ended up having a triple heart bypass operation in an Italian hospital!

Mr Horler, happily now a picture of good health (above), says: "I had been cruising around the Caribbean, Spain and the Med with my wife and we were nearly at the end of our trip. I felt sick before arriving in Sicily and I was examined by a doctor on board. He told me I was experiencing a heart attack and he started treating me immediately. As soon as the ship docked in Palermo, I was taken to hospital and just 2½ hours after being admitted, I was having my operation. After just 24 hours I was out of intensive care, and spent another nine days in hospital.

"Although my cruise had ended, my life hadn't. I will be eternally grateful for the expertise of Professor Ruvolo (Director of Operations and Professor of Cardiac

Surgery at the University of Palermo) and his team in Policlinico Paolo Giaccone for saving my life."

Mr Horler has continued his after-care at the Cardiac Rehabilitation Unit at the RUH, and as Captain of Salford Golf Club, he and his fellow golfers chose to make a charitable donation of £1,000 to the Unit as a way of saying 'thank you'.

After a heart attack, bypass surgery or angioplasty, many people need help to regain their confidence and fitness. The RUH cardiac rehabilitation programme is designed to improve heart health and assists patients in modifying their lifestyles where necessary, to reduce the chances of further heart problems.

Clare Stone, Cardiac Rehabilitation Co-ordinator at the RUH (above left), says: "We are very grateful to Maitland and his friends at Salford Golf Club for their generous

donation. This money will be used to help improve the quality of care we are able to offer and is greatly appreciated by both patients and staff."



Mr Horler ended up as something of a celebrity and featured in an Italian newspaper during his stay in Palermo



Thank you your support

Everyone joined forces with the Forever Friends Appeal and embraced the 'flower power' theme, in support of Ted's Big Day Out, to raise money for a new cancer scanner.

There were lots of different interpretations of the flower power theme; from full 1960s gear to the wearing of a single flower.

We were very grateful to Bath MP Don Foster for acting as MC for all the fun and entertainment that took place in the hospital's Atrium. We were delighted to be visited by critically acclaimed actor Simon Callow and Casualty actor Tristan Gemill. Bath Rugby players Pieter Dixon and Stuart Hooper, the Mayor of Bath, Councillor Bryan Chalker and the Chairman of Bath and North East Somerset Council, Councillor Peter Edwards were also at the hospital.

Staff and visitors enjoyed a bit of hand pampering by students from Bath College (it was interesting to see some of the men getting a full manicure and colour polish!), and ate authentic Indian cuisine provided by the Bath Malayalee Association. They got to sing along with the RUH choir and Toby Marsh, watch staff gamely trying to remember



u for port...

song lyrics during a song competition, had their faces decorated with flowers, meet Angel the owl and buy delicious cakes.

There were activities organised by staff going on elsewhere in the hospital too – such as cake sales, treasure hunts and competitions – all doing their bit to raise money for the appeal.

A great time was had by all and we say a huge 'thank you' to all those supporters, across the city of Bath and beyond, for helping us raise funds for the Cancer Care campaign.

Courtesy: Western Daily Press



Art

at the Heart of the RUH

As the Autumn fades in a blaze of glory and the daylight hours get shorter, we've still got some light and colour to look forward to in the art exhibitions at the hospital.

Staff and Volunteer Exhibition

We're planning the first ever Staff Art Exhibition for February next year, which will remain on display until April. With over 4,800 staff and volunteers at the RUH, there is sure to be a great pool of artistic talent waiting to be revealed and shared with colleagues and members of the public.

Open to all ages and experience, budding artists can submit up to three pieces of original, two-dimensional artwork. These can be in any medium; photography,

painting, drawing, print-making, 2D textiles etc., and of any theme. A panel will then select which items to include in the exhibition. Please email tonysmith3@nhs.net for entry guidelines and a submission form, or download them from the website www.ruh.nhs.uk/art

All work will be for sale unless otherwise stated by the artist and 25% of the sale proceeds go directly to the Art at the Heart programme. This will help to fund new arts projects, music workshops, performances and new artworks for the hospital, all improving our environment for the benefit of patients, staff and visitors.

This is a chance for all you talented, creative folk to exhibit your masterpieces and sell your work for a good cause so

please don't be shy.

New additions

You will have noticed a striking 24ft mural on the walls of the Atrium, in the shape of Sebastian Smith's 'Rite of Spring', which he recently donated to Art at the Heart of the RUH. Nikki Taylor's graceful wire mesh sculptures of athletes are also on show in the central courtyard and the Rolling Hills courtyard as part of the 'Art at the Edge' Olympic arts project.

Winter Exhibitions

The Old Bakery Artists (OBA) are back from the beginning of December until February, with an exciting exhibition entitled New Beginnings. OBA is a popular local group of 28 artists. Each has used his or her preferred medium; oil, acrylic, watercolour,





photography or mixed media, to give an individual interpretation of the theme 'new beginnings'. This promises to be a colourful exhibition with something for everyone, from abstract and contemporary to figurative and traditional works.

Also exhibiting will be 21 beautiful Contemporary Chinese Woodcuts from Josie Reed, owner of the former Chapel Row Gallery in Bath (now reopened as Reed Contemporary Books).



Art Sparks on the Children's ward

Art at the Heart recently secured funding from Arts Council England to develop a new project on the Children's ward - entitled Art Sparks, which is being led by artist-in-residence Edwina Bridgeman. The project got off to a great start with children helping to design promotional posters for the workshops and imaginatively interpreting Sue Flood's popular Cold Places exhibition. The work produced by the children and families will be exhibited in a new gallery space, dedicated to the Children's Ward, in the central corridor, zone B, from the beginning of December.



Friends of the RUH

Giving us a helping hand



All the fun of the Winter Fair

Many visitors enjoyed this year's Winter Fair and snapped up lots of bargains for Christmas. There were gifts galore on the stalls, including crafts, gifts, jewellery, home-made cakes, biscuits and preserves.

We're in the process of totting up the total raised, but all the signs are that it was a great success. Thank you to all our volunteers, and to the staff and visitors who supported us by making purchases and buying raffle tickets. The money raised will go towards gift vouchers that we give to all the patients who are in the hospital over Christmas. This gift can mean a great deal to them, especially if they don't have relatives visiting them over the holiday period.

The money raised also helps pay for emergency toiletry kits. Each year the Friends spend over £6,000 for packs that are distributed weekly to patients who have been rushed in to hospital and who don't have the basics, such as a toothbrush or shampoo, or soap with them.



Christmas Cheer

The nights are drawing in and with Christmas just round the corner, the Friends of the RUH are busy organising volunteers to help over the festive season. Whilst many people are taking a well earned holiday at this time, the Friends are still very active.

On Christmas Eve, Christmas Day and Boxing Day they'll be bringing a bit of cheer to patients by serving refreshments and giving out 500 gift vouchers. Visits from the volunteers are especially welcomed by patients who may be confined to bed for long periods, or who don't have family around them.



Friends Donations

We continue to respond to funding requests to provide patient amenities and over the past year, we have helped fund over 45 projects, ranging from equipment to help dementia patients, to IT equipment which supports children's learning. As you walk around the hospital look out for the 'donated by the Friends' stickers and see what a huge impact such a small charity has on our hospital.

If you are thinking of giving an alternative Christmas gift, why not consider giving to the Friends charity? It will make a huge difference. For more information call 01225 824046 or email volunteers.office@ruh.nhs.uk



We need more volunteers

The Friends of the RUH has over 400 volunteers who support patients and staff across the hospital. Despite this number, more volunteers are always needed, not just to make tea and coffee and be a listening ear, but also to help in the Coffee Shop, work in the shop or the gardens. Anyone who is interested in becoming a hospital volunteer can contact the volunteer office on 01225 824046.

Are you following the RUH?



The RUH moved into the world of social media a year ago with the launch of a Twitter internet site, which now has around 350 followers.

More recently we also launched our own page on Facebook, and our number of 'friends' on this site is continuing to grow.

Both Twitter and Facebook are used to regularly provide news about activities or events at the hospital, along with advice on keeping well.

We will also use the sites to advise on sudden or unexpected changes, such as restrictions to visiting times, or if any services are affected by severe weather

for instance.

Social media is another means of promoting our work to staff, patients, the public and key organisations and does not replace our existing ways of engaging with people, but is used alongside them.

We hope more people will use Twitter and Facebook to get information from us, and will also use the sites to provide us with instant feedback.

Why not take a look at the sites? You can access them on your computer or internet-enabled mobile phone by going to www.twitter.com/RUHBath and www.facebook.com/RUHBath

Halloween

Staff in the catering department got right into the Halloween spirit this year. Dressed in some great costumes, they served up a fiendishly tasty menu to visitors and staff. It looks like they're contemplating putting a spell on our Chief Executive! (bottom centre)



Do You Need Help To Maintain Your Independence at Home?

There are many reasons why coping with life at home can become difficult...

Whatever you need to make life easier for you or someone you care for we are here to help. Practical, dependable care discreetly delivered by our experienced and qualified team.

"I need to know that Mum is happy when I leave her or she'll be unsettled which makes my role as her carer more difficult. Alison, from Crossroads, is very warm and I can trust her to look after Mum for me."



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Take a break

Answers to last issue's puzzles

Crossword

Across

1 Cautious 6 Sten 8 Require 9 Arrest 19 Windy
11 Opposed 13 Teethe 15 Dredge 17 Ostrich 19 Apart
22 Alpine 23 Operas 24 Tyke 25 Songster

Down

2 Apelike 3 Third 4 Omen 5 Stampede 6 Scrooge
7 Ensure 12 Teacher 14 Termite 16 Garbage 18 Splay
20 Poems 21 Join

Guess who?

Jesse Owens





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Help Change A Young Life Now



Mentoring Plus is looking for caring, reliable adults to act as Volunteer Mentors. We are a Bath-based project and work with vulnerable young people between the ages of 12 and 17. Building trusting relationships, we help children to develop increased self-confidence and emotional well-being.

If you're a good problem-solver and feel you've got the warmth, resilience and empathy to be a mentor, call Andy Graham or Humphrey Pain on **(01225) 429694**. Or you can download and complete an application form from our website: www.mentoringplus.net

Read a first-hand account of volunteering for Mentoring Plus at www.guardian.co.uk/society/2008/aug/06/youngpeople.society

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 e: royalhigh@bat.gdst.net www.royalhighbath.gdst.net

Bath & North East Somerset Council

Are we looking for you?

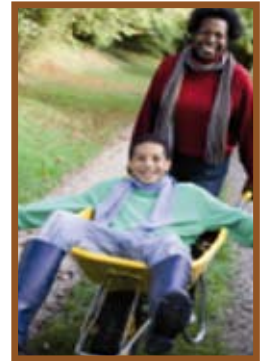
local **families** for local **children**

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

Do you have experience and a few hours to spare? If so we would love to hear from you. You can be single, or with a partner, with or without children.

You need energy, common sense and patience. On-going training will be provided and you will be paid a small allowance

"Becoming a foster carer has been a huge challenge but is immensely rewarding and satisfying in ways that I hadn't anticipated"



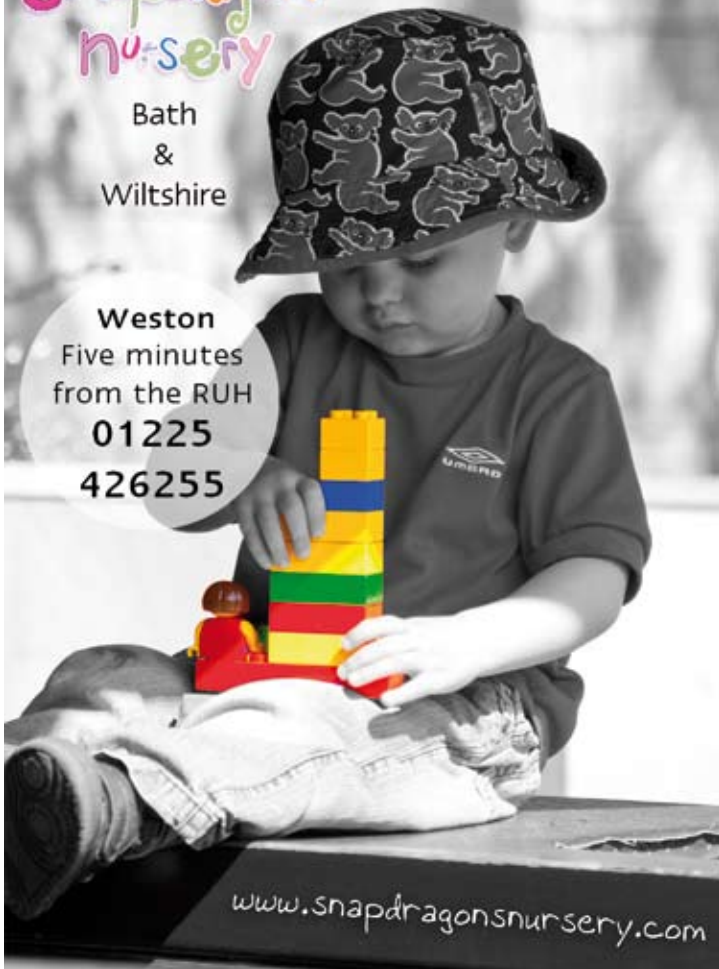
Interested? Call Anne Giddings, Family Link social worker on 01225 394949 or email fpt_duty@bathnes.gov.uk www.bathnes.gov.uk



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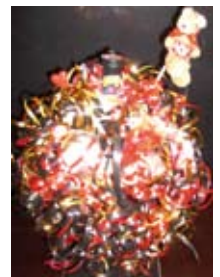


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* Our 5 year warranty is available on virtually all of our developments and properties. Please speak to one of our sales advisers for further details. The warranty extends the purchaser's 2 year NHBC non-structural Buildmark Policy or Zurich Standard 10 Policy to 5 years. Terms and conditions apply. See website for full details of what is included and excluded under this Warranty. Your statutory rights are unaffected. Images typical of David Wilson Homes.

NEWLY
OPENED IN
NOVEMBER



The Orangery

GENERAL & DEMENTIA NURSING CARE



Types of care

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Dementia Residential Care

Dementia Nursing Care

Long Term and Respite Care

A grand-looking former coaching inn, this beautifully renovated building is named after its most distinctive feature: a spacious and ornate orangery at the centre of our home.

The Orangery is situated in the tranquil neighbourhood of Englishcombe Village and its elevated location affords extensive views of Bath. There are many local shops and community facilities nearby; there are also several bus stops within walking distance.

Step inside and you'll immediately notice the central roof lanterns, which flood The Orangery with light. On the first floor, you can enjoy views through glass-panelled corridors overlooking the orangery. Continue onto our sun deck and you may be surprised to find you can step onto a bridge leading directly out onto the garden. This means that all residents have easy access to our tiered, landscaped gardens – whether their rooms are on the ground or first floor.

Making life happier and easier for our residents has been at the forefront of the design of this home.

At The Orangery, as at all the Cedar Care Homes, you'll be part of a happy and stimulating household, where our standard of care improves the quality of life for everyone – adding life to years. We look forward to welcoming you.

Accommodation

There is a selection of lounge and dining areas including the orangery and a sundeck. The gardens are secured and have walking paths around the house with several patios and outdoor seating arrangements.

All bedrooms are single occupancy with en-suite and shower; fully furnished to a high standard including flat screen television and telephone.

All areas of are accessible for the physically disabled, including the gardens.



Cedar Care



The Orangery, 157 Englishcombe Lane, Bath, BA2 2EL

01225 311008

orangery@cedarcarehomes.com

www.cedarcarehomes.com/orangery

Adding Life to years



Take a break

There could be three lucky prize winners in this issue. All you have to do to win an M&S gift voucher worth £25, is to answer all the questions, and do all the puzzles on this page correctly and return to the Communications office (C28), Royal United Hospital, Combe Park, Bath BA1 3NG by 20 January 2012.

20 Christmas Questions



1. In the song the Twelve Days of Christmas, how many pipers are there?
2. What Paul McCartney hit song video featured the First World War Christmas Truce meeting of German and British Soldiers in no-man's land between the front line trenches?
3. Who was said to have presented the baby Jesus with Frankincense?
4. Which drink advert launched the slogan 'The Right One' in 1970?
5. How many courses are there traditionally in a Ukrainian Christmas Eve supper?
6. Which actress singer who charted with Santa Baby and starred as Catwoman died on Christmas day 2008?
7. The song White Christmas was first performed in which 1943 film?
8. London's Trafalgar Square Christmas tree is traditionally given by which country?
9. Name the original eight reindeer from 'Twas the Night before Christmas' poem.
10. The character Jack Skellington appears in which 1993 Tim Burton film?
11. In the 1946 film It's a Wonderful Life, what's the name of George Bailey's Guardian Angel?
12. What is New Year's eve called in Scotland?
13. What Christmas item was invented by London baker and wedding cake specialist Tom Smith in 1847?
14. In what year was Band-Aid's Do They Know It's Christmas the UK chart-topping record?
15. Which country did St Nicholas come from?
16. Who wrote How the Grinch Stole Christmas?
17. How many points does a Snowflake have?
18. What is the name of the cake traditionally eaten in Italy at Christmas?
19. Choir boy Peter Auty sang the film version of which song later recorded as a hit record by Aled Jones?
20. Christmas Crackers was the first Christmas edition of which popular UK comedy series?

Guess who?

I was born in London. My mother was an actress, and my father, who emigrated to England from South Africa in 1932, trained to be a doctor.

My maternal grandfather was a famous Fleet Street photographer, notable for the first pictures of Edward VIII and Wallis Simpson and also for his pictures of Louis Bleriot and the Siege of Sidney Street. I have two brothers.

I went to boarding school in Kent and then to a private school in Somerset, and I eventually studied at the London Academy of Music and Dramatic Art, where I now serve as a council member.

I began my career at the Watermill Theatre in Bagnor, Berkshire. I have worked in radio and my first job was to read a 'Morning Story' for Pebble Mill. I've been the voice of Aslan in Focus on the Family's radio version of C.S. Lewis' Chronicles of Narnia and I've been the voice of villainous Dr. Julius No in BBC Radio 4's adaptation of Ian Fleming's novel Dr. No.

I am a familiar face on the television, though if I name some of my roles it will give the game away too quickly.

I am interested in photography and I can also play the clarinet and drums.

Who am I?

Name:

Contact details:

Congratulations

Congratulations to last issue's winner Janet Norris. Janet, who is a Friends of the RUH volunteer in the coffee shop, won four tickets to Komedia Bath.