

RU Having your say?  
RU Hearing what's happening?  
RU Happy to be involved?



Royal United Hospitals Bath  
NHS Foundation Trust

Meet your  
RUH Governors



Amanda Buss & Mike Midgley, Public Governors, City of Bath

## Today's Meeting



<b>Time</b>	<b>Subject</b>	<b>Presenter</b>
<b>16:30</b>	<b>Welcome and Introductions</b> Your Governors and You	<b>Amanda Buss &amp; Mike Midgley, Public Governors</b>
<b>16:40</b>	Update from the RUH Board of Directors	<b>Francesca Thompson, Chief Operating Officer</b>
<b>17:00</b>	<b>Dementia Awareness</b>	<b>Maggie Depledge, Dementia Co-ordinator</b>
<b>17:20</b>	<b>Audience participation:</b> Questions and answers	<b>All</b>
<b>18:15</b>	Feedback	<b>All</b>
<b>18:30</b>	<b>Close</b>	

# Introduction



**Amanda Buss**  
**Public Governor**  
**City of Bath**



**Mike Midgley**  
**Public Governor**  
**City of Bath**



**Francesca  
Thompson**  
**Chief Operating  
Officer**



**Maggie Depledge**  
**Dementia**  
**Co-ordinator**

**Almost one in ten people have been affected by severe winter pressures in the NHS**

**Winter crisis cripples the NHS**

**Up to 55,000 operations are postponed**

“ Over the next five years (2015-2020), the prevalence of dementia is projected to increase by 18.1% in those aged 65 and over. ”

**GPs are leaving the NHS - doctors reveal the pressures**

**patients are to be put on mixed wards**

**senior doctors will man doors at A&E to turn away non-urgent cases**

**Just FOUR areas of the UK are free from Aussie flu as hospitals close their doors to visitors**

**Bed-blocking up by 52% in three years, NHS figures show**

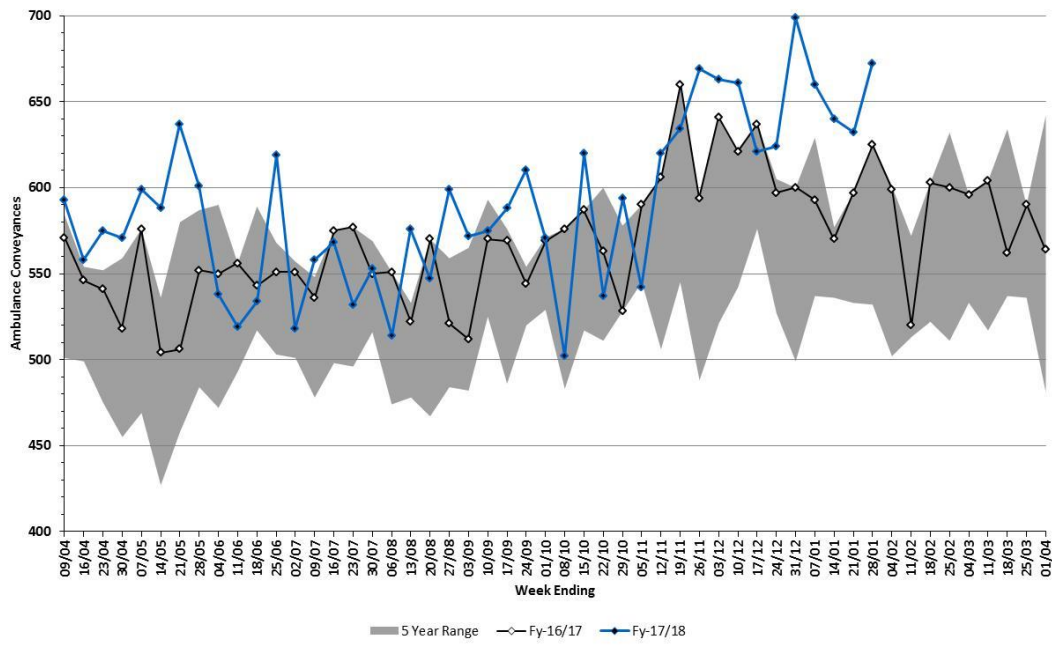


Winter  
Pressures

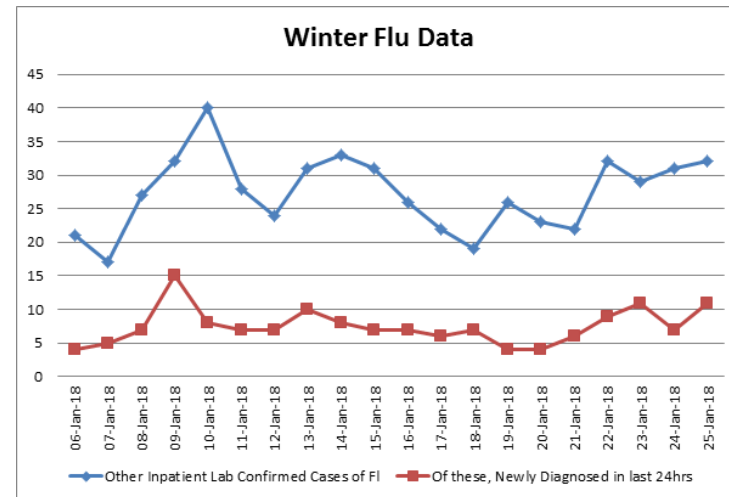
RUH  
Response

# Winter Pressures

### RUH ED Weekly Ambulance Conveyances



### Winter Flu Data

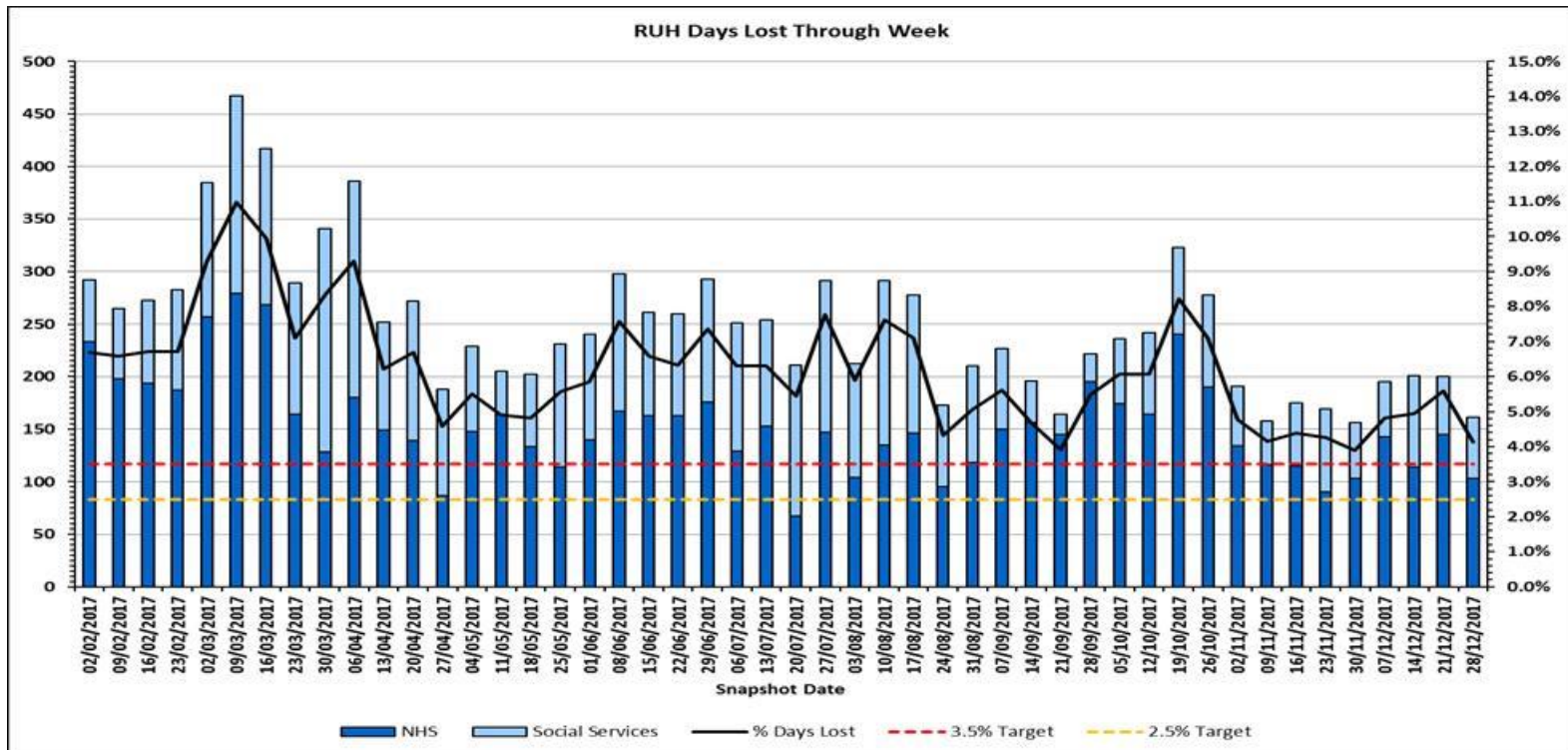


**Summary:** High numbers of ambulance conveyances, high levels of patient acuity, winter flu and high levels of occupancy seen across winter.

# High occupancy impacted by discharge delays

The local health and care system has worked to improve patient delays in hospital.

But in the RUH still above the national target set at 3.5% of bed days lost from patients with a delayed discharge.



# Winter Pressures the National Picture



Winter pressure seen across England and therefore a lot of National attention on the NHS

**National Emergency Pressures Panel** – 2nd January issued guidance on the deferral of non-urgent electives and outpatients

## The RUH response:

In January we cancelled **in-patient** non-urgent operations, but maximised the use of elective chair recovery area for day surgery and maintained outpatient elective procedures

Elective capacity has been used for emergency patients mainly affecting Orthopaedic activity (We started to re-opened this capacity from the 30<sup>th</sup> January)

Limited number of outpatient therapy clinics cancelled



- RUH Emergency Department has been under significant pressure, with high demand for inpatient admission
- **Performance Impact** - 4 Hour emergency access standard RUH delivered **72.3% January** against the national target of 95%.
- CCG Director of Nursing visited the RUH Emergency Department on three occasions in January, providing external assurance that the department is working safely
- However we recognise that our *patients experience* can be compromised

## Home Hub

Area for patients to wait for discharge away from the ward

Monday to Friday, 8am to 8am

17 Patients  
in one day

## Extra Staff for Front Door areas

Recognising that this is where we will have the greatest pressure

Weekend a priority

## Winter Transport

A different transport provider, dedicated to discharge and transfer

7 days

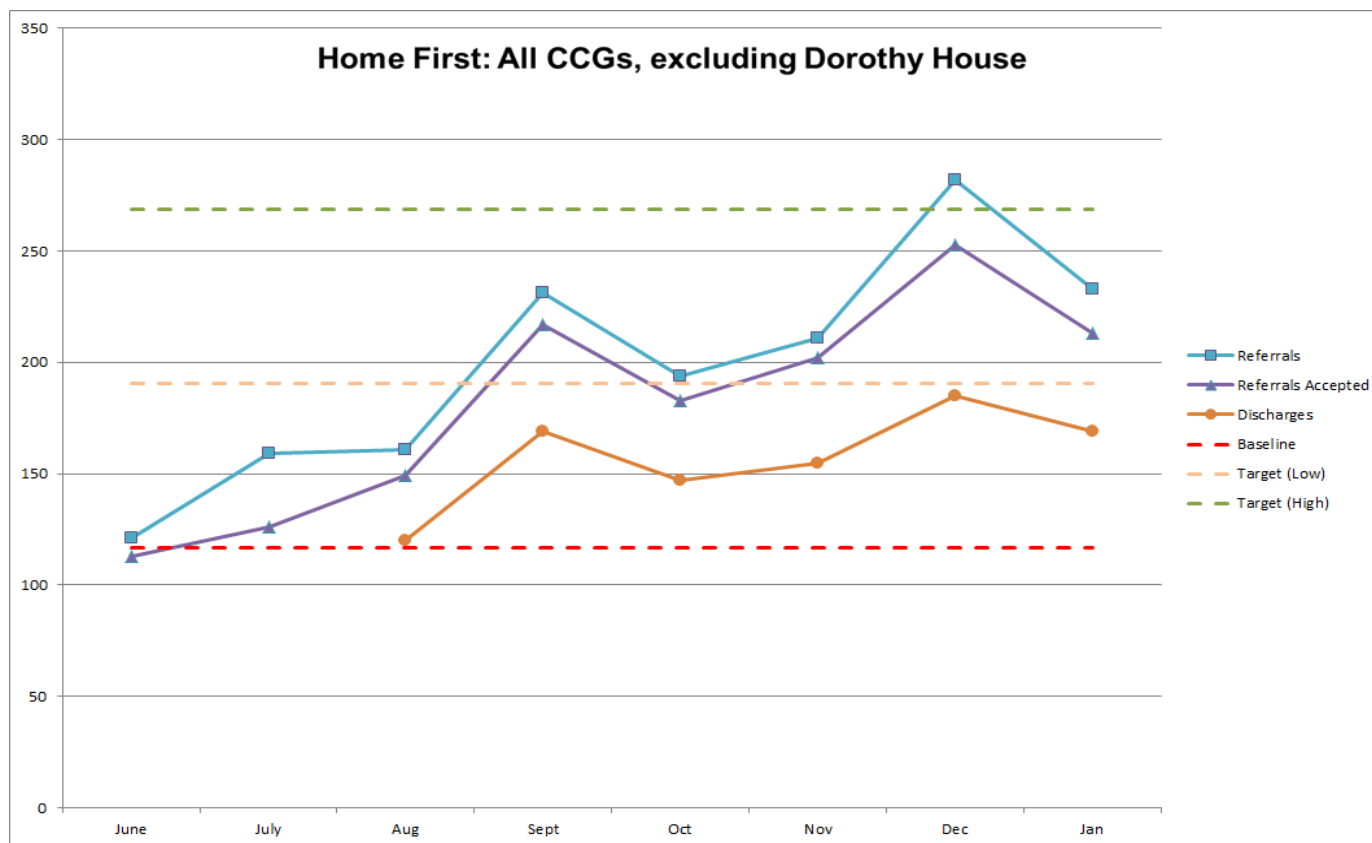
Over 50% of journeys in one day before 12 noon.

# Improving discharge pathways

**Home First aims to: Minimise hospital stay and maximise independence.**

In the last year we have been working across 7 partner organisations to take more patients **home** following a hospital admission.

Making good progress but we can do more.



# Continue to support our staff, recognising how hard they are working



- Emergency Care Intensive Support Team (ECIP) visited in December – work has started on key recommendations made
- Maximise the benefits from the Winter Funded Schemes already in-place
- Regain elective activity through February
- Working across the **whole health and social care system** to support recovery, with a focus on reducing delayed patients

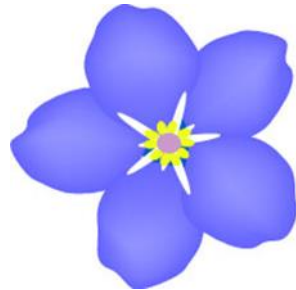
**Recognise that the challenge is getting harder**

A large, rounded blue rectangle containing the text 'Dementia Awareness'. The background of the slide is decorated with various overlapping rounded squares in shades of blue, yellow, orange, and purple.

# Dementia Awareness

## Purpose of the session

- To share the good practice that the Trust employs to improve the care of our patients with dementia
- Improve the understanding of the affects of hospitalisation for people with dementia



# Dementia Coordinators



**Maggie Depledge, Astrid Siddorn and Dee Scruton**  
Dementia Coordinators for the RUH

From the 1 May we will be providing a 7-day service to support you in giving the best possible care to elderly patients with dementia and to improve the experience of patients and their carers.

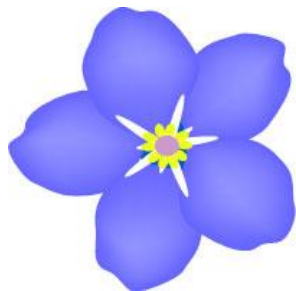
Please refer all patients who are admitted as an emergency and who have a diagnosis of dementia to us, the Dementia Coordinators, by contacting us via any of the numbers/email opposite.

**Contact us**

Monday to Friday, 8.30am-4.30pm  
Saturday & Sunday, 8.30am – 12.30pm  
ext 4245  
bleep 7214

[Ruh-tr.dementiacoordinators@nhs.net](mailto:Ruh-tr.dementiacoordinators@nhs.net)

## Tools used at RUH

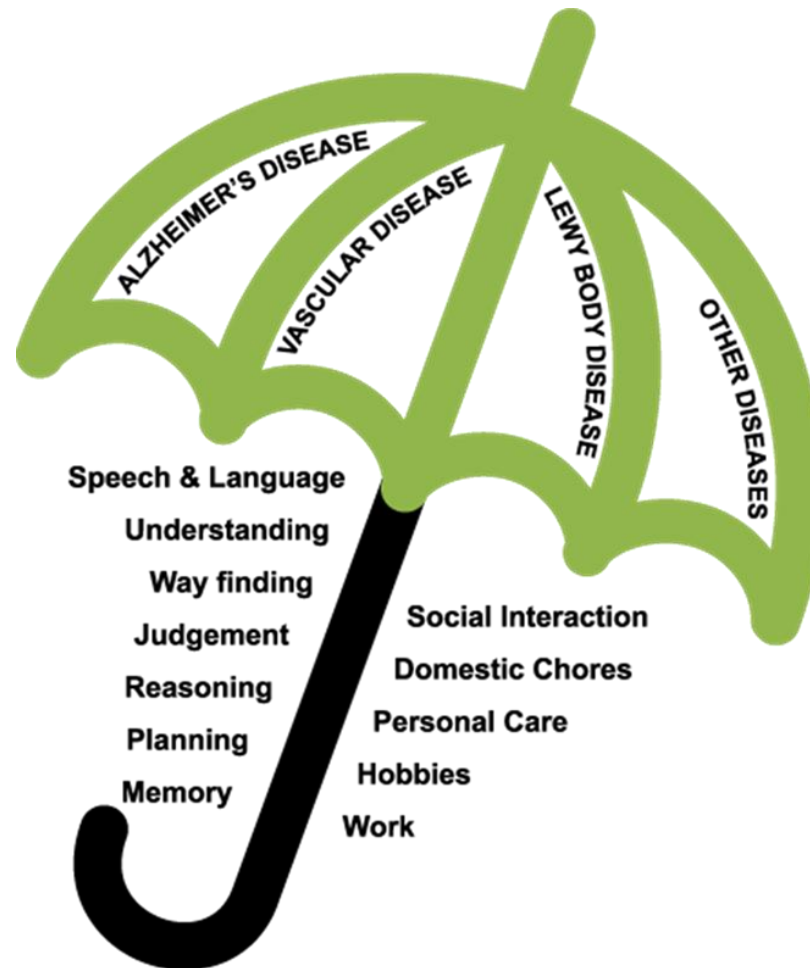


- Person centred approach
- “This is me” booklet
- “Forget Me Not symbol
- Clear signage on wards – environment
- Abbey pain score
- John’s campaign
- Dementia charter mark
- Dementia Champions





# Dementia is an umbrella term



## Incidence of dementia (2014)

- 850,000 people in UK have a diagnosis of dementia
- 40,000 under 65yrs diagnosed
- 62% are women and 38% are men
- 25% of patients in hospital have either dementia or cognitive impairment

## Why is hospital a challenge?

- Starting point is a life event or trauma – being a patient is “psychologically unpleasant, we feel dependent, vulnerable, exposed, often in pain”
- Lead up to admission may have been very difficult period
- Illness/trauma can cause anxiety about outcome/future
- Onslaught to senses: lights, noise, lack of privacy
- Unfamiliar people asking lots of questions, touching the body and doing painful procedures
- Unfamiliar environment, possibly several moves in a few days
- Family/carers upset and worried, may be exhausted and unwell themselves

## RUH dementia developments

- Strategic vision led by Dr Chris Dyer – Leading hospital in the UK for dementia care by 2020
- Membership to National Dementia Alliance – “to connect, share best practice and take action on dementia”
- Dementia friendly environment
- Three year activities coordinator post supported by Alzheimer’s society and funded through charitable donations - “Side by Side” project

# Dementia friendly environment



# Dementia volunteer project - Side By Side



# Who are our partners?

Avon and Wiltshire   
Mental Health Partnership NHS Trust



In partnership with

