

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

James Colquhoun & Chris  
Hardy  
Public Governors



## Today's Meeting



Time	Subject	Presenter
17:00	<b>Welcome and Introductions</b> Your Governors and You	<b>James Colquhoun &amp; Chris Hardy, Public Governors</b>
17:10	Update from the RUH Board of Directors	<b>Victoria Downing-Burn, Deputy Director of People</b>
17:35	<b>Audience participation:</b> Questions and answers	<b>All</b>
18:00	Diabetes and Obesity	<b>Dr Alexandra Ward, Clinical Lead Consultant</b>
18:25	<b>Audience participation:</b> Questions and answers	<b>All</b>
18:45	Feedback	<b>All</b>
19:00	Close	

## Introductions



**Chris Hardy,  
Public Governor  
for South  
Wiltshire**



**James  
Colquhoun,  
Public Governor  
for South  
Wiltshire**



**Victoria  
Downing-Burn,  
Deputy Director of  
People**

# Update from the RUH

South Wiltshire  
Constituency meeting  
11<sup>th</sup> June 2018

## Spring at the RUH





## Spring at the RUH

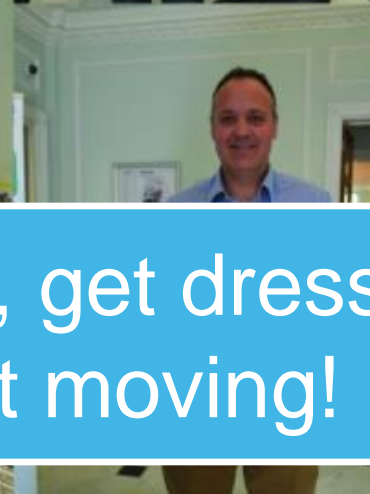


Frailty Flying Squad

## Spring at the RUH



Home First



Get up, get dressed, get moving!



## Spring at the RUH



NHS 70<sup>th</sup> Birthday

## Spring at the RUH



RNHRD and  
Therapies

# Improving Together

RUH Strategy 2018 - 2021

Everyone  
Working Matters  
Together  
Making a  
Difference

2012

RUH 80th  
Birthday

Ward Comfort  
Rounds

2013

£3 million extra  
for nursing

New Emergency  
Surgery Ambulatory  
Clinic

2014

Maternity services  
back with RUH

Foundation  
Trust agreed

RUH a founding  
partner in Wiltshire  
Health and Care

Pioneering Flow  
Coaching introduced

Pharmacy  
building begins

Acquisition of  
RNHRD

2015

2016

Dementia-friendly  
activities increase

Pilot site for  
Nursing Associates

£1.2 million PET-CT  
scanner opened

2017

New Trust  
values launched

CQC Inspection:  
Requires Improvement

New Pharmacy &  
Car Park

Home First: helping  
people return home



## Hearing from you

### Workshops with:

- 140 public members and volunteers
- 300 members of staff
- 30 representatives from partner organisations

### Survey responses:

- 200+ participants



## Hearing from you

### Workshops with:

- 140 public members and volunteers
- 300 members of staff
- 30 representatives from partner organisations

### Survey responses:

- 200+ participants

*Enough clinical staff to meet patient needs promptly, safely and with dignity*

*I know the limitations of my body best*

*Healthcare is not a constant, and no single day is perfect.*

*Quality targets should be shared with patients so they and their families and carers have a clear understanding about what the Trust is striving to achieve and what part they can play in realising those goals.*

## Our vision

To provide the highest quality of care;  
delivered by an outstanding team who all live by our values.

## Our goals

Recognised as a listening organisation; **patient** centred and compassionate.

Be an outstanding place to work where **staff** can flourish

**Quality** improvement and innovation each and every day.

Work together with our **partners** to strengthen our community

Be a **sustainable** organisation that is fit for the future

## Our values

Working  
**Together**

**Everyone**  
Matters

Making a  
**Difference**

## Our vision

**To provide the highest quality of care;  
delivered by an outstanding team who all live by our values.**

## Our goals

Recognised as a listening organisation; **patient** centred and compassionate.

Be an outstanding place to work where **staff** can flourish

**Quality** improvement and innovation each and every day.

Work together with our **partners** to strengthen our community

Be a **sustainable** organisation that is fit for the future

### Annual Quality Accounts:

- Listening to patient feedback
- Hip fracture pathway
- Transitional care from NICU
- Inpatient diagnostic test

### Annual savings plan

Workin  
Tog

one  
atters



## Our vision

Our people –  
supporting our  
workforce

provide the highest quality of care;  
an outstanding team who all live by our values.

## Our goals

Recognised as a  
listening  
organisation;  
**patient** centred  
and  
compassionate.

Be an outstanding  
place to work  
where **staff** can  
flourish

**Quality**  
improvement and  
innovation each  
and every day.

Work together  
with our **partners**  
to strengthen our  
community

Be a **sustainable**  
organisation that  
is fit for the future

### Annual Quality Accounts:

- Listening to patient feedback
- Hip fracture pathway
- Transitional care from NICU
- Inpatient diagnostic test

Annual savings  
plan

Workin  
Tog

one  
atters

## Our vision

Our people –  
supporting our  
workforce

provide the highest quality of care  
an outstanding team who all live

Improving Patient  
Flow

## Our goals

Recognised as a  
listening  
organisation;  
**patient** centred  
and  
compassionate.

Be an outstanding  
place to work  
where **staff** can  
flourish

**Quality**  
improvement and  
innovation each  
and every day.

Work together  
with our **partners**  
to strengthen our  
community

Be a **sustainable**  
organisation that  
is fit for the future

### Annual Quality Accounts:

- Listening to patient feedback
- Hip fracture pathway
- Transitional care from NICU
- Inpatient diagnostic test

Annual savings  
plan

Workin  
Toge

one  
atters

## Our vision

Our people –  
supporting our  
workforce

Medicines Safety &  
Deteriorating  
Patients

Improving Patient  
Flow

Recognised as a  
listening  
organisation;  
**patient** centred  
and  
compassionate.

Be an outstanding  
place to work  
where **staff** can  
flourish

**Quality**  
improvement and  
innovation each  
and every day.

Work together  
with our **partners**  
to strengthen our  
community

Be a **sustainable**  
organisation that  
is fit for the future

### Annual Quality Accounts:

- Listening to patient feedback
- Hip fracture pathway
- Transitional care from NICU
- Inpatient diagnostic test

Annual savings  
plan

Workin  
Tog

one  
atters

A large blue rounded rectangle containing the text 'HR updates' and '2017-18'. The slide is set against a background of various colored squares and rounded shapes in shades of blue, yellow, orange, and purple.

# HR updates

2017-18



# Equality Diversity & Inclusion 2018



# Progress in 2017-18

## 4 Equality Areas and our 4 projects



**A REPRESENTATIVE AND SUPPORTED WORKFORCE -**  
Piloted, “Managing Challenging Behaviour and Restraint Training”. Overall the programme was excellent



**BETTER HEALTH OUTCOMES -** Developed a ‘flying frailty’ squad service to enhance elderly patient care.  
Overall achieving / excellent



**IMPROVED PATIENT ACCESS AND EXPERIENCE**  
Currently undertaking a review of maternity services:  
overall developing, as the programme is mid-way



**INCLUSIVE LEADERSHIP**  
Focused on young people’s access to Apprenticeship & work experience at the RUH: Overall excellent progress

Good progress has been made against all of the priorities. Each have been rated by the DISCo and via the recent Diversity and Inclusion event.

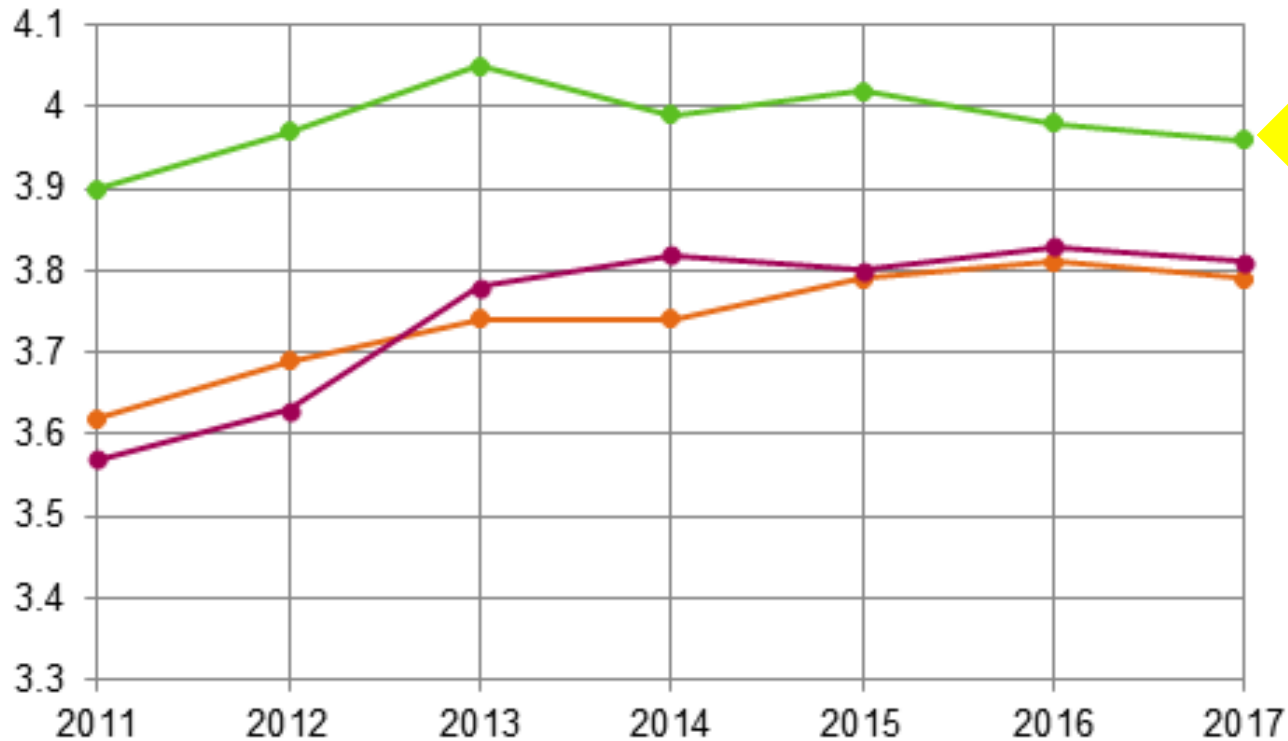


A large, rounded blue rectangle containing the text 'Staff Survey' and '2016-17'. The background of the slide is decorated with various colored squares and rounded rectangles in shades of blue, yellow, green, orange, and purple.

# Staff Survey

2016-17

## Staff Engagement – last 6 years



We want to be 'at least' here

- Best
- Average
- RUH



## Comparison with acute trusts

KF21. % believing the organisation provides equal opportunities for career progression / promotion

KF18. % attending work in the last 3 months despite feeling unwell because they felt under pressure (lower score this year)

KF15 % staff satisfied with the opportunities for flexible working patterns

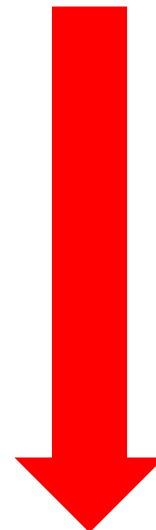
KF2. Staff satisfaction with the quality of work and care they are able to deliver

KF13. Quality of non-mandatory training, learning or development

KF31. Staff confidence and security in reporting unsafe clinical practise



Top 20%



Bottom 20%



“I'm proud of my hard working colleagues, and feel this hospital is friendly and caring environment.”

“I continue to thoroughly enjoy working here, for over ten years. Great colleagues and a great line manager.”

“The RUH is a great place to work - because of the people.”

**3.80**

KF1. Staff recommendation of the organisation as a place to work or receive treatment

**Best 4.12 Average 3.75**

The clinical staff here are wonderful, dedicated and hard working and inspirational. The NHS at it's best.

“The Trust has strong values for their staff and is a supportive environment to work in”

“I work alongside dedicated and highly skilled nurses who strive to achieve high standards of care despite often working in challenging circumstances”



# HEALTH & WELLBEING



Royal United Hospitals Bath  
NHS Foundation Trust



Join the Flu Fighters!



Did you know?

It's not too late to  
get your free staff  
flu jab.



Flu Campaign  
2017-18

The trust  
achieved,  
**71.6%**  
of clinical  
staff being  
vaccinated

## International Nursing Recruitment Project

- Working with Yeovil District Hospital to recruit 80 International Nurses
- Interviews undertaken in the Philippines and Dubai in March and April/May 2018
- 253 candidates offered roles with **243** candidates in the active pipeline
- Fortnightly project group meeting to plan and implement welcome, UK orientation, induction etc.
- Facebook page created to post information about Bath and the surrounding areas, the RUH and the NHS to help engage candidates and provide information to them

# SUPPORTING YOUNG PEOPLE INTO WORK



This year we have attended **33** careers events

We have held **2** spring conferences for **42** students from **16** schools and colleges and an evening conference for over **100** students, parents and members of the public





We have had **178** apprentices including **16** young apprentices

*"I love it here, I never want to leave."*

Accountancy

Facilities

HCA

*"The NHS is such an inspiring place to work - every day I witness amazing care."*

Assistant Practitioners

Senior HCA

Hospitality

Project Management

Healthcare Science

Customer Service

Nursing Associate

Business Admin

Engineering





**Thank you**

**Any questions?**

# Diabetes and Obesity

Royal United Hospitals Bath  
NHS  
Nikki Heywood  
Tissue Viability Nurse Specialist

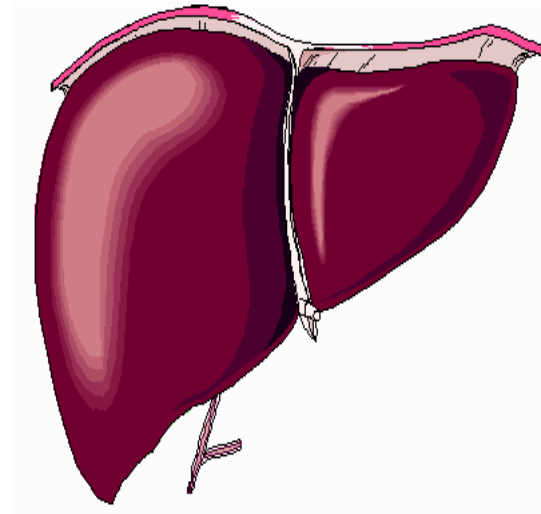
Dr Alexandra Ward, Clinical Lead Consultant

# What is Diabetes?

High blood sugar (glucose) levels caused by

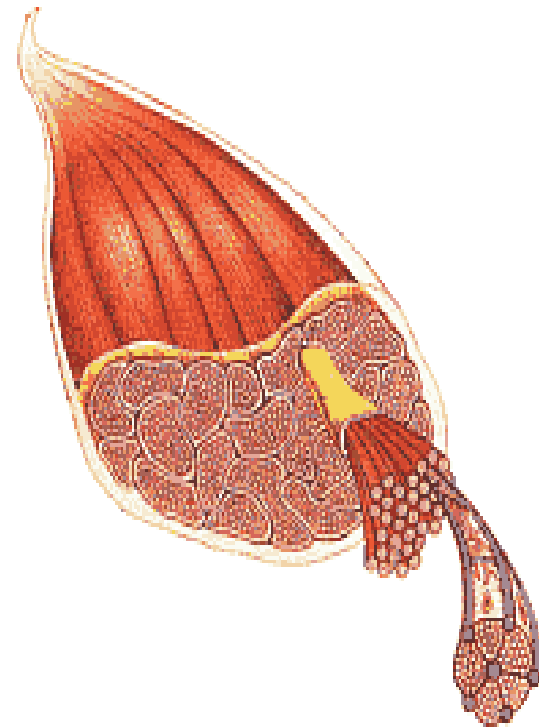
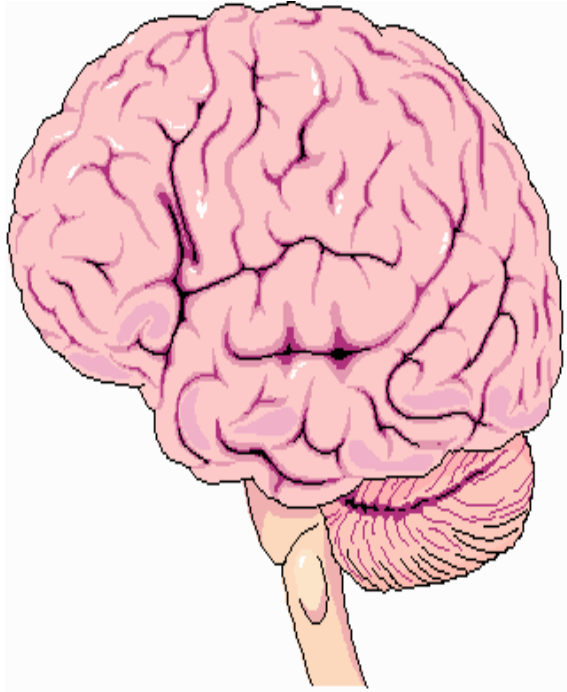
- Lack of insulin – type 1
- Insulin not working properly – type 2
- Both
- <https://youtu.be/wZAjVQWbMIE>

# Where does glucose come from?

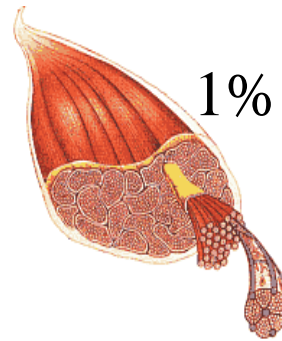
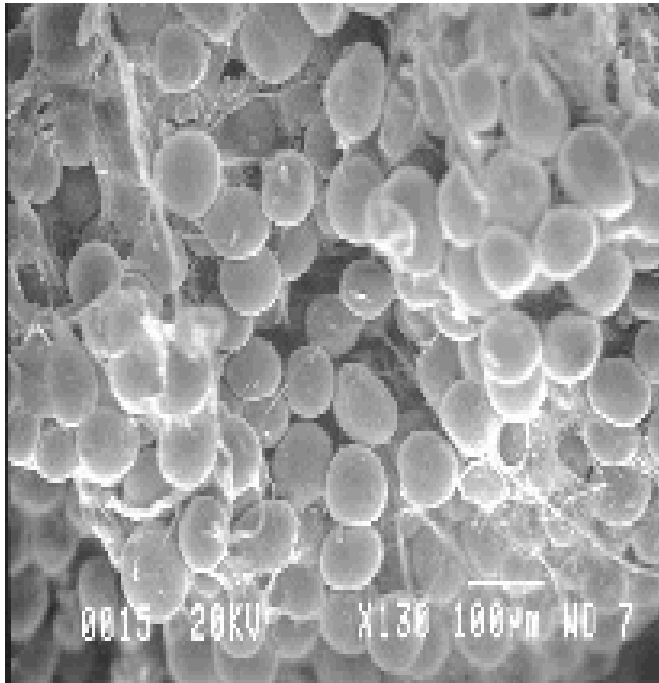




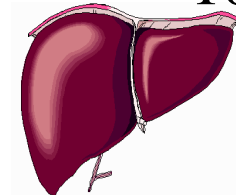
# Where is glucose used?



# Where is glucose stored?



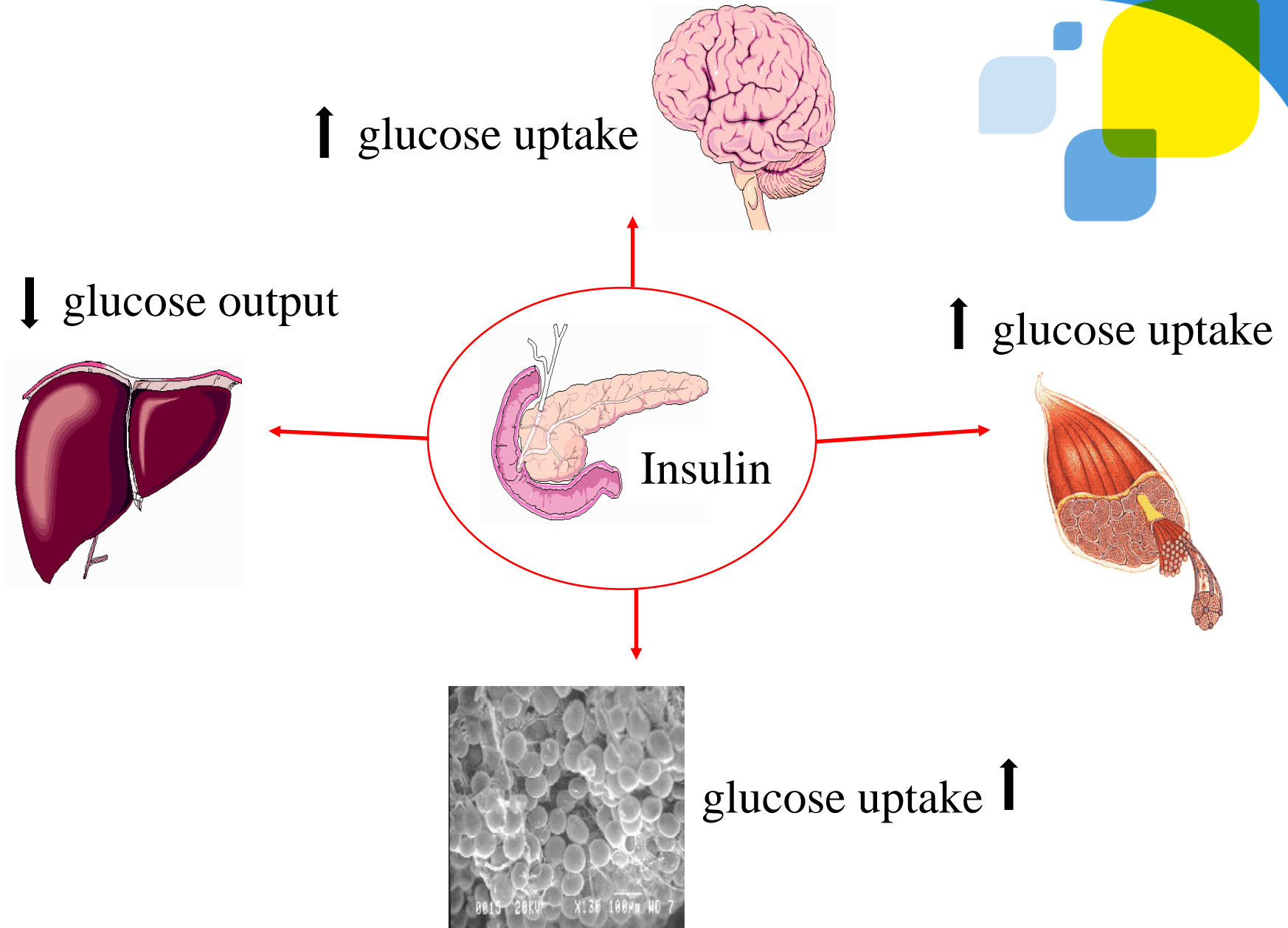
1% of weight



10% of weight

**Think of insulin as a key  
that unlocks the cells**





# Why does diabetes matter?

## Short term

- Symptoms
- Diabetic emergencies

## Long term high blood sugar levels damage tissues

- Leading cause of kidney failure
- Leading cause of blindness in working age individuals
- Amputations
- Double the risk of heart attack and stroke



# What is the size of the problem?

National Diabetes Audit 2016-17  
(Wiltshire CCG – 83.9% GP practice participation)

■ Type 1 2,000

■ Type 2 20,945

# Obesity in Wiltshire



Adult obesity prevalence is 25.2% - higher than the national average

Excess weight (overweight or obese) is 63.6% - similar to the national average.

This means:

Approximately two in three adults or 248,909 people (based on Wiltshire 2014 mid-year population estimates for adults of 391,365).

National prevalence for morbid obesity (BMI 40 or over) in adults 2.4% (women (3.1%), men (1.7%)). In

■ Wiltshire this level of morbid obesity equates to 9,393 people

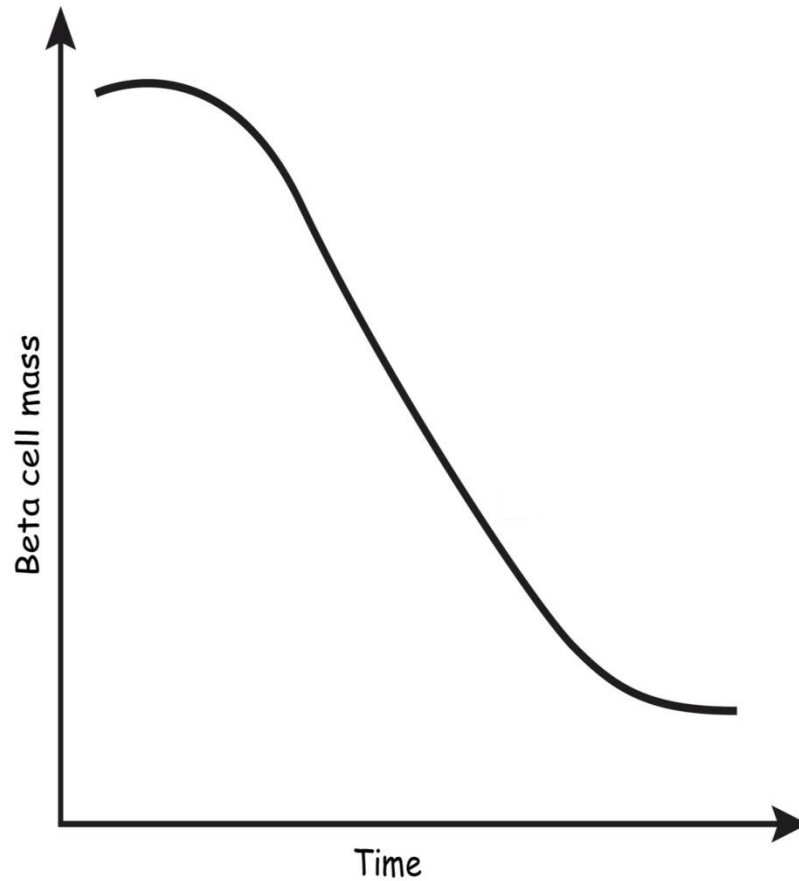
# What is the link between diabetes and obesity?

Makes the cells less sensitive to insulin

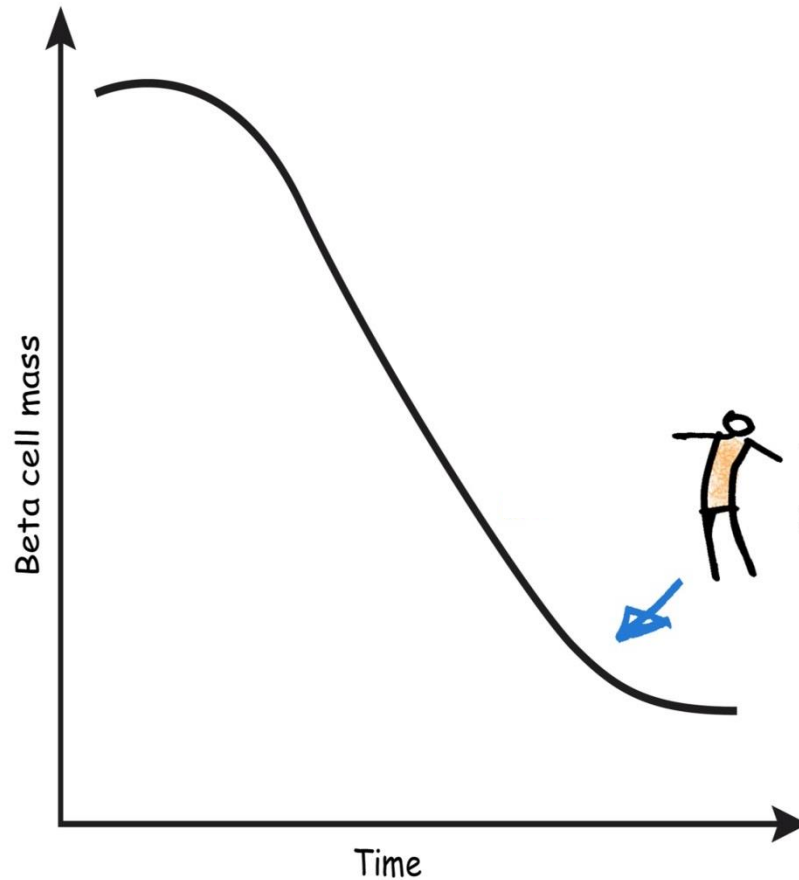
- Need more insulin to do the same job

- But.....

# Throughout life we gradually produce less insulin

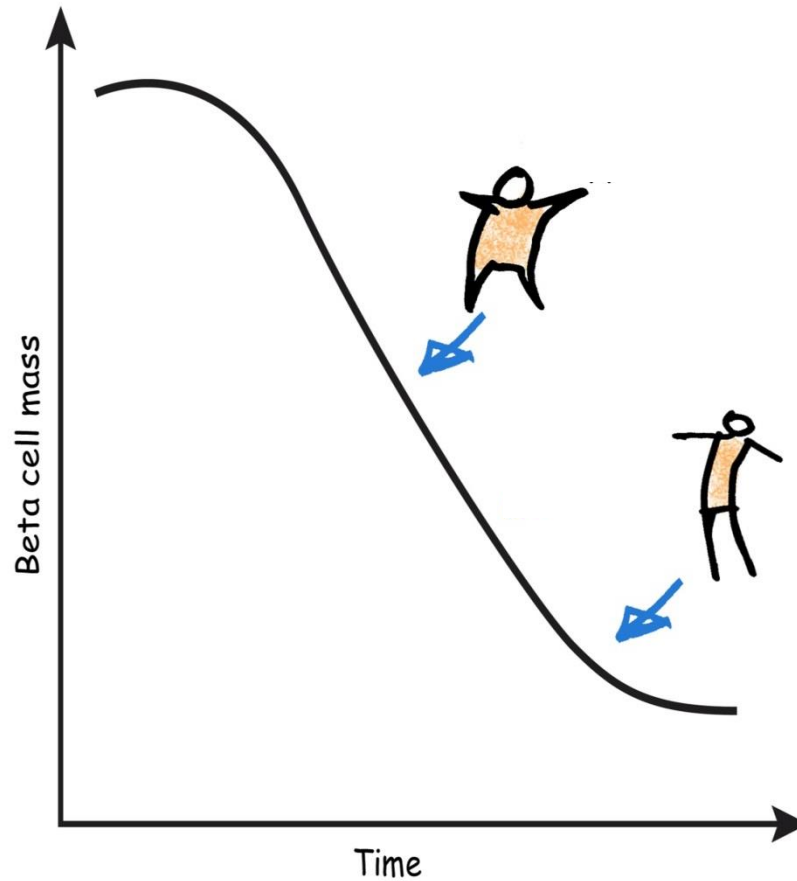


# An insulin sensitive person develops diabetes when only 10% of beta cells are functional





An insulin insensitive person develops diabetes when ~50% of beta cells are still functional



# This is good news –

Diabetes can be prevented.....

GPs now screening for pre-diabetes

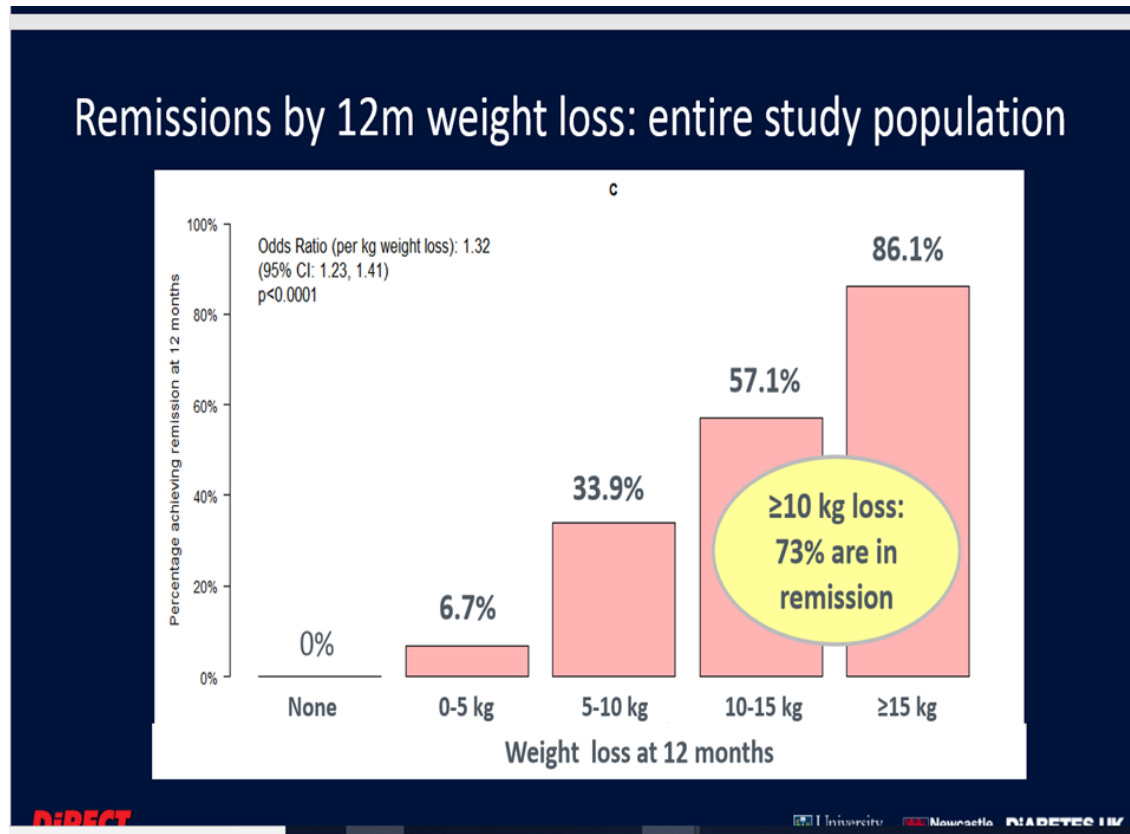
Referred to National Diabetes Prevention  
Program



# And -

## Diabetes can be put into remission:

### DIRECT trial



# Diabetes services in Wiltshire



Most T2 looked after by GPs/ practice nurses

- At diagnosis – referred for education: Xpert

- Integrated service started Sept 2018 in North and West Wilts

Community DSNs support primary and secondary care

RUH provides clinics in several community hospitals

- Ideally all T1

- Complex T2

# What else does the RUH provide?

Paediatric diabetes service

Antenatal diabetes clinic

Diabetic foot clinic

Insulin pump service

Transition service

Inpatient diabetes service







**Any questions?**