



# insight

Royal United Hospital Bath **NHS**  
NHS Trust

ISSUE 21 SPRING 2014



## Our pledges

Department/ Ward: Comms

My Team/ My Department pledge to.....

I pledge to...

Name: (Optional) Caroline Ficke

Department/ Ward: ITU/Surgical



Name: (Optional)

Department/ Ward:

PLEDGE: I/ My Team/ My Department

I pledge to pick up...



Name: (Optional) Reception

Department/ Ward: Physiotherapy

PLEDGE: I/ My Team/ My Department pledge to.....

Put up a notice in Reception about the launch of a "Please speak to the..."



Name: (Optional) Bronwen Havers

Department/ Ward: HYDRO

PLEDGE: I/ My Team/ My Department pledge to.....

HAVE A NOTICEBOARD AT ENTRANCE TO HYDRO WITH NAME AND PHOTO TO...



Name: (Optional) ...

Department/ Ward: ...

PLEDGE: I/ My Team/ My Department pledge to.....

I pledge to spend a day interacting with patients & staff on OPD to better understand the needs of our dementia patients.



Name: (Optional) liz towward

Department/ Ward: Physiotherapy

PLEDGE: I/ My Team/ My Department pledge to.....

Bring in flowers from my garden over the summer to brighten up our rather dull reception area.



Name: (Optional) Helen

Department/ Ward: Phyio

PLEDGE: I/ My Team/ My Department pledge to.....

I pledge to always remember to leave every patient a positive message or result their...

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or [www.kywo.co.uk](http://www.kywo.co.uk)

# Guinea Lane

## Nursery

**Children's Day Nursery**



Telephone:

**01225 487 858**

Website: [www.thebathnurserycompany.co.uk](http://www.thebathnurserycompany.co.uk)  
Email: [guinealane@thebathnurserycompany.co.uk](mailto:guinealane@thebathnurserycompany.co.uk)

# Welcome



**Welcome to the Spring edition of our community magazine, which provides a snapshot of some of the work which has been going on at the Royal United Hospital Bath.**

There has been lots happening since the last edition of insight, and you can read here about the good report we have received from the Care Quality Commission (CQC), which recognises the hard work of our staff and their commitment to delivering the highest

quality and safest patient care possible.

I'm delighted that we've been told that following the CQC's report we can now go ahead with re-starting our application to become an NHS Foundation Trust, the next landmark on our journey of continuous quality improvement.

More good news – we've won the contract to provide maternity services both in the Princess Anne Wing and the community birthing centres from June this year. For many years, babies have been delivered at the RUH but our Trust has not actually run this service since 1992. We look forward to welcoming the new staff who will be joining us and working with them and our patients to develop this service in the near future.

Our staff work incredibly hard, and one of the highlights of our year is our staff awards ceremony, which recognises the achievements of those who have really gone above and beyond to deliver a great service to patients. You can read about these awards on Page 15.

If you have any feedback on insight, or any aspect of our work please do get in touch by emailing [RUHcommunications@nhs.net](mailto:RUHcommunications@nhs.net)

**James Scott**  
Chief Executive

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Officer

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Senior Sister

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## RUH wins contract to provide maternity services

**We are delighted to have been chosen to provide maternity services for the first time in more than 20 years.**

The decision means that maternity services provided at the Royal United Hospital and at community birthing centres in Trowbridge, Chippenham, Frome, Paulton and Shepton Mallet will be run by the RUH from 1 June. Maternity staff will transfer over to the employment of the RUH at the same time.

RUH Chief Executive James Scott said: "I'd like to reassure all expectant mothers planning to give birth at our hospital or one of the community birthing centres that we are absolutely committed to providing them with tailored care and the highest quality service possible.

"We will provide all women who are booked to the service with further information in the near future, and the freedom to choose a delivery that suits their circumstances, whether they want to give birth at home, in a birthing centre, or in the Princess Anne Wing.

"I am delighted that the midwives and maternity staff will be joining the RUH and will continue to provide the highest possible level of individual care to women during what is one of the most rewarding life events. We are looking forward to developing the service with them and the public we serve in the coming months and years."

The RUH will be working closely with colleagues from Great Western Hospitals NHS Foundation Trust over the next few months to ensure the smooth transfer of services between the trusts.



Pressure Ulcer Project Nurse Alexa Poppleston with Tissue Viability Nurse Specialists Michaela Arrowsmith and Nikki Heywood

## Five simple ways to **prevent** press

**We know that protecting patients from pressure ulcers is extremely important when in hospital – but what can patients do to help themselves?**

A pressure ulcer, also known as a bed sore or pressure sore, is damage that occurs to the skin and underlying tissue. Pressure ulcers usually occur over bony prominences – bones close to the skin – like the bottom, heel, hip, elbow or ankle.

Our Tissue Viability Team has introduced SSKIN, five simple steps to prevent and treat pressure ulcers.

As well as working with staff to incorporate SSKIN into their patient care routines, the team will be supporting and encouraging patients to do what they can themselves to look after their

skin during their hospital stay.

Nurse Specialist Michaela Arrowsmith said: "People may be at risk of developing a pressure ulcer depending on their medical problems, nutritional condition, age and ability to move. Those who have a pressure ulcer or have had one in the past are also at risk of developing another one.

"Protecting our patients from getting pressure ulcers is vital. Our staff will be using the SSKIN bundle to assess patients, but our patients can also employ the same principles themselves, to help protect their skin.

"So we encourage them to:

- Check their skin where possible, looking out for any red areas that don't go away, or blisters, or patches of hot, cool or hard skin

- Keep skin well moisturised, avoiding soap where possible, and use an aqueous cream to wash
- Let the nurse know if they notice any skin changes or develop a painful area over a bony prominence
- Keep moving. If patients are sat in a chair, they should try and stand up every hour to relieve the pressure on their bottom, and when in bed, move from side to side and onto their back every couple of hours. A nurse can help if patients need assistance to do this
- Eating and drinking enough water is crucial. If patients have a pressure ulcer they may need extra nutrients in the form of vitamin supplements or extra calorie drinks to help it heal.

"There are also information leaflets



# sure ulcers

available for patients and carers, called 'Preventing and Treating Pressure Ulcers' and 'Diet and Pressure Ulcers'. Please ask for a copy when you are in hospital."

## SSKIN - five simple steps to prevent and treat pressure ulcers

**Surface:** Make sure patients have the right support

**Skin inspection:** Early skin inspection means early detection

**Keep moving:** Keep patients moving

**Incontinence:** Patients need to be clean and dry

**Nutrition/hydration:** Ensure patients have the right diet and plenty of fluids.

## Care Quality Commission: RUH delivering 'safe and effective' care

**The Care Quality Commission has judged that the care we offer to patients is safe and effective.**

The assessment follows a visit to the hospital in December, as part of the regulator's new style inspections.

Inspectors found all of the following core services to be safe and effective:

- Accident and Emergency
- Medical care (including older people's care)
- Surgery
- Intensive/critical care
- Children's care
- End of life care
- Outpatients.

You may recall that in the last edition of insight we reported that the Care Quality Commission (CQC) had issued us with a formal warning in relation to Records. We are delighted that the progress we have made since then has been recognised, and the warning has been lifted.

Following the good report from the CQC, the Chief Inspector of Hospitals, Sir Mike Richards, has agreed that we can now re-start our application to become an NHS Foundation Trust, which is great news.

James Scott, RUH Chief Executive, said: "I am delighted that the CQC has found that our staff provide safe and effective care to patients across all our services.

"This new, in-depth inspection regime has provided an opportunity to examine all that we do to ensure it matches best practice, as well as highlighting areas of excellence. The

RUH will continue to learn and improve as a result."

Following their visit, inspectors praised our nationally recognised dementia charter mark scheme, which recognises wards that have improved the level of care we provide for patients with dementia, and said we provided a good choice of meals, with patients supported to eat and drink appropriately.

They said the hospital was now better able to manage the pressures which Winter traditionally brings, and said our rapid assessment team in the Emergency Department had improved the speed at which patients who arrived by ambulance were being assessed and treated.

We were also said to be making good progress towards seven-day working, and our mortality rates were lower than expected.

Naturally as with any complex organisation, and with an in-depth review such as this, there are areas we recognise still need further work and development, particularly in how we improve the robustness of our performance monitoring systems. An improvement plan is underway to swiftly address each of the areas identified.

Brian Stables, Chairman of the RUH, said: "This very positive report from the CQC clearly highlights many examples of the really good work going on at the RUH, and we are incredibly pleased with this outcome. My immense thanks go to all our staff for the safe and effective care that is being provided to our patients."

# What our **patients** are saying

We're very grateful for the feedback we receive from patients about their experience of the RUH. What our patients tell us lets us know when we have done a good job, and also how we can improve.

Traditionally, patients have written letters to say thank you or offer feedback on where we need to improve. Although we still receive many letters, we are increasingly seeing patients using social media, such as Twitter, to tell us what they think. You can follow the RUH on Twitter at [www.twitter.com/RUHBath](http://www.twitter.com/RUHBath)

Along with social media, many patients choose to leave us feedback on the NHS Choices website. You can find the RUH on this site by visiting [www.nhs.uk](http://www.nhs.uk) and searching for the Royal United Hospital Bath. We have pledged to respond to every patient who leaves feedback for us on this website as quickly as possible.

Although we are grateful for all the feedback we receive, if you do have a question or concern while you or someone you are visiting is staying at the RUH, please ask the Ward Sister and we will do our best to help you.

Anne wrote about her experience of our endoscopy service.

She told us: "I had an upper gastrointestinal endoscopy in October and returned for a follow up appointment in December. The information sent to me in advance was clear and there was a telephone number to discuss any further queries I had with a nurse. She was helpful and reassuring. On the first visit, although the department was very busy, I was welcomed and asked to wait but I had the impression that it was running very efficiently. I was treated throughout the procedure with dignity and respect and the staff did their best to make me feel at ease even though I found the procedure very uncomfortable. On the second visit, I was treated with the same level of respect and, even though I felt very anxious, I was treated with care and compassion which helped to allay my anxiety. I cannot speak too highly of the department and the treatment I received. If this is typical then the RUH is an excellent hospital which we should be proud of."

Rachel G took to Twitter to say thank you for the care she received at the RUH: "Thanks to all the staff at @RUHBath Day Surgery Unit (SSSU) lovely kind and caring people!"

Clarice S thanks the Ambulatory Care Unit on Twitter: "excellent care on Ambulatory Care this morning. Investigations and results in 2.5 hours."

A patient from Winsley wrote to the RUH Chairman Brian Stables about their experience of the RUH: "My admission was precautionary but every aspect of my care was to the highest standard. No stone was left unturned. As I felt better very quickly, I was able to observe and admire the care of the other patients where the attitude of the doctors, nurses and ancillary staff on the ward was excellent. Nothing was too much trouble and all dealt with very professionally. I think they went beyond the call of duty."

The son of one of our patients wrote to us to thank the Intensive Therapy Unit (ITU) staff. He wrote: "My mother was admitted to hospital suffering with pneumonia. Within a few hours her condition deteriorated and she was transferred to ITU where she spent the following five days. I would like to express my deep gratitude to all the staff in ITU who treated and cared for her during that time. They were all compassionate and caring but also open and honest regarding my mother's condition and never gave us false hope. In these times of public sector cutbacks the ITU staff were still able to provide an amazing level of service. My family and I are indebted to them for saving my mother's life."

A man from Midsomer Norton wrote to express his thanks to a variety of staff. He said: "I wish to say a big thank you to all the staff that operated on me in theatre, the post-operative department and Robin Smith Ward. It could not have been any better. Since having a stroke I have also had to attend the Urology, Orthopaedic and Cardiology departments and I cannot say enough about my care. May I also say how good your restaurant is, which we always use when coming for an appointment, the food is excellent!"

Amy J wrote on Twitter: "Thank you @RUHBath for taking such good care of my Dad – he couldn't sing your praises high enough yesterday!"

A patient shared his opinion of the RUH on Twitter: "Got an ankle surgery date today... A little anxious but I know the good 'uns at the RUH will take care of me."

A man from Corsham wrote to thank the staff of the Cardiac Ward for caring for his late mother: "My mother was treated with respect and dignity by all members of the nursing and medical team. As a family we were extended the opportunity by the ward staff to spend extra valuable time with mum outside normal visiting hours, for which we will always be grateful, we were never made to feel we were an inconvenience or in the way in this busy nursing environment. I do hope this letter and our thanks can be extended to all who were involved as part of my mother's care team during a time when she was very ill. We are thankful that in her last days she was able to be as comfortable and pain free as possible and with her family around her."

The mother of one of our young patients wrote about their experience on the NHS Choices website: "My eight-year-old daughter had oral surgery and I was so impressed with the care and support we received from the whole team. She was understandably nervous when we arrived but was quickly put at ease by the nursing staff and play therapist and actually enjoyed the three hour wait for her op! We were told her op would be at 3.30pm and that was the exact time we went to theatre. Thank you for giving my daughter such a positive first experience of hospital."

The relative of a patient left these kind words about the RUH on the NHS Choices website: "Our mother was admitted to the A&E department recently, sadly her prognosis was not good and we were shown to a side ward to be with her. For three days and nights we stayed with her until she sadly passed away surrounded by her family. We cannot fault the care and kindness of all the staff in the A&E department and then later in Charlotte Ward. At all times we were treated with compassion and respect and could not have wished for a more peaceful passing for our mother. Our sincere gratitude to all those concerned."



Here's an example of some of the more humorous feedback we sometimes receive. This was sent in by a patient who was overjoyed after receiving a cardiac stent at the end of last year.

# See It My Way – Involving Carers and Family Members

**The latest in our acclaimed series of 'See It My Way' events had a focus on involving carers and family members in patient care.**

Five members of the public and a member of staff were invited to describe their experience of being a carer or relative of a hospital patient.

See It My Way is a story telling programme which uses the stories of patients, families and carers, and staff to inspire and motivate staff. The programme was mentioned in the Government's response to the Francis report of the Mid Staffordshire NHS Foundation Trust Public Inquiry as an example of excellent practice.

The latest event was once again very well attended by staff from many different parts of the hospital as well as relatives and friends of the panel of speakers.

The audience heard how hospital experiences can vary greatly for carers and relatives. All of the speakers described how effective two-way communication can be, and 18-year-old carer Amy summed up the group's sentiments when she told the audience: "listen to carers, they may know more than you think."

Vice Chairman of the Wiltshire Parent Carers Council Stuart Hall told the audience about how his infant son, now aged 17, was discharged from hospital without warning late on a Friday night after months spent in NICU. Stuart encouraged staff to involve parent carers in decision making and planning about their disabled children.

Lydia Ferguson Ray spoke about her



*Martin Kirkby, Lydia Ferguson Ray and Amy Dyke who spoke at the event*

mother's breast cancer treatment, and how she is using her and her family's experience to help shape the new cancer centre. Lydia conveyed how beneficial it is when family members are involved in the care of a loved one, a sentiment echoed by Roger Bouring who gave an account of his hospital experiences as both a patient and a carer of his wife who has learning difficulties. Roger explained how clear communication can easily alleviate stress and anxiety during treatment.

Full-time carer Martin Kirkby spoke about the difficulties that he faced whilst trying to convince clinicians that his mother's mental health appeared to be deteriorating following a series of falls and hospital admissions. Martin's mother was eventually diagnosed with Alzheimer's disease, and he explained how he felt that an earlier diagnosis may have prevented the falls and subsequent

hospital admissions.

The final speaker, Sister in Quality Improvement for Mental Health and Learning Disability Gemma Box, endorsed the message from the panel that clinical staff should be clear in their communication and involve relatives and carers as much as possible throughout hospital treatment.

After the presentations there was an opportunity for the audience and panel to talk and share their experiences over tea and cake as well as receive information from various carers support groups who were in attendance.

Previous See It My Way sessions have included living with stroke, living with dementia, life as a carer, living with breathlessness and being Deaf.

For further information about these events please contact Head of Patient Experience Theresa Hegarty on 01225 821570.

# Making our pledges on NHS Change Day

**One day, 3 March, saw the culmination of months of hard work to encourage as many NHS staff as possible to make a pledge to do something different.**

NHS Change Day is a national initiative which encourages NHS staff and local communities to join together, use their collective commitment and innovation, and make a pledge to do something simple but different to improve patient care.

From January onwards staff were encouraged to make their pledges by filling in a handmade pledge tag and

displaying it on one of many themed noticeboards around the Trust; tech-savvy staff were also encouraged to email a picture of themselves and their pledges so they could be shared with others via social media. Pledges included reading bedtime stories to patients on the children's ward, sowing wildflower seeds around the grounds and spending a day in a hospital gown.

Many members of staff also volunteered their time to step out of their comfort zone and feature in a rendition of 'RUH Perfect Day', based on Lou Reed's 1970s

classic Perfect Day. The recording was filmed and made into a music video which had a grand premiere as part of our Change Day celebrations. On the day itself staff and visitors were able to go on camera and pledge via a video booth or have their photo taken with their pledge in addition to filling in one of the many pledge tags that adorned the Lansdown restaurant foyer.

The final total of pledges is still being calculated but it is hoped that the RUH will have contributed a significant number to the national target of 500,000 pledges.

Staff across our Trust made pledges



# In Focus: Improvement



Some of the team whose work improving care for older people was rewarded with our Team of the Year award

## Dementia care praised

**In the last edition of insight we reported on our new 'dementia-friendly' Combe Ward and we were delighted that Bath MP Don Foster has since visited to declare it officially open.**

The ward has clearer signage, sensitive lighting and a new living area, among many improvements to help patients with dementia.

Don said: "I was delighted to officially open the new Combe Ward at the RUH, which is already making such a difference to patients. The ward has been designed with the dementia patient in mind, and looks like no other hospital ward I have seen.

"It is the product of a great deal of thought and the result of close working between the RUH and its many partners in the community. I'm sure the ward will help staff at the hospital to deliver an even better level of healthcare for years to come."

The official opening came after Prime Minister David Cameron singled out the RUH as an example of good practice in an article in a national newspaper about leading the way in the fight against dementia.

Writing in the Sunday Express, Mr Cameron said that the Government had been working to make hospitals more welcoming. He added: "For

those with dementia, being away from home can be extremely distressing. So we are spending £50million on making hospitals and care homes more dementia-friendly. The Royal United Hospital Bath is one of a growing number of hospitals that have dementia wards specifically designed to help patients feel more relaxed."

Consultant Geriatrician Dr Chris Dyer also had a lengthy article published in the Guardian, writing about how hospitals must tackle the fear and stigma around dementia.

Dr Dyer wrote: "A 'whole hospital' approach must be adopted across England and Wales to educate all staff,

# ts in older people's care

**There has been lots of work going on at the Royal United Hospital to improve the care we provide to older people.**

One of the ways we are doing this is through a new clinical area, the Assessment and Comprehensive Evaluation – Older Person Unit (ACE OPU).

Staff have redesigned and implemented a new model of care for older people, with the aim of ensuring that the care of older people is speeded up so that they spend as little time as possible in the hospital.

The team's incredible success led to them winning the Trust's Team of the Year Award at our annual awards ceremony.

Anita West, who manages the ward, said: "Winning Team of the Year is recognition of all our hard work to change the way that we look after older people. Although we started in October last year, we had been planning the change since March/April. We thought

the change would be very slow, but it has gone massive, and we feel that it was the right thing to do as it has made such a difference to our patients."

Staff on the ACE OPU ensure that 80% of patients are clinically assessed on the day of their admission, meaning that they are likely to have a shorter stay in hospital.

The unit's success has resulted in the current average length of stay in hospital being reduced from 12-14 days, to just three days. Eighty-two per cent of patients are discharged back home rather than to another service.

This is the result of an incredible team effort.

Anita said: "Every day at 11.30am, there are upwards of 25 people – consultants, nurses, physiotherapists, occupational therapists – working closely with one another and with social services and community teams to discuss cases, and to plan and assist the

safe discharge of patients.

"No-one wants to be in hospital and there are risks to being in hospital for too long, like infections and decreased mobility.

Evidence tells us that if older people stay in hospital longer than 72 hours, that they lose some independence physically and psychologically, and they stay in for an extra seven days.

"We're really challenging ourselves as professionals to constantly ask 'does this patient need to be here?' and if they do, 'what do they need?'

"We see patients aged between 61 and 100 years plus, the average age tends to be around 84, and what we do has an impact on their quality of life – we want to give them a safe passage home."

This new service has had excellent feedback from people and their families, as well as from staff who say that ACE has played a huge part in improving the flow of patients through the hospital.

from porters to doctors, to embrace dementia care and ensure it is never considered 'someone else's speciality'. At the Royal United Hospital Bath NHS Trust, three specialist dementia co-ordinators have been recruited who work with carers and act as a central point of contact for staff across the hospital who encounter, or are in charge of, patients with dementia.

"This relatively straightforward measure has had a demonstrable impact. Carers are reassured that any member of staff who encounters a patient with dementia has adequate levels of training and awareness.

Dementia champions on each ward also support this, ensuring patients displaying signs of dementia are recognised."



*Don Foster MP, Dr Chris Dyer, and Ward Manager Jon Willis declare the new Combe Ward officially open*



*How the RUH could look in the future*

# We're building for the future

**We have taken the next vital steps on the exciting journey to redevelop the north area of our hospital site, which will change that part of the landscape at the RUH beyond recognition over the next five years.**

The plan, developed over the last two years, is to demolish the buildings currently in RUH North, many of which were built during World War II, to replace them with a new cancer centre, an integrated therapies department and a pharmacy building.

This exciting £30 million project is involving dozens of people throughout the Trust, including clinicians, executives, staff, patients, patient carers and representatives, external healthcare partners, contractors, clinical commissioning groups and governors all of whom will bring expertise, experience and valuable opinion to the design process.

Steve Boxall, Head of Capital Projects, said: "We need to build for the future. We aim to build a new cancer centre,

which will provide a therapeutic environment that is centred on patient care and experience. We will bring all the therapies – physiotherapy, occupational therapy, speech and language therapy and dietetics - under one roof for the very first time. We'll build a new pharmacy to accommodate the pharmacy robot and an aseptic suite, amongst other things, and we'll find a new home for the three outpatient services currently in RUH North as well as other services that will be displaced such as infection control, patient affairs and Wiltshire social services.

"We're working with an established design team with a strong reputation in healthcare design and construction, which includes our construction partners Kier and Architects IBI Nightingales Group who will be designing the future with us.

"Redeveloping this aspect of the hospital site is very exciting, but it is a colossal project which requires incredibly detailed planning,

consultation every step of the way, and of course justification for every penny we spend."

Funding for the redevelopment has been boosted with incredible donations from the Medlock Charitable Trust and the James Dyson Foundation. Along with other money from fundraising, the redevelopment will be funded by capital funding and an affordable loan.

Consultation has already started with a first stakeholder event which took place in December. The aim was to harness the ideas and views of people that will use the services, or deliver or commission them, and to encourage them to think how they might contribute. Further sessions are planned to seek the views of patients, patient representatives, and our Foundation Trust members, including a Caring for You event on Tuesday 20 May, 6-7.30pm in the Post Graduate Medical Centre at the RUH. Anyone wanting to attend that event should call the Membership office on 01225 826288 or email [RUHmembership@nhs.net](mailto:RUHmembership@nhs.net)

# Our SWAT team

## Did you know that the RUH has its own SWAT team?

While the name might conjure up images of a law enforcement team, at the RUH this stands for 'Senior With A Team' and it's designed to provide rapid assessment and treatment for patients arriving at our Emergency Department (ED).

The team is made up of a consultant, a nurse, and a healthcare assistant.

Emergency Department Consultant Rosie Furse explains: "The aim of the SWAT team is to make sure that a senior decision-maker gets to see the patient early on in their attendance in the Emergency Department, and to try to make the patient's journey as streamlined as possible. SWAT can initiate early assessments, or investigations, and urgent treatment.

"Previously, patients coming through to majors would be assessed by the co-ordinator and allocated a cubicle. The patient would then be assessed by a staff nurse with initial vital signs observations. At this point the patient would be placed in a 'time and priority ordered' queue to be seen by an ED doctor. This would commonly be a junior doctor who would then request tests and treatments and would often need to discuss the results and management plans with a senior colleague. This all takes time and this can often delay the flow of patients especially if the department is very busy.

"Now the ambulance crew brings in the patient, they are met by the coordinator and the senior colleague doing the SWAT shift, who can make decisions to admit, treat or transfer. This process is also freeing up our high care and resuscitation areas for the more acutely ill patients by ensuring only those really in need of that level of care are placed there.

"Recently a man came into the department by ambulance from his care home. He needed a fairly simple procedure to be carried out. SWAT were able to do that procedure for him and he went straight back to his care home. Previously, he may quite easily have been waiting a couple of hours to be seen, he may then have missed his transport back to the care home, which could necessitate an overnight stay in hospital – an avoidable admission."

The SWAT service runs from 12pm-6pm, which is the busiest time in the ED. It's going well and feedback has been positive from both patients and staff, who feel well supported.

The College of Emergency Medicine has set quality standards for emergency departments that have been adopted nationally. One of these standards is that at least 50% of patients should be seen and have initiated treatment within 60 minutes of arriving in the Emergency Department. Prior to SWAT, the RUH managed this in 69 minutes, but since we started SWAT, this has dropped to less than 50 minutes. This means that on average, a patient is being seen by a clinician who commences treatment at least 20 minutes earlier than before.

Rosie adds: "SWAT is a way of maintaining patient safety during busy periods and ensuring that people attending the ED during these times are being assessed promptly."



*A patient arrives in our Emergency Department with an ambulance crew*

## Protecting you against the flu

**We were finalists for an award for being one of the most improved Trusts in the country for uptake of the flu vaccine.**

We were shortlisted for a 'Most improved flu fighter campaign' award from NHS Employers, thanks to a concentrated and creative seasonal flu vaccination campaign by staff.

We are very pleased that just over 70% of our clinical staff have been vaccinated, with 1,868 staff receiving the flu vaccine. Overall 2,543 of those who work at the RUH, including non-clinical staff, had the vaccine.

Staff were urged to have the flu vaccine in order to protect not just themselves, but also their friends, family, colleagues and patients against becoming ill.

Peter Fox, Occupational Health Manager, said: "This is a tremendous effort. We trained 50 ward and department nursing staff to give the flu vaccine in 30 vaccination centres across the hospital, and we also had bank staff volunteering to do shifts.

"We wanted to make it as easy as possible for staff to be vaccinated, and so it was particularly successful for those staff looking after patients, who found it difficult to leave their work area.

"We started vaccinating in October and in the first 15 hours alone, 350 staff were vaccinated. We ran vaccination clinics on a daily basis and in other central locations across the hospital site, to make it as convenient as possible for staff to get the jab. We also had mobile vaccinators going out to the wards and other patient areas to vaccinate health and social care workers.

"We are very grateful to everyone for all their efforts to ensure our staff and therefore their families and our patients, are being protected against the flu."

# Gold 'Eat Out Eat Well' award for RUH

**We are delighted to have been given a Gold award by Bath and North East Somerset Council for the quality of the food served in our hospital restaurant.**

Our catering staff are celebrating as we are one of the first organisations in the area to receive a Gold award for 'Eat Out Eat Well'.

This new, national initiative has been developed to reward caterers across the country who make it easier for their customers to make healthy choices when eating out.

Eat Out Eat Well has three levels - Bronze, Silver, and Gold - and is symbolised by an apple logo in the shape of a heart.

The level of award is based on a scoring system that takes into account the type of food on offer, cooking methods, and how healthy choices are promoted to customers – the higher the score, the higher the level of award. To obtain a Gold

award key staff also undertake accredited training in nutrition.

Our Hotel Services Manager Mike Newport said: "We are absolutely delighted to receive this Gold award, which recognises the hard work of our catering team. The award provides solid evidence of our commitment to provide staff and visitors with a good range of healthy foods from our retail outlets.

"This award is a significant accomplishment and we are very proud that our staff's commitment to cooking and serving healthy, satisfying dishes has been recognised in this way."

Bath and North East Somerset Council's Public Protection team undertook an assessment at the RUH, which included a review of menus, how the food is cooked and the number of healthy choices available, before giving a score.

Some of the changes to the food on offer at the RUH include the introduction of a healthy breakfast bar, offering cereals, muesli, porridge, fruit etc., adding more healthy options on the main food menu including fresh homemade soups, and providing a greater variety of fresh, undressed salads.

Two of our catering supervisory staff also completed a Nutrition and Dietary training programme, achieving the Chartered Institute of Environmental Health Officers Level 2 Award in Healthier Food and Special Dietary Requirements.

Councillor David Dixon, Bath and North East Somerset Council's Cabinet Member for Neighbourhoods, said: "This award demonstrates the hospital's commitment to offer foods that are lower in sugar and fat and salt. Congratulations to everyone involved."



*RUH Chef Roger Estrera, Bath and North East Somerset Council Environmental Health Officer Karen Thompson, and RUH Food Service Manager Jason Joyce*



The 'dynamic' e-induction team



Tom Routhorn



Denise Preece



Alison Blake-Reed



Lynn Howes

# Hospital stars - awards ceremony to honour RUH staff

**Outstanding staff were honoured for their contributions, achievements and innovation in health and patient care at the hospital's New Year's Honours Awards ceremony.**

The awards presented during the evening, which took place at the Assembly Rooms, Bath, symbolised the dedication and hard work of so many of our staff.

Staff who run the Assessment and Comprehensive Evaluation – Older Person Unit – or ACE OPU for short, were voted Team of the Year 2013 in recognition of their work to redesign and implement a new model of care for older people. Assessment times have improved, with at least 80% patients being seen on the same day, and the length of stay has reduced, and discharges have increased since its implementation. Read more about this team on pages 10-11.

The Most Innovative Team Award for 2013 went to the 'Dynamic' e-induction Team for working together to develop an online induction program for trainee doctors. This new program offers real-

life clinical scenarios and simulation, and is easy to use. The RUH is the first hospital in the South West to use an e-solution which assesses the trainees in the key mandatory training they require as well as providing them with a welcome to the organisation. It will ensure that trainee doctors receive their induction in a timely manner.

Debbie Parsons, who is a Staff Nurse in the Emergency Department, was presented with the overall Chief Executive's Customer Care Award for 2013. Debbie was nominated by a member of the public in recognition of her outstanding professional care and compassion.

Denise Preece, Research and Development Officer, was presented with an award for her tireless work supporting the research and development service, and assisting the team to increase the number of patients involved in research projects at the RUH, helping to make us one of the most research-active Trusts in the UK.

Personal Achievement Awards were

presented to Senior Sister Lynn Howes, Theatre Healthcare Assistant Alison Blake-Reed, Patient Support Assistant Tom Routhorn and Nurse Practitioner Carol Davidson in recognition of their outstanding achievement during the year.

RUH Chairman Brian Stables said: "It was a wonderful evening. The awards are important as they give us a great opportunity to showcase the amazingly talented people we have at the RUH and it gives us a chance to thank all of the staff who, day in day out, work incredibly hard caring for our patients. We are very, very proud of them all."



Debbie Parsons with host Paul Martin from the BBC's Flog It!

# NHS Foundation Trust news

## Caring for You events

**During 2013 our Caring for You events have gone from strength to strength and we are pleased to have offered our members the opportunity to take part in shaping the event schedule for this year.**

Roxy Poultney, Membership and Governance Manager, said: "I would like to thank everyone who took the time to take part in the survey. We organise our Caring for You events for our members so it's fantastic that you can be a part of choosing the topics for 2014's schedule."

In the past all of our Caring for You events have been held at the hospital and our results show that you agreed that this was still the best place to host the events. However, almost 72% of those surveyed said that they would be interested in attending a meeting in their local area.

Roxy added: "The Caring for You

events take a lot of time and effort to plan, with whole departments often involved, including Lead Consultants, Senior Sisters, Nurses and Health Care Assistants to name but a few. The involvement of so many staff is partly what makes these events so successful.

"In order to continue to make them as successful as we can, we need at least 40 attendees to enable plenty of audience interaction and participation, which ensures you get the best out of every session. It is fantastic to see that the community would like us to go out to them to share information about the services we provide in the future."

The next Caring for You event at the RUH will be about Women's Health, focusing on Gynaecology on 24 March.

David Walker, Consultant Obstetrician and Gynaecologist, and Kate Palastre, Ward Manager, will be leading the event, which promises to be packed

full of interesting information and will involve medical experts from all areas of the department. Topics include:

- Early pregnancy clinics - bleeding in early pregnancy is very common and distressing for women. The nursing team will discuss how the clinic runs, investigations and support they offer
- Cervical smears, HPV and colposcopy - our nurse colposcopist and lead clinician for colposcopy will talk about the importance of having regular smears, what an abnormal smear means and what happens in the clinic
- The role of the oncology nurse specialist - how they support the patient through their journey from initial diagnosis
- Gynaecology outpatients - common investigations we undertake including ultrasound scanning and hysteroscopy.

## Dates for the diary

The 2014 Caring for You schedule is as follows:

Date	Time	Venue	Event Title
24 March 2014	18:00	PGMC Department B20	Women's Health, focusing on Gynaecology
20 May 2014			RUH North Redevelopment
29 July 2014			Cancer and Survivorship
15 September 2014			Men's Health, focusing on health promotion and backs
November 2014*			Patient Safety, Privacy and Dignity

\*exact date to be confirmed

If you are interested in attending any or all of the above events please do let us know. Places must be booked, so please contact the Membership Office on 01225 826288 or email

RUHmembership@nhs.net

Please note, all of our members who we have an email address for who have opted to 'Get involved' or 'Work with the Trust' will automatically be sent an email invitation prior to each event. If we

do not have your email address, but you have expressed an interest in any of the above topics we will write to you prior to each event. If you have only opted to 'Keep in Touch', you will not automatically receive additional invitations to events, but upcoming event titles will be included in each quarterly magazine.

In order to check your membership level or if you would like to inform us that you would like to receive an invitation to an event closer to the time, please call the Membership Office on 01225 826288.

## Save the date: 2014 Annual Members Meeting and Annual General Meeting

The 2014 Annual Members Meeting, combined with our Annual General Meeting, will take place as follows:

Date: 24 September 2014  
Time: From 5pm  
Location: Assembly Rooms, Bath

# Governor News

**Our South Wiltshire Governors, Jane Shaw and Phil Morris, sent 1,200 surveys to their members within their constituency during January.**

The Public Governors wanted to identify how their members wanted to be communicated with in the future. Jane and Phil are busy analysing the results and had an overwhelming response.

Phil said: "I would like to thank all of the members who took the time to send back their surveys. We've had an above average response and the results will help us to develop our strategy for engaging and communicating with you in the future.

"Nearly 200 members were willing to tell us why they became members and 188 told us what they would like us

to pursue. We are currently reviewing your comments to assist in forming the agenda for our first members' meeting for the South Wiltshire area.

"Early analysis suggests that the membership are keen to learn about how the hospital will change as it moves to becoming an NHS Foundation Trust and how that will affect them."

Roxy Poultney, Membership and Governance Manager, added: "Amongst the Caring for You survey results, the members who live in Trowbridge and Melksham expressed that they would be interested in attending events within their communities, it's possible that we could combine a Caring for You event and Governors meeting in the future, so watch this space."



Emily Morgrette presents David Battrick with his prize

## Our prize draw winner

**In the spirit of Christmas cheer, in the last edition of insight we let you know about an initiative we were running during December which meant that everyone who signed up to join our membership was entered into a prize draw to win a £50 Marks and Spencer voucher. In January our winner, David Battrick from Bath, was chosen at random and Emily Morgrette, Membership and Governance Administrator, met him to present him with his voucher.**

David said: "This was such a lovely and an unexpected surprise. I decided to join the Trust to show my support for our local hospital as I have recently received excellent treatment at the RUH and thought my small contribution may give encouragement and support to all of the staff who are doing such a fantastic job."

If you're not already a member, and would like to sign up to support the RUH, please contact the Membership Office on 01225 826288 or sign up online at [www.ruh.nhs.co.uk/foundationtrust](http://www.ruh.nhs.co.uk/foundationtrust)

Membership is completely free, and by signing up you can have a say in the development of your hospital and help us to develop our services for the benefit of the local community.



## The Royal Photographic Society Members Exhibition and the International Images for Science Exhibition 2011



**The central corridor at the Royal United Hospital has been taken over and transformed by the Royal Photographic Society.**

As far as the eye can see, patients, visitors and staff are treated to an array of photographic delights ranging from microscopic plant stems to dramatic views across the Giant's Causeway, Ireland.

This year the society celebrates its 160th anniversary. Founded in 1853 to promote the art and science of photography, it is a leading voice in the world of photography today, providing opportunities for its members to showcase the high standard of their work and to demonstrate their commitment to the art of photography.

Further exhibitions continue throughout the hospital, with the majority of works on display for sale.



*Fiona Crawford, Purdy*

*Hugh Turvey, Hyacinth Growth Sequence*



*Mark Olver, who donated the piano*

## New pathology building mosaic

**We have been closely involved with the Trust's capital projects team on the sympathetic design of the bereavement suite and the development of a secluded garden.**

Nearing the end of our involvement, we have just had the pleasure of installing a larger than life mosaic figure entitled Conception, by Martha Allan.

The piece, which captures the essence of beginnings and the cycle of life, was kindly bequeathed to Art at the Heart by retired GP and dedicated Arts Strategy Group member Sheila Day and her partner Rupert Blunt. It has been recessed into the exterior wall of our new pathology building and can be found opposite the entrance to Bath and Wessex House.

Thanks to Zib Baines, friend to the artist and donors, and Kier Construction for all their help and support.



## The Twitter Piano

**Our new dementia-friendly Combe Ward is now the proud owner of an upright piano which is available to patients, staff and visitors to play.**

The piano was kindly donated to the ward by Bristol comedian Mark Olver, via Twitter. Mark was particularly keen for the RUH to receive the piano, and said: "I really wanted the piano to go to a good home, a place where it would be played and enjoyed. I used it to put books and things on, so knowing that it can put a little bit of joy into people's lives is much better."

Art at the Heart welcomes piano players of all capabilities to come and play on the ward. If you would like to volunteer your time please speak with a member of the team on 01225 824987 or email [f.whittingham@nhs.net](mailto:f.whittingham@nhs.net)



# New sterilisation service launched

**The Royal United Hospital has become the first hospital in the South West to offer a new procedure which allows women to undergo sterilisation and return to all normal activities within 24 hours of treatment.**

The minimally invasive procedure, hysteroscopic sterilisation, is permanent and takes less than 10 minutes to perform.

Because a general anaesthetic is not used, patients recover quicker. They can leave the hospital after about an hour with no need to stay overnight in hospital. Most patients find they can return to normal activities in less than a day.

Consultant Gynaecologist Aysha Qureshi said: "Standard female sterilisation techniques involve a general anaesthetic and a longer recovery time.

"This procedure is the preferred choice of many patients and is recognised as best practice as it requires no anaesthetic, no incision, and allows women to continue with all normal activities within 24 hours of treatment.

"It is also a very appropriate procedure for those patients who are not suited to having a general anaesthetic.

"Although the actual procedure is quite quick, women are counselled at length about their decision to be sterilised and are fully aware of the implications of undergoing what is a permanent

procedure, as they are if they are undergoing standard sterilisation."

Women interested in hysteroscopic sterilisation should speak to their GP and ask to be referred to the RUH. We are of course continuing to offer standard sterilisation to those patients who would prefer to have this procedure.

Hysteroscopic sterilisation is supported by the National Institute for Health and Clinical Excellence. The procedure involves a hysteroscope being inserted through the vagina and cervix, and a flexible micro-insert is passed through the hysteroscope using a guide wire and placed in each of the fallopian tubes. The micro-inserts induce scar tissue formation, which occludes the fallopian tubes and prevents conception.

## The patient's story

Laura was one of the first patients to undergo the new method of female sterilisation at the RUH. This is her story.

"I chose to undergo the procedure as I had exhausted all other avenues of contraception and my husband and I had decided that we did not want to add to our existing family; I love my kids, but I didn't want any more. I went to an NHS walk-in centre for advice and the doctor told me about the new hysteroscopic sterilisation technique and I was immediately interested. The doctor referred me straight to Mrs Qureshi at the RUH and I was seen very quickly.

Mrs Qureshi was brilliant. She listened carefully to my reasons for wanting to undergo the procedure and answered all of my questions. I

was never under the illusion that this was a simple decision, the procedure cannot be reversed. I was also offered counselling.

My procedure was then booked and I would have been seen within the two months had I not contracted a chest infection. I was back in hospital and ready for surgery just three months after my initial referral. I arrived ready one afternoon – I had been allowed to have a light lunch before the procedure. I was prescribed some analgesia and waited approximately 20 minutes before I was ready to be taken through to the procedure room. I was then introduced to all the staff who would be present during the operation, this helped to reassure and relax me. The procedure itself took only 10 minutes to complete, it was a little uncomfortable but not as

bad as I expected it to be. After the procedure was completed I was kept in for recovery, given tea and biscuits and discharged home after only one hour.

It took me just two days to recover after the procedure – a surgical sterilisation would normally take five days to recover from, and as I have two small children the quick recovery time was a real advantage.

Three months after the procedure I had a follow-up ultrasound which was used to check to see if the inserted coils were in the correct position – which they were. I then had a final appointment a week later with Mrs Qureshi who was extremely pleased with how the procedure had gone. I have no regrets following this procedure and I would wholeheartedly recommend it to any women considering a sterilisation."



## Aiming High - transforming our special educational needs and disability (SEND) support for children and young people in Bath and North East Somerset



### What is SEND and what's changing?

SEND stands for Special Educational Needs (SEN) and Disability (D).

New legislation to transform the support given to children and young people with Special Educational Needs (SEN) and Disabilities is currently going through Parliament and will become law by September 2014. Changes are planned to the way statements, reviews and services will be delivered and publicised and how local authority responsibility will be defined for local young people up to the age of 25 years.

The intention is to have joined-up education, health and care plans, (EHC) replacing statements of SEN. Plans will come with an option of personal budgets. Bath & North East Somerset Council and the Clinical Commissioning Group will jointly commission services for children and young people up to 25 years old with SEN and disabled children and young people.

### What is the reform all about?

The reform is a transformation of the way support is provided for children and young

people with SEN and/or disabilities up to the age of 25. Support will be focused on enabling children, young people and their families to achieve their long term aspirations. It will be outcome focused and integrated between education, health and care settings and services.

### What's the next step?

EHC plans are being piloted over the next few months. The Council will publish its 'local offer', setting out in one place all arrangements, services and education settings for children and young people up to 25 with SEN and disabled children and young people. A training programme is being developed and will be delivered from May to Dec for all staff working with children and young people up to 25 with SEND.

### Read more...

For more information about SEND Reform in Bath & North East Somerset on the Council website [www.bathnes.gov.uk/SENDreform](http://www.bathnes.gov.uk/SENDreform), Facebook [www.facebook.com/SENDreform](http://www.facebook.com/SENDreform) or The Hub site <http://thehub.bathnes.gov.uk/Services/Details/1019>



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## Smallcombe House

Smallcombe House is a purpose built Residential Care Home for the Elderly (registered by the Care Quality Commission). The Home is situated on Bathwick Hill, Bath, all rooms are single en-suite with call-bell facilities, with views looking out across Smallcombe Woods.

The ethos of the Home is Christian and has a Chaplain who is an ordained minister.

For further information and a brochure please  
Tel: 01225 465694.

Smallcombe House, Oakwood Gardens, Bathwick Hill, Bath BA2 6EJ

Non profit making organisation – part of the Salvation Army



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Forthcoming Information Days are 26 Mar, 9 & 30 Apr, 28 May, 11 & 21 Jun – to book your place simply call the recruiting team on 01993 842551 ext 4260 or 4261.

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or ring 0845 606 9069

**LIVE A CHALLENGING LIFE**

# Our charities

## Forever Friends

### Join the **Walk of Life**

The 7th annual Walk of Life has been launched by actor and comedian John Cleese. The Walk of Life was established in memory of Vanessa Kyte who passed away from cancer in 2007. You can choose to walk either 21, 12, or nine miles on Saturday 17 May from Devizes to Bath along the beautiful Kennet and

Avon canal to raise funds to help build the new Cancer Centre at the RUH, or a ward or department of your choice at the RUH. The walk, which is sponsored by Kier Construction, costs £15 per person. Visit [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk) to sign up or contact Laura on 01225 821535 for more information.

*Vanessa Kyte's sister Nic Noble and mum Dianne Young with John Cleese*



### Grand draw a **winning success!**

The Christmas Grand Draw raised a record-breaking £25,000 towards the RUH Cancer Care Campaign. Congratulations to Mrs Samways from Devizes who won the brand new Kia Picanto and thank you to everyone who felt able to give to the RUH leading up to Christmas



## Friends of the RUH

We are looking forward to a busy year. The coffee shop is being rebuilt and we will have a grand opening, look out for details later in the year. You can also see the plans for the new coffee shop on the doors of the old premises. The Friends office has moved to Bath and Wessex House (B21) whilst the building work takes place. Please remember to visit the temporary coffee shop in the Oasis centre.

Please bring your unwanted books to the book deposit on the ground floor of Bath and Wessex House; we need as many as possible for our monthly book sales. Look out for the sales on the first Monday of each month in the Atrium.

Please put a note in your diary that our summer fete will take place on Saturday 5 July in the Lansdown, foyer and

restaurant – the day is sure to be lots of fun for all the family!

Another date is our Annual General Meeting on 13 May, which will have an interesting guest speaker; look out for more details in the future.

Finally, a big thank you to all of the volunteers who served refreshments and gave out gifts on the wards over the festive period.



### **New Bath 'BAB' Fundraising Group**

Actress Brenda Blethyn revisited the RUH in February to launch the new-style 'Be a Brick' collection boxes. Last year Brenda helped to launch the fundraising campaign which has so far raised more than £120,000 towards the new Cancer Centre.

If you wish to donate to the appeal you can use the collection boxes to save your pennies and pounds, or buy a virtual brick for £10, a row for £100, or a wall for £1,000. You can also join the Bath 'BAB' group who meet for a relaxing social drink and organise fun activities together to help raise funds towards 'walls'. For more information please visit [www.foreverfriendsappeal.co.uk](http://www.foreverfriendsappeal.co.uk) or contact Zoe on [zoe.tainton@nhs.net](mailto:zoe.tainton@nhs.net) or 01225 825825.