

Cancer Information
& Support Centre ↑

Royal United Hospital Bath **NHS**
NHS Trust

insight

ISSUE 6 SUMMER 2010

HRH at the RUH

iPhone app is a life-saver

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United in Excellence

★★★ 3 star rating



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Residents may bring their own furniture.



FOUR SEASONS
HEALTH CARE

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Email: ivybank.house@fshc.co.uk

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FOUR SEASONS
HEALTH CARE

Oakfield Care Home

Weston Park, Weston, Bath, BA1 4AS

Tel: 01225 335645

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WAINHOMES
BUILDING BRITAIN'S HERITAGE

Welcome



Chemotherapy administrator Amanda Beale and Staff Nurse Jo Wilson smile a welcome to the new Chemotherapy Suite

This edition of insight looks a little different. We've responded to the challenge to save money without losing quality and you can read more about how we managed this on page 23.

We hope you enjoy the latest issue and feel inspired to send us your own news and views to be considered for publication.

We've had two special occasions in the same month, both centred around the oncology services that we provide to our patients at the

RUH. Our outgoing Chairman James Carine formally opened the brand new isolation unit and chemotherapy suite in the oncology department, which was later visited by HRH Duchess of Cornwall. To read more, see page 24.

Anita Houlding

Senior Communications Officer / Editor

Editorial dates 2010

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 the next issue is **19 May 2010** for publication early in July.

Contributors



Dr Jerry Nolan
Consultant Anaesthetist

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Karl Watson
IT Support Desk Team Leader

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Dr Louise Shaw
Consultant Stroke Physician

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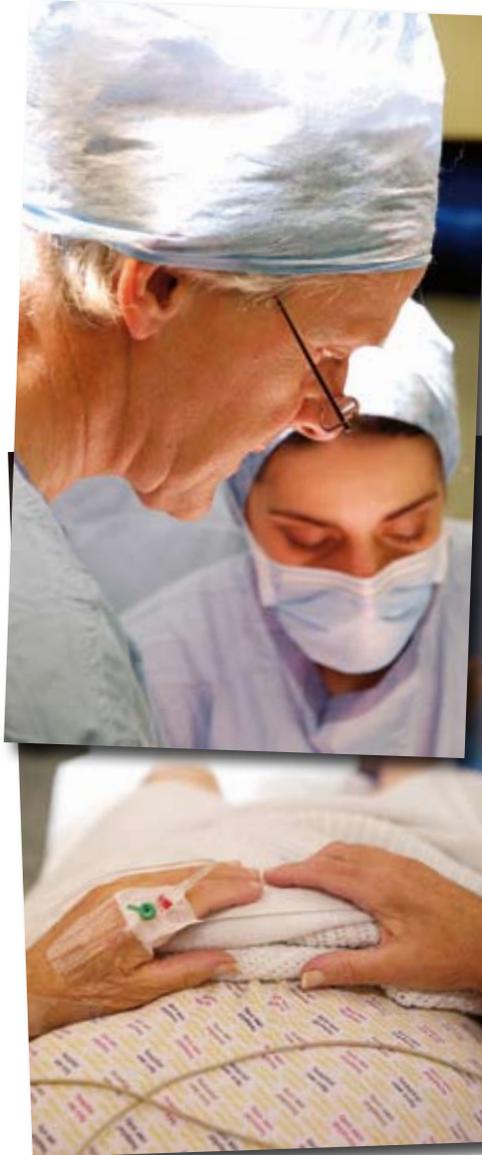
Perioperative care

As part of the RUH Patient Safety Improvement Programme, a project is ongoing to reduce the risk of complications during surgery and improve patient safety. The project involves a team of staff from theatres as well as nurses from the ward and anaesthetists, surgeons and pharmacists and covers a number of key areas in perioperative care (care prior to, during, and immediately after surgery).

Dr Lesley Jordan, Consultant Anaesthetist, says: "In order to reduce wound infections, it's important to keep our patients warm and we have been looking at ways of improving maintenance of temperature during operations.

"It's difficult for patients to remain warm whilst asleep as the normal body mechanisms for keeping us warm don't work well when we are anaesthetised, so patients can get cold quite quickly. It's very important that patients are warm before any surgery commences and that we control this throughout their operation.

"We commonly warm any intravenous



fluids that are administered and actively warm patients using a 'hot air' blanket whilst asleep, but from the weekly measures we are taking there may be a great benefit to doing this even for short procedures. General awareness of the importance of keeping patients warm has been raised considerably within the team.

"Diabetic control is also important in reducing wound infections as, if a patient's blood sugars are high, there is an increased risk of infection. Therefore it's important that patients are well controlled not only before theatre but afterwards too. We are looking at how effective our current protocols are regarding this. Increasing awareness of the importance of avoiding high blood sugar levels is also essential both for the medical and nursing staff as well as the patients themselves."

Other areas of work include a new pre-assessment suite where all high-risk patients are assessed by a nurse for cardiac risk prior to surgery and improvement in the maintenance of certain medications, in particular beta blockers, before and after surgery to reduce the risk of cardiac arrest.

Norovirus

The extended outbreak of norovirus (diarrhoea and vomiting bug) is widespread in the community and is putting pressure on the RUH along with other hospitals and health facilities in the area. We recognise the heroic efforts that staff across the Trust are making to keep the hospital running during this outbreak.

Despite public health messages on how to manage this virus, patients and visitors are still coming into the RUH with symptoms. Measures to contain

the infection result in ward closures. There are then fewer beds available for new patients, and recovering patients need to wait longer than necessary to be discharged to a community hospital or nursing home.

We have limited hospital visiting to evenings only and we are reminding the public not to visit patients unless absolutely necessary and to telephone the ward before coming. Whilst we recognise that patients do value visits from family and friends we need to limit

traffic in and out of wards. We are aware that this request is not easy and we are very grateful to the local community for their support and understanding during this period of limited visiting.

Please help us spread the message that no one should come into the hospital if they have recently been unwell, as they may be infectious for 48 hours or more after recovering.

For more information on current visiting restrictions, visit www.ruh.nhs.uk or speak to the ward sister.

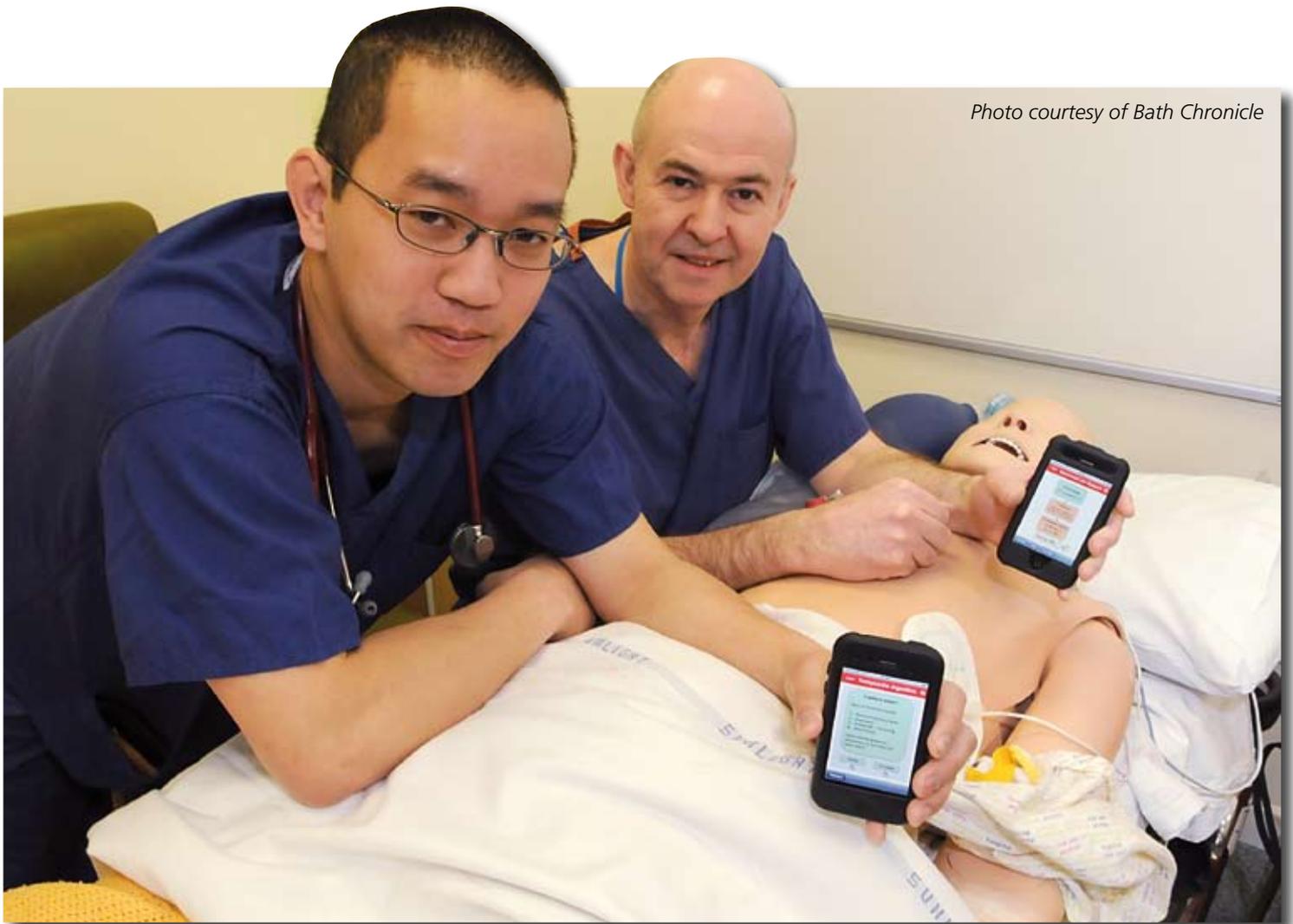


Photo courtesy of Bath Chronicle

iPhone app is a life-saver

An iPhone application which could save the lives of people suffering heart attacks has been invented by RUH consultant Dr Daniel Low.

The free iResus app gives on-screen, step-by-step guidance to resuscitation in emergencies. It was downloaded 2,500 times on its launch in January and has since been downloaded at a rate of 1,200 per week.

Developed by Dr Low, consultant anaesthetist, the app asks users a series of questions about the patient and provides instructions on giving chest compressions and clearing a person's airways.

Dr Low's invention was inspired by working alongside ex-military, air ambulance helicopter pilots. He saw that during in-flight emergencies, these highly trained airmen would refer to instruction

cards which guided them through the crisis and helped to reduce the margin for human error. Dr Low realised that a similar system could also assist medics when they are faced with a cardiac arrest.

He said: "Even though doctors and nurses are trained to deal with someone having a cardiac arrest, it's not a situation they face every day. I thought both medics and patients would benefit from an application such as this."

Dr Low developed the app with an expert in computer software design and has produced two versions - one for medics and one for members of the public who have a basic training in first aid. The app was produced in collaboration with

the Resuscitation Council (UK) – the nationally recognised organisation which produces resuscitation guidelines for healthcare professionals and first aiders.

Dr Jerry Nolan, also a consultant anaesthetist at the RUH and former chairman of the Resuscitation Council (UK), says it's an invaluable tool. "Lots of people now have smart phones and to be able to have a device like this, which is constantly updated, accessible within seconds and which automatically replaces old guidelines with new, is fantastic. Daniel's work with the Resuscitation Council shows how medicine and patient care is embracing day to day technology to maximum effect."

Acute Stroke Unit open



In March, the RUH opened its first ever Acute Stroke Unit dedicated solely to the care and treatment of stroke patients.

The Acute Stroke Unit is a 26-bed unit including four hyper-acute beds providing rapid treatment including thrombolysis and high-dependency care for patients that have had a stroke.

The hospital has been planning the unit for over a year, in direct response to the needs of stroke patients in the area, and evidence of improved rates of recovery set out in the National Stroke Strategy.

Neurology patients will now be cared for in a specialised ten bed neurology unit (Medlock Neurology Ward), which has moved to 1st floor, RUH South.

Dr Louise Shaw, Consultant Stroke

Physician said: "Research has shown that patients receiving rapid and specialist treatment on an acute stroke unit have a better chance of survival and are more likely to regain independence and have less disability."

Whilst early intervention is essential, having the right mix of specialised staff is the other important factor which makes a stroke unit so life-changing.

Sue Leathers, Matron for Stroke & Care of the Elderly said: "Successful stroke units are built around a strong team of physicians, nurses, physiotherapists, occupational therapists and other stroke specialists. Staff have undertaken specific stroke training in order to be specialists in caring for people affected by stroke."

Stroke fact file:

- Strokes occur when a blood vessel in the brain bleeds or becomes blocked
- Every year approximately 110,000 people in England have a stroke
- Stroke is the third largest cause of death in England: 11 per cent of deaths in England are as a result of stroke
- Stroke is the single largest cause of adult disability. 300,000 people in England live with moderate to severe disability as a result of stroke.

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 J Foster from Bath wrote "I recently attended Mr Pozo's clinic and I am writing to record the excellent attention, advice and service I received from all concerned. Most of all I would like to draw your attention to Sue Lovell who works in the x-ray department. She guided me from the car park to where I had to go and showed that extra bit of care and forethought which the NHS are so wrongly accused of ignoring. Well done to all."

Mr S Yeo from Frome wrote "I would like to inform you of the excellent treatment my wife received recently in the Emergency department and the Intensive Therapy Unit. I was repeatedly informed that my wife was very seriously ill. I was, though, grateful for the frankness of doctors and the wonderful nurses in explaining my wife's problems as well as the monitoring and treatment being carried out. There was a quiet, calm efficiency in the ITU that helped me to deal with a stressful situation. My wife recovered sufficiently to be transferred to Victoria ward where she makes remarkable progress. There is no doubt in my mind that the prompt action of the Emergency department and the professionalism and dedication of the ITU saved my wife's life - and for that we shall be eternally grateful. I have written separately to the doctors and nurses involved but wanted to take this opportunity to bring their good work to your attention."

Mrs F Thornhill from Keynsham wrote "My husband was recently admitted to the Emergency department and then transferred to the Medical Assessment Unit before being admitted to Victoria ward. I would like you to know how much I thank and truly appreciate all the staff who looked after and cared for my husband whilst he was in the RUH, and all their thoughtfulness for me. The kindness and care was first class. My thanks to all the staff concerned."

Mr T Smith from Chippenham wrote "After an unplanned stay at the RUH I wanted to say what an excellent standard of professional care I received from your staff. I include all with whom I came into contact: the Emergency department, x-ray, ward staff and Occupational Therapy staff. Also the surgical team and those who prepared my meals and kept the ward clean. Thank you all very much."

Ms K Demeter from Bristol wrote "This is a letter to congratulate you on your choice of receptionist - Laura Felton - in Urology outpatients. From the moment I approached the reception desk, Laura was warm, friendly, welcoming and helpful to me throughout my time there, without being intrusive. Laura made me feel welcome and calm. She made me feel that I was important and that the department was there for my benefit whilst imparting this same quality to all the people she greeted and processed through the appointment system. I would imagine she would make a very good role model for someone. I think I must make a comment on your recruitment policy in employing the right person with the skills and sensitivity needed in this post. You've got it right as far as I am concerned. It makes such a difference to the quality of my life and hospital experiences."

Why I'm so proud of the RUH

Sam Holliday, Editor of the Bath Chronicle, was a guest at the Trust's Annual Awards Ceremony which took place at the Assembly Rooms recently. Sam has many good things to say about the RUH which he shared with Bath Chronicle readers. We're delighted to include them in our hospital magazine:

"I was privileged to attend a very enjoyable evening in Bath where we celebrated some of the shining stars from one of the city's biggest and most important institutions.

"The RUH is at the heart of city life and as its scope goes many miles away from its Bath base, it is clearly one of the most significant organisations that we all have a collective investment in.

"Before I came to this paper in 2005 I was aware that the hospital often had the word 'troubled' put in front of its name. For various reasons it didn't have a particularly good image and I'm sure there were many negative comments about its performance (or apparent lack of it) within these pages. I'm delighted to say, however, that these days we are far more likely to be reporting success stories and good news from the RUH than the unremitting bad news of old.

"That doesn't mean that we ignore any problems or issues that occur at our local hospital - far from it - but what it does mean is that we are now far more likely to reflect the cheers than the tears because it definitely looks as if the RUH is heading in the right direction.

"I have to declare something of an interest here in that I am an unashamed 'fan' of the NHS and everything it does."

"At the awards dinner the focus was put firmly on the individuals and teams who have really made the RUH a modern day Bath success story. And it was truly eye-opening.

"I have to declare something of an interest here in that I am an unashamed 'fan' of the NHS and everything it does. Like everybody, you tend to judge things on your own personal experiences and in my case, these have never been anything other than positive. Allied to this is the fact I have members of my family who work in the NHS and through them (and through my own eyes) I can see what an extraordinary organisation it is.

"We can all get a bit precious and self-important about our jobs - none more so than those of us in the media for example - but it's only when you talk to NHS workers that you discover the true meaning of the word 'context'.



I remember telling one nurse, a close family member, about the 'bad day' I had endured with deadlines and staff issues, etc. She said: "Mmm... interesting. I spent last night holding the hands of someone who was dying and watched them slip away." Suffice to say I didn't complain any more.

"The truth is the NHS is one of Britain's crown jewels - a unique and unfathomably complex organisation that has to somehow meet all the ever-increasing expectations we have of it. Does it always get it right? Of course not - but it does so far more times than it ever gets it wrong and I think we all owe it to ourselves to step back occasionally and acknowledge this.

"I was asked to present an award to the Hospital Hero of 2009, a new trophy where the winner was chosen by RUH staff and Chronicle readers alike. The winner (Dr Steve Jones) was a very worthy one but as I heard other tales on the night of NHS/RUH staff who had gone the extra mile, I thought 'that place is just full of heroes and indeed heroines'. So, well done RUH and thanks."

Your views matter

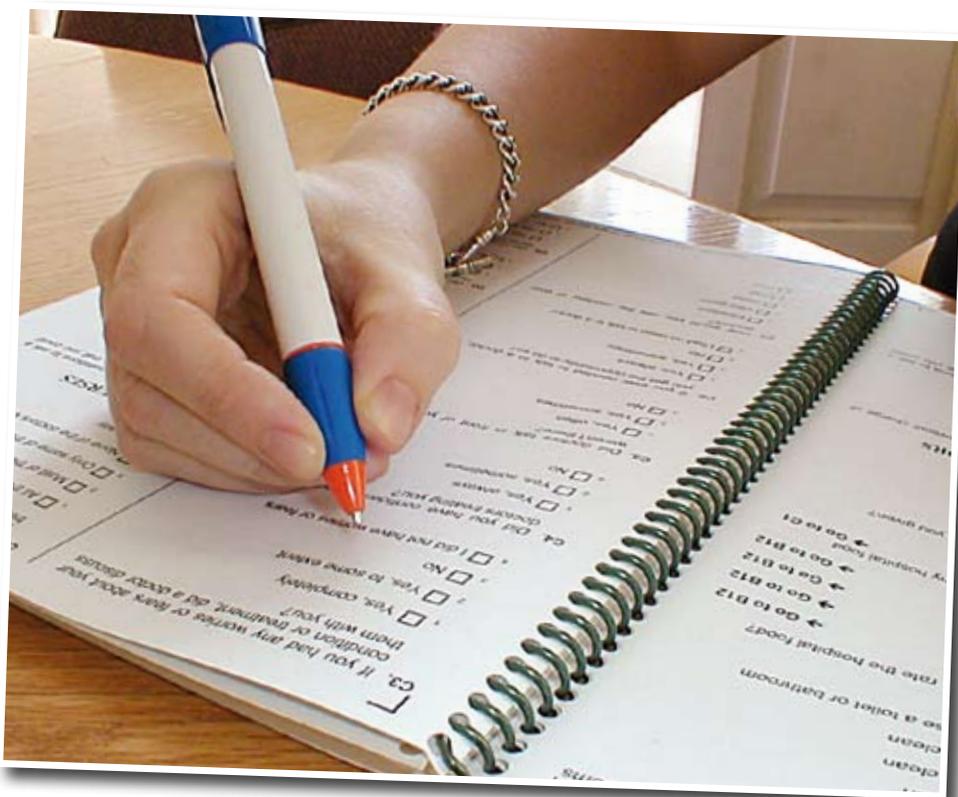
The RUH welcomes the results of two national patient surveys that took place in 2009 on Inpatients and Outpatients. Both surveys show steady improvement in the general experience of patients and put our hospital in the top 20% of all NHS Trusts in many areas, including treating patients with dignity and respect.

The Outpatient Survey 2009 (Care Quality Commission results) and the Inpatient Survey 2009 (Picker Institute results), include the views of patients on a range of topics such as cleanliness, dignity and respect, food and treatment choices at hospitals across England. We then use these results to help understand the experiences of our patients, see which areas we need to work harder on and study where things are going well so we can spread the learning across the hospital.

Outpatient Survey

Between March and May 2009, 483 of our patients responded to the survey, which was a 57% response rate and above the national average of 53%.

Compared to the last national Outpatient Survey in 2004, we have significantly improved on waiting times for appointments, not making changes to appointments, cleanliness of the department, comprehensiveness of the information provided and ensuring patients receive copies of letters sent between GPs and hospital doctors. We were also in the top 20% of all Trusts on 18 of the questions asked.



Inpatient Survey

Between June and August 2009 a questionnaire was sent to people who had been inpatients at 73 Trusts in England. 473 of our patients responded, which was a 57% response rate and above the 48% national average.

The survey showed us we had improved on the 2008 results in five main areas: the 4 hour wait in the Emergency Department, discharge letters being sent to GPs, sharing sleeping areas or sharing a bathroom or shower room with a member of the opposite sex and nurses washing hands.

Theresa Hegarty, Head of Patient Experience said: "We will never be complacent and staff continue to work hard on the areas where we need to make improvements but these surveys show that patient experience continues to steadily improve at the RUH. We would like to thank patients for taking the time to give us their feedback through these surveys and also our in-house surveys; please keep letting us know about your experience and we will continue trying to improve."

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insight

Helping women with cancer Look Good and Feel Better

This month, the Cancer Information and Support Centre is holding its first Look Good... Feel Better workshop at the RUH.

Look Good...Feel Better (LGFB) is the beauty industry's charity, running free skincare and make-up workshops for any woman undergoing cancer treatment. The RUH is one of only nine centres in the South West and Wales to offer the uplifting workshops.

Both radiotherapy and chemotherapy can have a dramatic impact on appearance and body image. Patients may experience few or no side effects, but cancer treatments can cause hair loss as well as dry skin, puffiness and a flushed, sallow or pale complexion, which is why the LGFB Programme is so effective.

From April, the Centre will host 2-hour workshops for up to 12 ladies per month, completely free of charge. The sessions will be informal, relaxed and informative and give people a chance to meet others in a similar situation.

Trudy Sheen, Macmillan Cancer Information Specialist said: "We are extremely pleased to be holding the

workshops here and hope they will be rewarding. When ladies arrive, they receive a LGFB gift bag filled with a specially selected range of donated skincare and make-up products suited to their skin tone. The products are full size, and are the ladies' to use throughout the session and then take home with them at the end.

"Local volunteer beauty consultants from House of Fraser, Boots and Bath College will come to each workshop to guide the ladies through a 12-step skincare and make-up routine, giving some great tips on 'problem areas' like lost eyebrows and eyelashes or changes to skin tone."

The process covers everything from skincare advice to make-up techniques, all to help bring back a feeling of control and normality - and give a tremendous psychological boost.

Lisa Curtis, National Programme Manager for LGFB said: "Finding out you have cancer in any form can be daunting and life-changing, and the

added stress of the appearance related side effects of treatment can be demoralising and very hard to cope with.

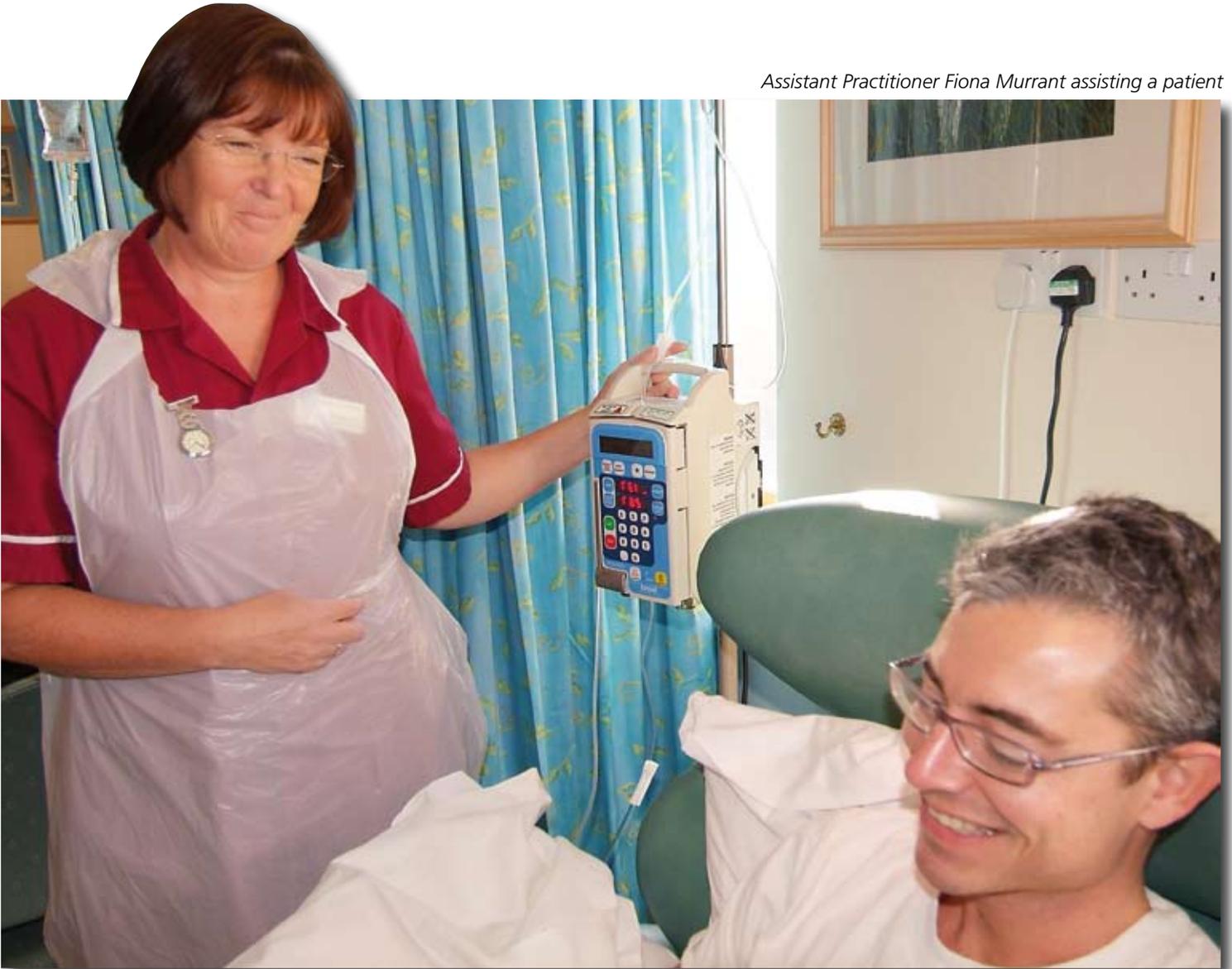
"Many women tell us that their LGFB workshop helped them regain a sense of control and normality at a time when diagnosis and treatment can make everything feel overwhelming."

The RUH diagnoses and treats approximately 2,200 new cases of cancer every year and is now one of the largest cancer centres within the Avon Somerset and Wiltshire Cancer Network. RUH Cancer Nurse Specialists will be identifying women who might like to attend the sessions, with priority given to patients who are receiving chemotherapy.

Lisa adds: "If there's one thing we can recommend, it's that ladies plan to do something afterwards - because they will leave looking and feeling fantastic."

For more information, please contact Trudy Sheen in the Cancer Information and Support Centre on 01225 824049.





Assistant Practitioner

The RUH is to recruit more trainee Assistant Practitioners after a successful trial of the role earlier this year.

Assistant Practitioners have a level of knowledge and skill beyond that of the traditional healthcare assistant or support worker. The role is designed around the needs of the service and patients, so Assistant Practitioners can give a higher level of care to patients whilst at the same time give greater support to registered nurses by taking on some of their responsibilities.

Across the country Assistant Practitioners are being trained at Foundation Science degree level, giving an opportunity for career progression

for staff previously unable to move beyond the position of healthcare assistant. The roles are flexible and cross traditional professional boundaries such as physiotherapy and nursing, leading to more timely treatment for the patient and a shorter stay in hospital.

These new opportunities give the RUH a number of benefits; from making sure we have enough staff in the future to provide high quality services, to helping keep the good staff we already have and supporting them to develop their careers at the Trust.

Fiona Murrant took part in the Assistant Practitioner trial and successfully completed her course last

year, taking up a job in the Cancer unit. Manager Caroline Gileece, said: "Since qualifying, Fiona has her own lists of patients whom she assesses and administers chemotherapy. This helps to release registered nurses to undertake more complex chemotherapy regimens and increases the time we can spend educating patients on potential effects of chemotherapy. We have been able to significantly reduce the waiting times for patients to begin chemotherapy."

An open day is taking place on Wednesday 21 April between 10am and 2pm, room F Education Centre, for anyone interested in learning about this new and developing role.

Vital research benefits patients

Staff at the RUH are carrying out vital clinical research that may ultimately benefit future generations.

The hospital's clinical trials team is supporting local and world-wide oncology and haematology research studies in cancer care, exploring the most effective and efficient means of treating cancer.

Oncology is the branch of medicine concerned with the study and treatment of tumours. Haematology is the field of medicine dealing with blood disorders such as anaemia, bleeding disorders and malignant conditions related to blood cells such as leukaemia, lymphoma and myeloma.

Senior Research Sister at the RUH Christine Cox says: "Clinical trials are particularly important now, when cancer research is producing many new drugs and treatments. Trials may test these new treatments against, or in addition to, standard care, to see which are most effective.

"We are about to undertake a trial in leukaemia that will compare standard chemotherapy with the addition of a new drug, which is given at the same time as traditional treatment."

A trial may also look at reducing the amount of treatment that patients receive to reduce side effects. For example, currently standard chemotherapy for colon cancer is for a 24-week period, but results of several small scale trials suggests that patients may reach maximum benefit at 12 weeks, and that the last 12 weeks don't add any further value to the treatment. The only way to be certain of this is to perform a large scale trial that directly compares patients who have received 12 weeks of treatment and those who have received 24 weeks.

Christine adds: "We work closely with



consultants who can identify a suitable patient to take part in a clinical trial and then we'll talk fully with that patient and their family before any decision is made to take part. We have to meet stringent international guidelines and receive ethical approval from ethics committees before any clinical trial can take place.

"Some large scale trials need thousands of patients to take part and so will run over several years and the results may take a few more years to gather, but it is only by doing this that we can be sure that we are offering patients care that has a solid evidence base to it. All care that is currently used as standard has come about as a result of previous clinical trials."

Margaret Gosden (pictured top right), a patient from Bath, says: "I've had a lot to do with the RUH over the years and when considering being involved in a clinical trial, my first thoughts were that this was a way to pay something back.

Nothing would move forward unless people volunteer for these things and though I may not necessarily benefit, other patients will in the future, and that's another good reason to take part."

The research team is currently running 26 trials, offered to suitable patients with any of the five common cancers: lung, breast, prostate, ovarian and colo-rectal. As well as carrying out trials for patients with haematological conditions and some rare cancers, the team also run genetic screening trials to investigate the cause of cancers. Genetic screening involves studying blood samples from cancer patients with a family history of cancer and comparing their genetic makeup which may identify risk factors.

More information about clinical trials can be found at www.macmillan.org.uk or the Cancer Information Centre on 01225 824049.

Just a minute...



with Sarah Oatham, Kitchen Supervisor

Q What's the first thing you do when you get into the hospital in the morning?

A I would usually serve a customer.

Q Name a film you've seen more than any other

A The Untouchables - it's a brilliant film. The scenery is very good and Sean Connery and Kevin Costner are superb.

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

A A pen - they are like gold dust, they keep going missing.

Q Name something you have won

A Last year I won £147 on the Grand National with the horse Mon Mome.

Q If you could change one thing about working at the RUH, what would it be?

A A bit more appreciation from the managers, a simple 'thank you' now and again would be nice.

Q Name something you are proud of

A I did a tandem parachute jump to raise money for the Forever Friends Appeal. I was scared but glad that I achieved it.



Q List a compliment someone has given you

A People say I have good customer care skills and that I smile a lot.

Q What's your favourite comfort food?

A I love steak and chips and all the trimmings.

Leading light retires

Dr John Reckless - a leading light in the world of diabetes - retired from the RUH after more than 30 years service.

A Consultant Physician in Diabetes and Endocrinology, John has a worldwide reputation for his work in cardiovascular risk reduction and his research has led to many changes in the way that the care of both diabetic and non-diabetic patients is managed. He helped develop a community based specialist diabetes team that is now a model for modern diabetes care.

Consultant Physician Dr Tony Robinson says: "John has been an excellent colleague, full of enthusiasm for his work and the care he gives to his patients. He started out at the RUH as a single practitioner back in 1979, but he'll be leaving behind a sizeable department, staffed by a team of consultants, diabetes

specialist nurses, podiatrists, dietitians and admin staff, who will continue the excellent care that John pioneered.

"We are sure to see him around from time to time as he will continue his research at the RUH. However, on a day-to-day basis, we'll miss his expertise, his pink shirts and his boundless energy and all wish him a very long and happy retirement."

John is a renowned teacher at postgraduate level and a Royal College examiner. He was appointed an honorary Reader at Bath University in recognition

of his research and was made an honorary chair at Aberdeen University for his work on obesity.



Triumph over diabetes

Three patients from the RUH have been awarded the special Alan Nabarro Medal in recognition of their 50 year triumph over diabetes.

Christopher Leak, Stephanie James and Peter Waring were recently presented with their medals by Consultant Endocrinologist Dr John Reckless.

Dr Reckless says: "Coping with this disorder creates a lot of lifestyle pressures and difficulties and they have all done remarkably well. The Nabarro Medal is a sign to individuals that there is a life with diabetes."

Developments in medicine have changed the way diabetes is managed today. 50 years ago insulin administration was complicated, involving large glass syringes with 1.5cm needles that needed weekly boiling. Now needles are disposable and almost microscopic in size.

Christopher was 15 when he was diagnosed with diabetes and has seen some real change over the last 50 years. "Back then I had to test my blood four times a day, every day. The injections were horrendous - like horse needles - and the syringe had to be carried around in surgical spirit in a huge jam jar."

Peter agrees: "Injections used to be very painful but now the treatment is very flexible and you can easily fit it around your lifestyle, it doesn't have to take over your life."

When Stephanie James was diagnosed with diabetes at seven years old, her parents were told she probably wouldn't live past her 17th birthday: "But here I am, only recently retired after working as a registered nurse for over 20 years at the RUH. I feel very fortunate to have managed my diabetes so well thanks to



With their medals: back l-r: Peter Waring and Dr John Reckless. front l-r: Christopher Leak and Stephanie James.

the excellent care I received from Dr Reckless."

The medal is named after Alan D N Nabarro, OBE, who waged a life-long battle against discrimination towards people with diabetes. In 1922 Nabarro

was diagnosed diabetic and given six months to live. That he survived not only six months, but 55 years, was due to the discovery of insulin, which was administered to the first human patient in January 1922.

Just a minute...



with **Alastair Davies**, Senior Chaplain

Q What's the first thing you do when you get into the hospital in the morning?

A I read the latest messages and requests for prayer which have been left by visitors, patients and staff to the chapel. Then I say the Morning Office, including these prayers. If it's a Saints' Day, then we can treat ourselves to a piece of cake.

Q Name a film you've seen more than any other

A Meet the Fockers. I've watched it with my children countless times – we often quote from it - and no matter how often I watch it, I always discover something new to laugh about.

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

A The patients; I receive far more from them than I could ever possibly give.

Q Name something you have won

A The coveted 'red beret' - by completing a grueling selection course in Aldershot, prior to undertaking parachute training with a TA Parachute Field Ambulance, when I was at university.

Q If you could change one thing about working at the RUH, what would it be?

A Attitudes to change!

Q Name something you are proud of

A I am proud of my chaplaincy team when patients tell us that we have 'made a difference to their lives', especially when we are privileged to be there at the end of life. We are often invited to accompany others on their journey as 'intimate strangers' and to offer friendship and interpretation as we travel together.



Q List a compliment someone has given you

A A 92-year old grandmother described me as 'a very nice young man' when I officiated at a family funeral recently. Virtue is its own reward.

Q What's your favourite comfort food?

A I used to enjoy going to 'Man in the Kitchen' cookery classes – and learnt how to make apple crumble, and how to cheat with instant custard.

February Team of the Month

During the snow and ice we experienced in January the Severe Weather Task Force played a key role in ensuring that the RUH was able to perform to as high a level as possible in difficult circumstances. The Severe Weather Task Force worked closely with their colleagues in Accommodation, Site and Transport teams (to name a few) to ensure that staff and patients were transported safely to and from hospital and that food and accommodation were provided to staff who stayed on site. Well done everyone, really excellent teamwork.



Colleagues from transport, housekeeping, accommodation, switchboard, reception, environment and communications make up the Severe Weather Task Force

Just a minute...



with **Lucy Twigger**, Sexual Health Advisor

Q What's the first thing you do when you get into the hospital in the morning?

A Have a coffee. Trying to drink decaf but usually feel the need for caffeine first thing.

Q Name a film you've seen more than any other

A Some Like It Hot - a great comedy with Tony Curtis, Jack Lemmon and Marilyn Monroe. Tony Curtis is even gorgeous in a dress!

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

A Sorry two things - the great team I work with and post-its!

Q Name something you have won

A A trophy for singing at the Bath Music Festival when I was 13, unfortunately I had to give the trophy back at the end of the year.

Q If you could change one thing about working at the RUH, what would it be?

A Ensure all senior clinicians and management come to the clinic- just for a tour! So that they know who we are and where we are.

Q Name something you are proud of

A Qualifying as a nurse.



Q List a compliment someone has given you

A When a patient tells you that the help and support you have given them has made a real difference and helped them through a very difficult time.

Q What's your favourite comfort food?

A Everything that is bad for you!

Caring Carol retires

Staff Nurse in Gastroenterology Carol Dove (2nd from right) is retiring after working for 30 years at the RUH. Her colleague Senior Sister Tina Thresher says: "Carol is so reassuring and puts patients at their ease. It's easy to see how much she enjoys caring for her patients. She has a great relationship with all her colleagues and we shall miss working with her a lot." Carol's plans for her retirement include spending more time working on her garden.





Spotlight on the IT Service Desk

In a corner of the hospital grounds, in the shadow of the Manor House, lives a team that the RUH just couldn't run without. The IT Service Desk receive thousands of calls each month and with more and more paper-based processes going online, the role of the team is going to be even more crucial. We took a look behind the scenes...

IT Service Desk Team Leader Karl Watson says: "The service desk is made up of four full time and two part time colleagues. So far this year we've taken 11,201 calls - just over 280 calls a day. 88% of these calls are resolved straight away at first-line, which means we're able to help people quickly and efficiently."

Adam Tucker, IT Service Desk Analyst, gave us an insight into his day.

"In the morning before taking any calls we check our IT Service Desk email and enter any support requests into our call logging system. The first call we received this morning was regarding external access to our PACS system, a user then called to have their account unlocked (again!) and lastly we logged a request for a piece of software to be installed.

"We do get some very strange calls. Users have managed to turn their

Did you know?

On an average day a service desk analyst take over 50 phones calls; that means over the course of the year an analyst speaks to more people that you could fit into The Rec, Bath Rugby Ground.

monitor image upside-down! Unrelated to IT we also had a chap phone up to have his ears syringed...

"Although the IT Service Desk receives hundreds of calls a week each member of the team can only be assisting one person at a time. We take each call as it comes and do our utmost to resolve the call in a timely manner. Sometimes

it's frustrating if we can't resolve calls on a first-line basis and have to refer them onto the technicians, especially when it's an easy fix such as a replacement keyboard or monitor. But the wide range of issues we deal with on a daily basis means we are constantly learning new things. Somebody will always call up with a new problem we've not encountered before and it's very rewarding when a new or unique solution to a problem is found. We do also go out for a drink together occasionally which always helps!

And Adam's final message to staff? "Have you tried turning it off and on again!?" (with apologies to the IT crowd!).

The service desk is open from 8am - 5pm Monday to Thursday and 8am - 5.30pm on Friday. The easiest way to contact us is to phone x5444. Always have your PC ID ready to hand (RD1W number).



As insight goes to print, we are delighted to welcome the new Chairman of the Trust, Brian Stables.

A former Vice-chairman of NHS Wiltshire and chairman of Wiltshire Community Health Services, Brian's career has spanned the world of marketing, finance and strategic global business development. He is a chartered management accountant, an associate of Trinity College of Music, London and he has an MBA from the University of Bath. Brian currently runs a management consultancy company in Bradford on Avon in Wiltshire.

New cycle facilities

You may have noticed lots of shiny new blue cycle hoops appearing across the RUH site, and some new covered cycle stores.

Working in conjunction with the newly formed Cycle Users Group (whose membership continues to grow), the projects team have planned this increase in cycle storage across the site, supported by improved showering and changing facilities.

Work started in January to install a number of hoops, covered shelters and a secure staff cycle compound. Cycle storage is also being covered by brand new CCTV.

The Oasis will eventually become the main 'hub' for cyclists, with eight new refurbished showers and brand new swipe activated lockers.

We hope everyone enjoys the new facilities and is inspired to take up cycling, walking or jogging into work every day, and to enjoy a healthier lifestyle.

Project Manager Charlotte Boardman and Head of Capital Projects Steve Boxall, have been liaising with BANES Council throughout this project who are impressed with our commitment to encouraging alternative forms of transport. We're delighted that BANES consider us to be setting an excellent example for other employers in the region.

For staff interested in joining the Cycle Users Group, please contact Ruth Hayman on x4526. A map of the new cycle storage locations is available on the hospital's website.



NHSmail is coming

Did you know that the Trust will be moving to a new email system in the autumn? Some of you may already be using it, but if you're not, NHSmail is secure, available via the internet or internet enabled mobile phones, and gives you an NHS email address for life. Look out for more information about NHSmail over the next few weeks or contact NHSmail Project Manager kelsa.smith@ruh.nhs.uk

When will the change happen?

We'll be starting to migrate staff over to the new email service in autumn 2010. You'll be migrated by department or staff group so it's easier to make sure calendars are synchronised, with the whole process taking about 6-8 weeks.

If you want to start using NHSmail straight away, call the IT service desk on x5444 and register your interest.

What's different about NHSmail?

It's secure

Email is encrypted whilst in transit, meaning NHSmail can be used to exchange clinical information securely between NHSmail accounts.

You can access it anywhere

Like an NHS gmail or hotmail, the service can be accessed from any Internet-connected computer and some mobile devices, meaning you can pick up your emails from any location.

It's more flexible

NHSmail give you an email address 'for life in the NHS'. Rather than john.smith@ruh.nhs.uk you will have john.smith@nhs.net; your email address will not change, even if you move to another job within the NHS. It looks and feels very similar to the local e-mail we have now, and we will still use the Outlook system.

Supporting newly qualified nurses

Everyone needs extra support and guidance when they are new at something and freshly qualified nurses are well looked after at the RUH.

Assistant Director of Nursing/Education Lead Sharon Bonson says: "We know that the transition period from being a student to a newly qualified nurse is a time when people need extra support, we refer to this period as Preceptorship.

"The Trust has a well established Preceptorship programme, which enables newly qualified nurses to apply the knowledge, skills and competence they acquired as students, into their area of practice.

"With help from the Strategic Health Authority, we've been able to appoint a Clinical Preceptorship Lead, Sofia Salim, who offers further support working with the newly qualified nurses in their clinical setting."



The nurses had good things to say about the programme during a recent event, when they were able to demonstrate their learning to other staff, saying 'the programme was a really positive experience and acted like a security blanket for my first six months' and 'It's made me more confident', 'It's good to see Sofia on the ward, it's like someone is looking out for you.'

The Preceptorship Programme is regularly reviewed and is open to other newly qualified health professionals as well as newly qualified nurses. Nursing staff are automatically allocated a place on the programme. Other staff need to speak to their line manager who will discuss which aspects of the programme would be suitable for them.



UTOPIA **training saves lives**

The RUH uses leading edge technology to train clinical staff in how to recognise, assess and treat medical emergencies.

Using the medical simulation suite and high fidelity mannequins to mimic real life emergency scenarios, the Resuscitation and Clinical Skills team is running UTOPIA (Urgent Treatment of Patients in Adversity), a course which teaches skills in the assessment and treatment of deteriorating patients.

Medical Simulation Specialist Nurse Alan Winterman says: "Most medical emergencies in hospital are not sudden or unpredictable events. In the majority of cases, patients show signs of physiological deterioration, such as an increase in heart rate or a drop in blood pressure, over a few hours

before acute deterioration or cardiac arrest occurs. Training in early recognition and effective treatment of critically ill patients is essential to prevent cardiac arrests, death or unanticipated intensive care admissions.

"Most medical emergencies in hospital are not sudden or unpredictable events."

"We use the medical simulation suite to recreate emergency situations, such as cardiac arrest or bleeding after an

operation. Staff undergoing training monitor the 'patient' using the vital signs chart to record respiratory rate, blood pressure, temperature etc. and they'll calculate an early warning score from this information. Early warning scores help staff to identify a deteriorating condition so that they can seek help quickly. There's emphasis on the importance of effective communication too.

"I've been appointed specifically to promote this kind of education, which supports the Trust's commitment to further improve patient safety and quality of care at the RUH. We are one of the few hospitals in the UK to



Counter Fraud - **Bribery Bill 2009 Advice**

The Bribery Bill 2009, the result of a Law Commission review of bribery laws in the UK, is expected to become law later this year. The Bill aims to reform the criminal law to provide a comprehensive scheme of bribery offences that will enable courts to respond more effectively to bribery.

have such a post and we are blazing a trail among district general hospitals in this respect.”

The UTOPIA course is designed for the whole range of medical staff - from doctors to physiotherapists - all of whom will be involved in the care of critically ill patients - so that they can train together using a common

approach. Last year over 300 medical staff attended the training.

Staff Nurse Ana Rodriguez says: “What I’ve learned will certainly help me improve my performance.” Radiographer Kay Llewellyn said: “The course is informative and well delivered. I learnt a lot and feel more confident with early assessment of deteriorating patients.”

It is common practice for gifts or gratuities to be offered to NHS staff members and while these are, in the majority of cases, perfectly innocent gestures, great care should be exercised when accepting such gestures. The RUH is committed to the NHS Counter Fraud Strategy and appreciates the fine line between what can be seen as an inducement, so the advice is to politely decline the gift.

Irrespective of whether the Bribery Bill becomes law, please make sure you’re familiar with the Code of Expectations of Employees, particularly 3.15 Standards of Business Conduct.

More information is available from the Trust’s NHS Counter Fraud Specialist Keren Lovell, and on the Counter Fraud section of the RUH Intranet. Keren can be contacted via her mobile on 07971 580 820 or email keren.lovell@nhs.net.



E-Forms

Whatever you're into, get into e-forms

Forget your old paper-based change of conditions and appointment forms. New e-forms are simple to fill in, instant, sent electronically and available on line today.

- E-forms are much simpler to complete, with the areas you need to fill in clearly marked.
- E-forms are instant; you submit them by email straight away to HR.
- E-forms are available to download from the intranet, with an unlimited supply and no reordering.

That means no more lost forms, no more hours spent trying to work out what exactly to fill in and no more turning the office upside down trying to find a form!

There are six new e-forms:

- Instruct to Recruit
- New Employee
- Non Financial Changes
- Leavers
- Financial Changes: Medical and Dental
- Financial Changes: Agenda for Change

Win!

HR are offering a bag of doughnuts for you to share with your team for the 100th correctly completed e-form emailed to them.

Julie Fletcher (pictured second from left) in the Retinal Screening team won a prize for emailing over the very first e-form: "Following the well deserved promotion of a team member, I was directed towards the New Employee Offer Appointment e-form by the HR department. After some brief instructions, which are now in the online toolkit, I found the form easy to use and quick to complete.

"I am very much in favour of reducing the amount of paper we use and think e-forms are an excellent idea."



Team Green



Are you interested in helping to form the agenda to reduce our carbon footprint at the RUH? If so read on....

The Facilities directorate is leading a number of projects to reduce our carbon footprint on the site, mainly concentrating on energy conservation. Our 'total carbon footprint' is made up from energy, travel of staff, visitors, patients, goods delivery and procurement - the carbon used to create and transport all the goods we buy.

One of the first things we need to do is measure our carbon footprint. However, the sustainable agenda is much wider than just energy conservation; it concerns travel, food, what and how we buy goods; in short how we measure up as good corporate citizens.



If you would like to make a difference, however small, then become a member of the standing committee, 'Team Green RUH' (subject to agreement from your line manager). Contact Howard Jones, Director of Estates & Facilities. Alternatively, please sign up to be a 'Team Green Champion' and we will email you regular updates and activities that you can take part in. The draft terms of reference are on the Facilities page of the intranet if you wish to read them.

The work will kick off with a workshop to assess our good corporate citizen score (www.corporatecitizen.nhs.uk) and this will probably help us to devise an action plan for the coming 12 months. We will also attempt to calculate our current carbon footprint in order to gauge how successful we are in reducing it. There is much that we can do and not all of it requires money. Last year we spent £2.1m on energy, travelled 1000s of miles to get here and spent £50m on goods so a small saving could have a big impact on our carbon footprint.

Go green in 2010, that's the challenge!

Howard Jones

Director of Estates & Facilities

2nd Class post

From April the RUH will be sending mail via second class post. This is part of a cost-saving exercise and will help



us to provide a service which is cost effective but much better value for money. To make sure patients get their letters well in advance of appointment times, staff have been asked to allow at least five working days for mail to reach its destination.

Saving the pennies

You may have noticed that your copy of insight looks a little different than it did before. As with everyone across the RUH in this challenging financial climate, we need to make savings in our Trust communications. However we don't want to lose our commitment to high quality publications so we have to find a balance. This is why we've now adopted an advertising-funded model. By taking adverts, in line with our Trust Advertising and Sponsorship Policy (available on our website) we can continue to provide a quality, professional magazine which is interesting, fun and now even better value for money. We also hope to be providing an opportunity for local businesses to advertise to a diverse group of staff, patients, visitors and the general public.

The magazine, or the Trust, does not make any profit from these adverts, but they ensure we can continue with insight in its current format and contribute to savings across the whole hospital.

Insight is printed on paper sourced from sustainable forests

Oncology **VIPs**

There was an air of excitement in the newly opened Oncology outpatients lounge as patients and staff prepared to enjoy the company of a very special guest - Her Royal Highness the Duchess of Cornwall.

Her Royal Highness was visiting the oncology department to mark the 25th anniversary of the Bath Cancer Unit Support Group - a charity who has enhanced services and funded equipment at the hospital for 25 years.

The Duchess, accompanied by the Lord Lieutenant of Somerset Lady Gass, toured the department, meeting, among others, the Trust's Chief Executive James Scott, the charity's Chairman John Carter, lead clinician for oncology Dr Chris Knetchli and Matron Caroline Gilleece. Her Royal Highness also met many of the charity's volunteers and staff who work with the hospital's cancer patients.

Prior to the arrival of our royal guest, around 50 people from the hospital and beyond had attended a celebratory reception to see the chairman of the hospital Trust, Mr James Carine, officially open the area, which had undergone a major refit and refurbishment, funded by the Bath Cancer Unit Support Group.

The now light and airy space provides a warm and welcoming environment to patients attending the various oncology or cancer outpatient services. The isolation unit is specially designed to provide a safe environment for the treatment of inpatients with very low blood counts. The filtered air provided in the new unit helps to minimise the risk of infection to patients after intensive chemotherapy. Dr Chris Knetchli said: "Patients sometimes have to spend weeks in these rooms and the new accommodation has resulted in a vast improvement in terms of light, space and bathroom facilities. With more cancer treatments available these days, more and more patients are receiving



treatment and the new chemotherapy suite allows us to have the capacity to keep up with modern developments in spacious and comfortable surroundings."

James Carine, who by the time you are reading this, will have retired from his post as Trust Chairman, was full of praise for the work of the charity. He also remarked wryly that when he announced his retirement, he had said

he didn't want any fuss – no leaving present, no plaques with his name on and no speeches. He was presented with gifts from the Trust Board, he had to make a speech at the opening of the lounge and a plaque, commemorating the event, will carry his name!

Forever Friends – update

Read more about the events that have, or are about to, raise funds for the NICU 'space to grow' campaign.



Dyson Foundation lends its support to NICU!

We are very excited to be able to say a heartfelt thank you for a further recent major donation from the James Dyson Foundation of £333,000 bringing their total donation to £500,000. There is £900,000 left to raise to complete the build of a new environmentally friendly NICU at the RUH.

Thank you to everyone for their continued support, together we can make this new pioneering unit a reality for sick and premature babies and their parents. Look out for news of other donations over the coming weeks.

Vanessa's Walk – Saturday 12 June 2010

Vanessa's Walk is a very popular event for a cause close to the hearts of so many. The event is held in memory of Vanessa Kyte, continuing the fantastic work she did fundraising for equipment to care for cancer patients at the RUH. This 21-mile walk along the Kennet and Avon canal from Devizes to Bath makes for a beautiful but challenging day out. Sign up for a full or half-day walk. Contact the Appeal office on 01225 821535 or download a registration form from our website and return it along with your £10 entry fee.



Ness' sister Nic continues fundraising

Have you completed yours yet?

Complete your Celebrity 'Baby' Brick chart by asking individuals to purchase their squares for just £1 each. Once you've completed your chart and collected your £100, return your chart and monies to the Appeal office by Friday 23 April 2010 to be in with a chance of winning some fantastic prizes, including an overnight stay at The Royal Crescent Hotel, use of a BMW sports car or a three course lunch at The Olive Tree restaurant. Good luck.



The Mad Dash – 10k or toddle – Sunday 18 July 2010

A brand new 10k running event is coming to Bath on Sunday 18 July 2010 to successfully conclude the NICU 'Space to Grow' campaign. The event will be held at Bath University where runners can choose their distance; 10k for the more serious, 2k for the fun run and a 200m toddle for the very smallest athletes. Download your registration forms from our website.



Liza Goddard & Gemma Bissix launch new 'Baby' Brick initiative.

Art

at the Heart of the RUH

We hope the forthcoming art exhibition at the hospital will help you feel one step closer to summer.

You'll be able to enjoy the new art exhibition from Friday 14 May to Sunday 18 July 2010.

The Old Bakery Artists are a well established group of artists from the Midsomer Norton/Radstock area, who will be exhibiting their work at the hospital. The group provides an ideal platform for local artists to meet and plan talks, workshops and exhibitions. Look out for Let the Sun Shine In by Helen Thompson and also Perfect Poppy by Alice Harfield.



The Swansea 10 exhibition comprises work from a fine art tutor and nine MA students studying fine art/photography from Swansea College of Art. They will be contributing some contemporary art, including Nude Quartet by Jane Jones, Glaciated Rocks and a pencil and black watercolour on paper called Pen-y-Benglog II by Robert Newell.

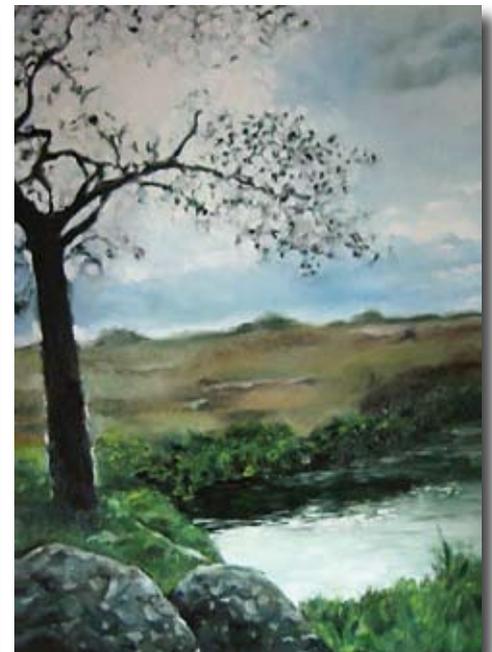
Some watercolour landscapes from painter Simon Wellington will also be on display. Simon has taught art in several schools over the years. Look out for his Priddy landscape.

And there's a Summer Bouquet by Joy Goyer. The glorious floral watercolours that Joy paints are to raise awareness



of two projects that she is involved with in parts of Africa. One is for the educational support and medical treatment of children with disabilities and birth defects living in Uganda and the other for the provision of a guide book for Christian teachers in East Africa and beyond. Joy will be donating all profits from sales of her work to these two charities.

The sculptures in the courtyard - Avenue of Champions by Ben Dearnley - are created in bronze and stone. Although they reference the early Greek classical Olympian statues, these sculptures are the result of hours studying present day sporting greats, such a Paralympics





the RUH. Comments include 'Very worthwhile, as a patient it is something to distract you from the treatment you are about to receive', 'As a regular visitor (I am a carer for my husband) it's interesting and entertaining to wander around and see the paintings and sculptures, especially the open air ones', 'Fantastic - I like looking at art when on call or working nights, makes the hospital more friendly'.



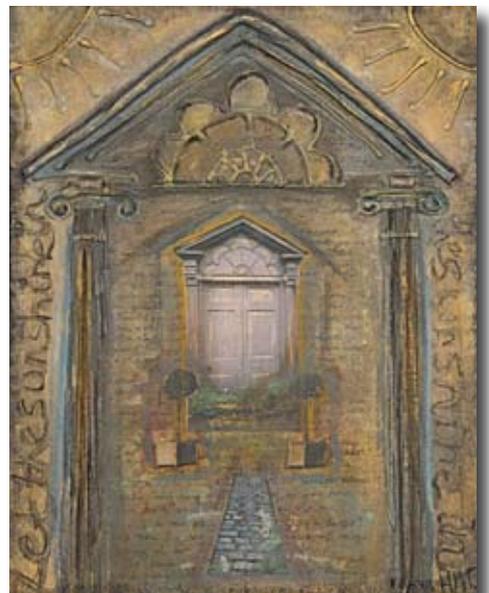
We would like to hear your comments or, if you like to create art as a hobby or you are a professional artist and would like to exhibit your work at the RUH, then please contact Art at the Heart, either by calling the number below or visiting our website.

Art at the Heart of the RUH is charitably funded to deliver a programme of visual and participatory arts for the benefit of patients, staff and visitors. Most artworks in the exhibition are for sale and enquiries can be made to 01225 824987, take a look at the intranet or visit the Get Involved section on our website www.ruh.nhs.uk.

dressage champion Lee Pearson (see statue on plinth).

Feedback

Patients, staff and visitors have been telling us what they feel about the Art at the hospital. Volunteer Barbara Webber has been collating the comments via an Art survey, the data from which will be used to ensure we are contributing towards a healing environment at



Friends of the RUH

The Friends of the RUH continue to offer their invaluable support to patients and staff at the hospital.



Green fingers

With such a cold and long winter behind us, we look forward to seeing some Spring/Summer colour. Our team of five dedicated volunteer gardeners have been working hard to make sure our courtyard gardens will be riot of colour for staff and patients to enjoy.

The Friends are once again pleased to be able to sponsor the hanging baskets at the main entrance of the hospital. Last year these really brought some colour and cheer to staff who looked out to them and to the patients who came to the hospital.

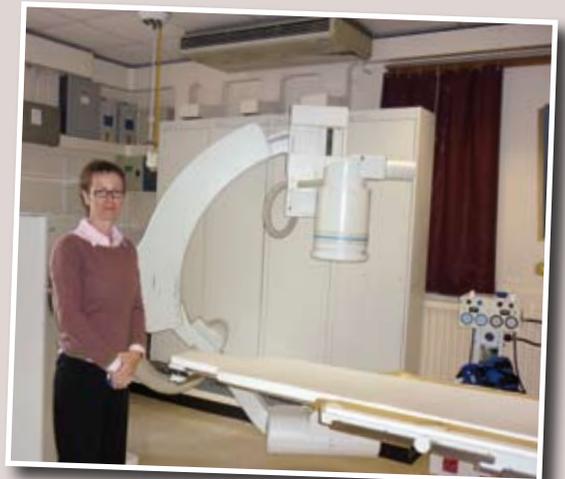
The Friends have also funded the garden backing onto the Children's ward. If you look through the windows opposite the Friends Coffee Shop you will be able to see some interesting willow sculptures taking shape; all will be revealed in May.

Giving it some heart

The Friends have recently funded two large requests for the Cardiac Centre. £36,000 was donated for cardiac monitoring equipment and a further £28,700 for a Task Measuring System.

Sister Liz Richards said: "We'll be adding four new cardiac monitors and a central monitoring console to our existing equipment. This equipment will ensure the safety of patients during procedures or recovery by monitoring heart rate and rhythm, blood pressure, respiration and oxygen levels continually. We are extremely grateful for this donation."

Steve Baldeo in the Cardiac Centre said: "This piece of equipment allows the Medical Team to make cardiac diagnosis on patients having treatment, and guides the consultant in offering the patient the best treatment."



How can the Friends help you?

Walk around the hospital and you will see the variety of projects the Friends fund. We receive many requests for financial assistance every month from departments across the RUH. This can range from funding for additional equipment or patient amenities, such as relatives rooms or refurbishments of wards, to arts and crafts supplies for the Children's Centre.

The Friends charity is managed by a group of trustees, Chairman Gwen Stoaling, Vice Chairman Richard Ford, Treasurer Barry Cooper, Membership Secretary June Weir and ten volunteer members. Individual Trustees are assigned a request, which they thoroughly investigate before reporting back to the trustees at their regular monthly meeting to decide if the proposed project is going to benefit patients and be money well spent.



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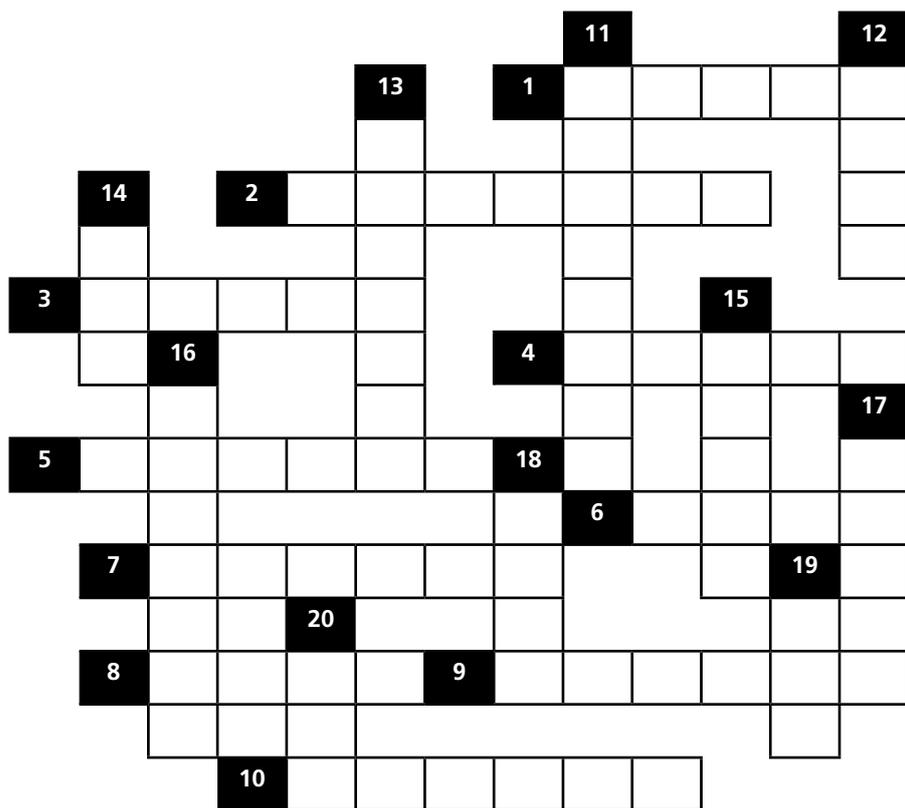
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Take a break

You could be the lucky winner of gift vouchers worth £75 to spend in John Lewis. All you have to do is complete all the puzzles correctly and return this page to the Communications office by Friday 28 May.



Across

1. In Greek legend, who turned everything he touched into gold?
2. Who did Priscilla Anne Beaulieu marry in 1967? (Surname)
3. If you were born on April Fools Day, what star sign would you be?
4. How many columns are there in the game Connect 4?
5. What is the largest island in the Mediterranean Sea?
6. In Britain, in which month does the longest day occur?
7. What became the 49th State of America?
8. Which canal joins the Mediterranean and the Red Sea?
9. If a month has a Friday 13th then on what day of the week would that month begin?
10. Muhammed Ali, Cher, Michael Jackson and Ronald Reagan all admitted to suffering from the fear of what?

Down

11. From which country does the peanut based dish Satay come?
12. What type of mythical transport was 'The Flying Dutchman'?
13. In which English city is the Clifton Suspension Bridge?
14. Ailurophobia is the fear of which type of animal?
15. Who was the Roman Goddess of beauty and love?
16. Which artist had Blue and Rose periods?
17. Miracle, Kelvedon Wonder and Little Marvel are all types of which vegetable?
18. The Pied Piper was called in to Hamelin to deal with what problem?
19. Where in your body would you find the anvil and the stirrup?
20. In 'The Lord of the Rings' what type of creature was Legolas?

Where am I?

Founded around 1048 this city was largely destroyed by a fire in 1624 before being rebuilt as Christiania.

The city is an important centre for maritime industries and is home to some of the world's largest shipping companies, shipbrokers and maritime insurance brokers.

Although it has a small population of around 550,000 it occupies a large area, of which two thirds are protected forests, hills and lakes - 343 lakes within the city limits. It's not uncommon to encounter wild moose in urban areas, especially during wintertime!

Rather fittingly for one of the most expensive cities in the world, the father of Conrad Hilton, founder of Hilton hotels, came from a farm called Hilton a few kilometres south of this city. The farm still exists but there is, as yet, no Hilton hotel here.

This year the city's municipal suburb will host a contest which has become one of the most-watched non-sporting events in the world, with audience figures quoted as anything between 100 million and 600 million internationally.

Where am I?

Name:

Department:

Contact No:

Congratulations

Congratulations to last edition's winner, HR Advisor Caroline King. Her entry won her a free cut and blow dry at Artizan hair salon.