

insight

ISSUE 19 SUMMER 2013



Your care – your thoughts

£4m donation for new Cancer Centre

See it my way



SWAN Advocacy

Giving a voice to those who should be heard

Swan offers free advocacy services to vulnerable adults in Bath & North East Somerset and Wiltshire. For 15 years, since being established in 1998, Swan Advocacy has supported thousands of individuals who have experienced difficulties due to age, illness or disability.

Swan Advocacy Network has recently been appointed by Bath and North East Somerset Council to provide Mental Health Advocacy Services to residents.

Swan Advocacy provides the following services in BaNES:

- Independent Mental Health Advocacy (IMHA), specialist service for those who have a statutory right to advocacy under the Mental Health Act 1983.
- Independent Mental Capacity Advocacy (IMCA), specialist service for those individuals over 16 who lack the capacity to make decisions for themselves and who have no family or friends able or willing to appropriately support and represent them. These individuals have a statutory right to an Independent Mental Capacity Advocate.
- IMCA DoLS, for those who have a statutory right to advocacy under the Mental Capacity Act 2005 Deprivation of Liberty Safeguards.
- Issue based mental health advocacy, for individuals who need support but who are not requiring or entitled to IMHA, IMCA or DoLS services. This service is aimed at meeting the needs of individuals with significant mental health needs both in hospital and in the community.

What is advocacy?

Independent advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.

How do you make a referral?

Referrals can be made:

- via our central referral line 03333 44 7926
- by email at mail@swanadvocacy.org.uk.
- by downloading a referral form from our website

If you are unsure whether you or your relative might qualify for IMCA, IMHA, DoLS or issue-based mental health advocacy in Bath and North East Somerset please call our Head office on 03333 44 7926 or email: mail@swanadvocacy.org.uk.

For more information please visit our website <http://swanadvocacy.org.uk>

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Welcome



Much excitement at the RUH, page 4

We are absolutely delighted to share with you the news that Sir James and Lady Deirdre Dyson have donated £4 million pounds towards the development of a pioneering new Cancer Centre at the RUH. The donation is the largest in the hospital's history and rockets us towards our new fundraising target of £8.5m. This new Cancer Centre will focus on a holistic as well as clinical approach to care.

Talking of care, we need you to rate us on the quality of the care you receive at the RUH and whether or not you would recommend us to others. This is a requirement as part of a national initiative known as the 'Friends and Family Test' (FFT).

All adult inpatients who have stayed at least one night and all adult patients who attend the Emergency Department and leave without being admitted, are being offered the opportunity to complete a short FFT card, or give their views via our website, or on an electronic tablet in the Emergency Department.

These opinions are really important to us, and feedback on your experience will help us to improve the service we provide. See page 7.

Many of our staff share their expertise and dedication outside of the RUH - sometimes a long way outside - volunteering to work on overseas projects. You can read more about the challenges of working in South Sudan from Nurse Emma Pedley on page 14.

Anita Houlding

Editor / Senior Communications Officer

Editorial dates 2013

You can send your articles for insight via email to anita.houlding@nhs.net or RUHcommunications@nhs.net
Deadline for copy for next issue is **24 July** for publication in August.

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All smiles; staff at the RUH with Sir James and Lady Dierdre Dyson

Four million pound donation

The project to build a £20m cancer centre at the RUH has received a hugely generous £4m donation from the James Dyson Foundation. The donation is the largest in the hospital's history.

Sir James Dyson said, "Bath is our home and the base from which I have grown Dyson. This new Cancer Centre will use cutting edge technology and well considered design to improve the health of its patients. We have been hugely impressed by the outcomes of the Dyson Centre for Neonatal Care; research has shown the incredible effect that a healing environment can have on recovery."

The hospital's charity, the Forever Friends Appeal, has already started to raise £5.5m towards the project and following this donation, the original target has been met. However, the charity is now going on to raise a total of £8.5m. This will enable state-of-the-art medical equipment, dedicated research facilities, as well as art and pastoral gardens to be included in the final development which is expected to open in 2017.

James Scott, our Chief Executive, said: "I am delighted that the hospital has received this very generous donation toward the building of our state of the art Cancer Centre. As a Trust we are already providing some of the best cancer care in the South West and the creation of a purpose built unit to bring all our cancer therapies under one roof, can

only improve the patient experience even more. We are already one of the best District General Hospitals in the country in terms of our research and development work and this will continue and develop as part of the new oncology provision."

This support of the Cancer Care Campaign follows a £750,000 donation from the Dyson family and the James Dyson Foundation to the new Neonatal Intensive Care Unit at the hospital.

Research shows that the healing environment created by a building can significantly improve patient experience, reduce stress and improve clinical outcomes. The building will be designed with this in mind: using natural light to give bright, spacious interiors, and removing sources of noise to provide a more relaxing environment. It will also provide space for relatives and carers to stay overnight and inpatient rooms will be at the top of the building so that patients have the best views over the surrounding countryside. There will be flexible, private spaces to sit and be quiet, or to have private conversations with clinicians, or other patients.



John Cullum, Chairman of Forever Friends appeal with Sir James and Lady Dierdre Dyson

Making the safety of patients **everyone's highest priority**



Dr Tim Craft, Medical Director at the RUH, Francesca Thompson, Chief Operating Officer, and Carol Peden Associate Medical Director for Quality Improvement, attended a national patient safety conference in London recently. The conference brought together over 500 people, from chief executives and government officials, to healthcare managers and clinicians, as well as patients and their representatives, all of whom share a concern and a passion for improving quality and safety in healthcare. The conference was also the national launch of a new advisory group established by David Cameron in response to the findings from Mid Staffs.

We caught up with Tim to ask him why it was important to attend these kinds of events and to hear what 'take home' messages he came away with.

"The national patient safety forum united

patient safety and healthcare quality professionals from all over the country and included key experts from other countries too. We were all there to promote patient safety and quality initiatives and learn from one another. There were lots of stories told of when patient care was not as good as it should have been. One hospital was also asked to tell its own story of some of the great work that its staff have been doing to improve the quality of care and to listen to patients and their concerns. That hospital was the RUH.

"I came away with several 'take home' messages; the conference confirmed for me how important it is to listen to our patients, and indeed the government's published response to the Francis report into the failings at Mid Staffs specifically mentioned our superb 'See it my way' series of events, where we all get the opportunity to do just that. I was also reminded how important it is to listen to our staff too. It doesn't always take a massive effort to make things

an awful lot better, and that patient safety often starts with an individual member of staff making small but significant changes to the way we provide healthcare.

"In fact, one of the stories we told was of the series of small changes we made after listening to staff that have resulted in a massive improvement being made at the RUH. For example, a few years ago our hospital had the highest incidences of *Clostridium difficile* infection rates.

"A group of staff from across the hospital came together for around two hours to see what could be done. A Healthcare Assistant, who had previously been a hotel housekeeper, talked about how they had used a cleaning 'check list' and suggested they use the same idea for cleaning a bed space. So a cleaning 'check list' was placed at every patient's bed. This was just one example of a small contribution that has resulted in the RUH now having one of the lowest *C.diff* rates in the country."

Dementia Coordinators

Three new Dementia Coordinators are providing a seven-day service to support staff at the RUH in giving the best possible care to elderly patients with a known diagnosis of dementia, and to improve the experience of patients and their carers.

Staff can refer all patients who are admitted as an emergency, and who have a diagnosis of dementia, to the Dementia Coordinators, who will be available Monday to Sunday.

Dee Scruton, one of the new Dementia Coordinators, says: "Over the next few years we are going to see a huge increase in the number of people being diagnosed with dementia. There is no cure – but we can aim for early diagnosis of this degenerative disease, so that we can put mechanisms in place to support the quality of life the patient has at the time, and to plan for their physical and psychological needs in the future.

"Our role is to support staff in improving the quality of care given to patients with a dementia. We'll focus on reducing unnecessary time patients spend in hospital, engage with and involve carers, plan for discharge and ensure better support at home to avoid unnecessary readmissions to hospital in the future.

"As Dementia Coordinators, we will be advocates for the patient, linking in with staff and community services, and tying everything in together to streamline the process from the time a patient is admitted, throughout their hospital stay and beyond, once they are discharged back in to the community.

"We will connect with their carers to get them more involved, and find out more about the person behind the condition, which is essential. Understanding more about what is important to them, knowing their likes and dislikes and their habits for example, will help us respond

to the patient's needs and can help reduce their agitation or distress.

"We will also work closely with Mental Health Liaison services, voluntary services such as Age UK, Carer's services, Alzheimer's Society, as well as statutory services in social care and providers of care for dementia in the community, and ensure they have our contact details."

The RUH has been awarded almost half a million pounds to improve the experience of patients and carers affected by dementia. We have received £453,000 as part of the Dementia Challenge Fund bid; £296,180 came from the NHS South Challenge Fund and £156,820 from the BaNES and Wiltshire Clinical Commission Groups. The new seven-day service provided by the Dementia Coordinators is an element of the improvements being made in dementia care, which are funded by this investment.



Maggie Depledge, Astrid Siddon and Dee Scruton are our new Dementia Coordinators

Patients – please give us your views of your care

Inpatients, and patients who attend the Emergency Department (ED) and leave without being admitted, are being asked to give their views on their experience at the RUH.

Since 1 March, we have been asking patients to rate us on the quality of the care they receive and whether or not they would recommend us to others. This is a requirement as part of a national initiative known as the 'Friends and Family Test' (FFT).

All adult inpatients (aged 16+) who have stayed at least one night and all adult patients (aged 16+) who attend the Emergency Department and leave without being admitted, are being offered the opportunity to complete the FFT card, or give their views via our website, or on an electronic tablet available in the Emergency Department.

We are asking: "How likely are you to recommend our ward / ED to friends and family if they needed similar care or treatment?" They can choose from, Extremely likely, Likely, Unlikely, Extremely unlikely, Neither likely nor unlikely or Don't know.

Head of Patient Experience Theresa Hegarty says: "From the responses we have had so far, it is very encouraging to see how many patients have told us they would be 'extremely likely' to recommend the ward they stayed on, or the Emergency Department, to their friends and family.

"Many patients have also taken the opportunity to

provide further feedback and these comments will be extremely useful to help us improve the experience of future patients.

"It is important that our patients complete an FFT card at the point of discharge, so that we can gain valuable information from as many patients as possible about their experience. If patients need help to fill in their card, it is fine for friends or family to help, but our staff cannot assist in this way."

By asking the same patient groups the same question in all acute hospitals the results, when published, will be comparable at a national level – hospitals can be compared side by side as well as comparing wards within a hospital, to identify areas for improvement and to provide more information for patients if they are choosing where to be treated.

Our results will become public from July 2013 (showing responses from 1 April onwards). We will be able to access and analyse data at ward and department level, give that feedback to wards and departments, thus providing the opportunity to use up to date patient feedback to improve the care we offer.

Royal United Hospital Bath NHS Trust

Tell us what you think

The views of our patients are really important to us, and your feedback will help us to improve the service we provide.

We would be grateful if you could spare a moment to tell us what you thought about your experience in the Emergency Department.

Please complete this on the day you visited the Emergency Department. Alternatively fill in this form online at www.ruh.nhs.uk/ff or scan the code on the right using your smartphone.

Date completed: _____

Question 1: How likely are you to recommend our Emergency Department to friends and family if they needed similar care or treatment? (Please tick one)

Extremely likely Likely Neither likely nor unlikely
 Unlikely Extremely unlikely Don't know

Healthcare you can Trust

Once you've completed the quick questions on both sides of this card, please put it into one of the grey boxes in the Emergency Department, or hand to a member of staff. Thank you for taking the time to give us feedback.

People Moves

We are delighted to welcome to new staff members to the RUH. They are Helen Blanchard and Sarah Truelove.



Helen Blanchard has been appointed as Director of Nursing and will join us in August. Helen is currently

the Chief Nursing Officer at Worcestershire Acute Hospitals NHS Trust, having previously been Director of Nursing at Hereford Hospitals NHS Trust. Helen said: "I will be sorry to leave Worcestershire but I am really looking forward to joining the team at the RUH at an exciting time for the Trust as it aims for Foundation Status. I have been really impressed by everyone I have met so far and I will be proud to lead such a dedicated and professional nursing team."



Sarah Truelove has been appointed as Director of Finance/Deputy Chief Executive.

Sarah will join us in June from Gloucestershire Hospitals NHS Foundation Trust where she currently holds the same post. Sarah has previously been the Director of Finance for Gloucester Primary Care Trust and at an early stage in her career was a Divisional Accountant here.

We wish them both every success in their new roles.



Thank you for bearing with us

Francesca Thompson, our Chief Operating Officer, reflects on the demand on hospital services over the last six months.

“We’re all hoping that summer really has started and that the long winter days are over for a good long while! But for many of us who have worked in the NHS for a long time, the familiar expression “winter pressures” isn’t quite yet a thing of the past.

“We are still feeling the effects of a very long winter and an unprecedented demand for the services of our Emergency Department. This “winter” seemed to arrive early and finish unfashionably late; probably about six months in total – half the year!

“The good news is that we did have a very successful year in avoiding and

controlling the winter vomiting bug Norovirus, and this most certainly helped us in our ability to keep bays in wards open, and manage the use of our beds as effectively as we could. However, it became evident, particularly after the Christmas and New Year holidays that the number of people attending our Emergency Department was increasing at a rate we have never experienced before. Our staff worked tirelessly to cope with these demands but it would be fair to say that this has been one of the most difficult “winters” for the RUH, and for many other hospitals up and down the country.

“As a consequence it is apparent that the health and social system as a whole will need to radically overhaul the way this demand is planned and delivered. For our part at the RUH

we are increasing the number of senior doctors, nurses and therapists available to assess patients, especially when attending our Emergency Department, in order to ensure that patients receive the best and timely decisions regarding their treatment. Working with our community we will be investing in ways to better support patients in their own homes or in the community, to avoid unnecessary admissions to hospital. For patients that do require admission, our staff are committed to ensuring that their stay is not prolonged and that discharge arrangements are safe and well organised.

“We know it has been a very difficult few months for our staff and our patients and so we’d like to say ‘Thank you’ for bearing with us.”

Getting engaged

We spent time listening to, and talking with, local people to discover what part they can play in healthcare, now and in the future.

We were at the City of Bath Conference, a public event attended by a range of local businesses, community groups, and public organisations. It was an opportunity to engage with people in the City, to find out what they value, what they think could be improved and what role they could possibly play.

A team of hospital staff, and some of our newly elected RUH Governors, talked about the Royal United Hospital and took the opportunity to sign up people who expressed an interest in becoming members of the NHS Foundation Trust.

“The Bath Conference was an excellent

opportunity for us to talk to the local community and for them to get to know our Public Governors a bit more” says Sharon Manhi, who is our Head of Patient Quality Improvement, “I listened to their stories about the hospital, some good and some not quite so good, but it was lovely to hear that so many people are upbeat and loyal to the RUH.”

You may already know that our NHS Foundation Trust application has been deferred by Monitor, the independent regulator of NHS Foundation Trusts, whilst we respond to actions raised by the Care Quality Commission. We will continue to focus on delivering the best quality patient care and will move forward again on the application, when the time is right.

However, the time is absolutely right for you to consider joining us as a member of the NHS Foundation Trust, and for you to be involved, as little or as much as you like, with your local hospital.

As we move forward, our Governors will be working with Foundation Trust members to really listen to what our local community thinks about the RUH, and how they can help us to improve our services.

If you have used our services and would like to be involved in taking part in focus groups or surveys in the future, why not sign up to become a member yourself? You can pick up one of our membership forms at the hospital, call the membership office on 01225 821299 or sign up online at www.ruh.nhs.uk/foundationtrust



Mr Jones (right) talks to Public Governor Nick Houlton about becoming a member

New Acute **Oncology Service**

Patients will be able to receive rapid, high quality and expert cancer care from the new specialist Acute Oncology Service at the RUH.

The Acute Oncology Service has been possible through the appointment of two new consultant oncologists and a team of specialist nurses, working alongside colleagues in the Emergency Department, general medicine and surgery.

The new service consists of a senior cancer nurse and a consultant oncologist who are available between 9am and 5pm, Monday to Friday, providing specialist advice and support to both teams within the hospital and GPs across the region.

Dr Louise Medley, Consultant Medical Oncologist at the RUH, said: "This service will help prevent the onset, or quickly manage serious complications,

reduce the need for emergency admissions, and shorten a hospital stay for our cancer patients who need urgent care.

"The Acute Oncology Service is not a new way of referring patients to our cancer services; that hasn't changed, all patients with a suspected cancer referred by their GP will be seen within two weeks. This is an additional service that helps to make sure emergency cancer patients receive the quickest and most appropriate treatment when they are in crisis, with access to specialist support and reassurance."

One patient who has benefited from getting specialist oncology advice via the Acute Oncology Service is Mrs Wendy Fletcher from Dunkerton, Somerset.

Whilst having a routine blood test as part of her cancer treatment, Wendy told the phlebotomist about her swollen leg who notified staff in outpatients.

Wendy was fast-tracked into a clinic to be seen by a consultant, tests were done and Wendy was diagnosed with a deep vein thrombosis, and received treatment straightaway. Normally a patient would have to return to the Medical Assessment Unit and wait for a scan which all takes time. Wendy said: "I'm really grateful that I was seen and treated quickly without the need to stay in hospital. It made me feel safe and well cared for."

Louise adds: "In one week, 17 new patients were referred to the new Acute Oncology Service, and our input directly affected length of stay for 14 of those patients. In fact it avoided admission to hospital altogether for two them.

"Staff have been very positive and enthusiastic about the new service, and there's a strong feeling that patients will benefit hugely, which is really great."



Clinical Nurse Specialists Alessandra Greco and Bernadette Panes with Dr Louise Medley, Consultant Medical Oncologist



Peter Fox, Senior Nurse Quality Improvement, talks with one of our Deaf guests via a BSL interpreter

See it my way: **being Deaf**

If you have to come to hospital, you will probably take it for granted that you will be able to communicate your needs, that they will be understood and you will know how to respond.

So it is difficult to imagine how very different that experience is likely to be if you are Deaf. We don't mean hard of hearing but profoundly Deaf. To give us a greater understanding of their needs and the issues they face, working in partnership with Deaf PLUS, we invited a group of people who are Deaf, to share their stories with us, to help us see it their way at the event: 'See it my way – being Deaf'.

Four people talked to staff about their personal experiences of care at the RUH and other hospitals, with the assistance of two British Sign Language

(BSL) interpreters. It was fascinating, informative and a little uncomfortable, to hear about their difficulties, but they were all passionate that their experiences should be a positive force for the good; to help us to help them.

As you perhaps might expect, common themes included that there is a duty of care to understand the patient and the patient to understand the doctor, that there should be a greater awareness amongst staff of how to communicate with a patient who is Deaf, that it is inappropriate to use children or other family members as interpreters, and that clear processes should be in place if requests for a BSL interpreter are made.

A great deal of work has already been undertaken at the RUH in the last five years to improve services for deaf patients and Dr Andrew Alexander,

a former consultant at the RUH, and now Medical Director of Sign Health, the only UK charity focused on deaf people, praised us for being at the forefront of trying to improve access for this patient group.

"The RUH was the first hospital in the UK to put on Deaf awareness training for staff, and over 450 staff undertook that training. They also have a British Sign Language Interpreter policy and staff can access an online interpreter system which uses wifi, so computers on wheels – or COWs for short – can be taken to any ward in the hospital."

There was something very powerful about hearing personal stories directly from people who are Deaf. We hope these sessions will help us develop a greater understanding of how patients are feeling, and their needs.

Innovative training helps improve patient care

Medical students at the RUH are using patient simulators to learn how to perform vital blood tests, which will lead to enhanced patient care and improved safety.

The students improve their technique and competence in taking blood from an artery, a process which can be painful and unpleasant for patients, by practising on a patient simulator (manikin) – or at least part of one – a simulated arm.

Their training involves the use of a blood gas analyser, kindly donated by Roche, which has been specially adapted to be used in a simulated environment. The students take blood from an artery in the arm of the manikin, and then inject the ‘dummy’ sample into the blood gas analyser. It produces a printout of results which the students then interpret. The blood gas analyser mimics the real ones in other departments in the hospital, and adds to the realism of the training sessions.

Iain Smith, Medical Simulation Technician at the RUH, says: “Taking and testing arterial blood samples is important in the assessment of critically ill patients, it provides vital information to help hospital staff manage their treatment.

“We perform around 40,000 blood gas tests a year across the hospital, so the manikin is a fantastic teaching aid. The more the students get to practice their technique, the more they gain in skill and confidence, which can only improve patient experience at the RUH.”

Undergraduates from Bristol University Medical School develop



their clinical skills in the safe environment of the Simulation Centre – which is supported by Bristol University – at the Bath Academy at the RUH.

Approximately 200 medical students and 60 doctors and nurses at the RUH will use the simulated Arterial Blood Gas teaching package every year.

Running for one of our own

Claire Fullbrook-Scanlon, a Consultant Nurse in Stroke Care at the RUH (right), recently ran in the London Marathon to raise funds for a nursing colleague who has suffered a stroke.

Mandy Janes worked as a staff nurse on our Acute Stroke Unit, before suffering a stroke (in December 2012) which left her with right-sided weakness, and severe expressive aphasia, which means her speech was seriously affected.

Fortunately, Mandy's family were aware of the signs and symptoms of stroke, remembering the *FAST test, and she received expert stroke care in a timely way.

Claire says: "Mandy has had excellent treatment from colleagues in Bristol and she is beginning to mobilise with a walking stick, though her right arm still requires a splint. Her expressive speech, whilst slowly improving, is still extremely limited."

"Mandy is currently living with her parents, and is working really hard with therapists as she is determined to live



independently again, in her own home with her two sons.

"The London Marathon is renowned for raising money for good causes, and I was privileged to be given a place. What better motivation could I have had than to know that I am helping to raise money for Mandy's independence?"

"The advances we have made in stroke care are great and we are providing excellent stroke care – but it is still essential that people know what the signs and symptoms are so that they can

get treatment as soon as possible. Many people wait too long before coming to hospital and I would urge everyone to make themselves aware of the FAST test for recognising stroke."

Claire represented her running club; Vegan Runners, and completed the marathon despite a knee injury in 5hrs 51mins. "The weather was perfect and the crowds were absolutely relentless with their amazing support. I'll have raised in excess of £500. This was my fourth and final marathon, and a brilliant one to end on."

*The FAST test

The fast test is a simple assessment of three specific symptoms of stroke which anyone can carry out:

Facial weakness – can the person smile? Has their mouth or eye drooped?

Arm weakness – can the person raise both arms?

Speech problems – can the person speak clearly and understand what you say

Time to call 999

Hundreds want to be 'bricks' for the RUH

Thanks to the generosity of supporters of the RUH 'Be a Brick' fundraising scheme, over £40,000 has been raised towards our new Cancer Centre.

People in Bath, Wiltshire and Somerset have been purchasing virtual 'bricks', 'rows' and 'walls' at the cost of £10, £100 or £1,000 respectively.

The 'Be a Brick' appeal was launched just three months ago by Brenda Blethyn OBE. Brenda said: "We are overwhelmed with the support received so far for the 'Be a Brick' scheme, £40,000 is a wonderful beginning, and

we hope that members of the public will continue to buy bricks, rows or walls throughout the lifetime of the Cancer Care Campaign"

In return for purchasing a virtual brick, donors will receive a certificate. If they choose to purchase a 'row' for £100 or 'wall' for £1,000, they receive a certificate together with confirmation that their chosen name will appear within the design of the new Cancer Centre.

For more information visit our fundraising website www.foreverfriendsappeal.co.uk or call us on 01225 825691.

Medecins Sans **Frontieres**

An RUH nurse tells us about the challenge of working in South Sudan. Emma Pedley is from Bath out with Medecins Sans Frontieres for her first mission. In the UK Emma works between the Intensive Care Unit and the Emergency Department at the RUH.

Emma says "I've travelled a fair bit and lived and worked with the indigenous communities in Australia and New Zealand and also with a small Non Governmental Organisation supporting children's homes in Nepal.

"Once I decided that I wanted to work with Medecins Sans Frontieres (MSF) I did a post graduate qualification in Tropical Nursing and another in Public Health.

"I am working in Nasir, a tiny remote town in the east of South Sudan populated by the Nuer people. South Sudan is the youngest country in the world – following 20 years of civil war it declared independence from the north in July 2011 and is taking its first steps as a new nation toward establishing a government, constitution and an infrastructure of its own. Health markers here are among the poorest in the world – maternal mortality is 2.05%; with large families here each mother has a one in seven chance of dying in childbirth during her lifetime. Babies are at even greater risk; 13.5% die from



Emma and some of the team at work



common, usually preventable, childhood illnesses before they turn five.

"It's punishingly hot here and alternates wildly between desiccatingly dry and impassibly flooded, from season to season. It's an inhospitable environment to say the least and one that

is hard to imagine anyone fostering an ambition to work in – but when you sign up to work with MSF you don't exactly anticipate being sent to the most glamorous corners of the globe – quite the opposite in fact. MSF's humanitarian reputation is built on the

fact that it will work in the most difficult, most unstable, most challenging of countries and even in the midst of this, is committed to remaining independent, neutral and impartial, dedicated to treating the sick, injured and displaced, regardless of race, religion and political affiliation.

"Expect the unexpected" appears to be the motto for spending your days here. In the last month I have helped to treat desperately malnourished children, dressed leg ulcers resulting from leprosy, laughed in joy as a 10 year old boy began walking again after tuberculosis of the spine, helped to deliver twins, treated snake bites, scorpion stings and gunshot wounds, and seen countless cases of malaria. Every day is a kaleidoscope of emotions – not every patient story has a happy ending.

"My family and friends are encouraging but understandably apprehensive about my work – and slightly mystified as to why I would want to do it. There are a lot of things I miss about life in Bath but I know it will all be there waiting for me when I return. In the meantime, knowing that I am in some small way making a difference to the lives of people here, who have so little compared to us, feeds a part of me that nothing else ever has."



Back from the front line in Afghanistan

Some of you may recall reading a previous article in insight (Dec 2010) about Richard Graham (above), who gave us a glimpse into life on the front line in Afghanistan, working at the UK military hospital at Camp Bastion. When he is not on duty as Royal Naval Reserve Surgeon Commander, Richard's more usual role is that of Consultant Radiologist at the RUH.

As well as being an Officer at the Royal Navy Reserves unit, HMS Flying Fox, based in Bristol, Richard is also Head of the Royal Naval Reserve Medical Branch.

He has recently returned from his second tour of duty, to hear that he is a finalist for a prestigious award which recognises his work both in Afghanistan and in the UK. Richard is in the final three for the Healthcare Reservist of the Year Award,

which is presented to an individual who has made an outstanding contribution to the healthcare of patients in the Armed Forces or the Reserve Services.

Richard said: "I am absolutely delighted to be in the running for this award, it means a lot to me that the work of the Royal Naval Reserve, both on operation and at home, is recognised."

Richard's role in Afghanistan involved leading the radiology department and being a member of the trauma team. Unlike a standard UK NHS hospital, the processes here are far more streamlined and when casualties arrive, Richard performs an ultrasound whilst his colleagues resuscitate the patient. He will typically perform an ultrasound first to check for internal bleeding and injuries which is then

followed by a CT scan. This will normally be done within half an hour of them arriving at the hospital.

He told us there had been some changes since his last tour of duty. "The number of casualties from trauma had decreased which was great news. Sadly, improvised explosive devices continue to be used against the troops with devastating consequences."

We are very glad that Richard has returned home safe and well and we are delighted that he is a finalist for an award which recognises his commitment and dedication. We think he is a winner.

If you are interested in finding out more about the Royal Naval Reserve, you can call 08456 075555 or visit the website www.royalnavy.mod.uk/navyjobs

Art

at the Heart of the RUH

Another summer of sport!

Those of you who are missing the excitement of last years' Olympics will enjoy the latest art exhibition lining the corridors.

Tim Vyner, the artist who covered the 2012 Olympics for The Times, and the Royal Photographic Society, are providing us with a unique insight into the London games with a photographic exhibition worthy of a gold medal.

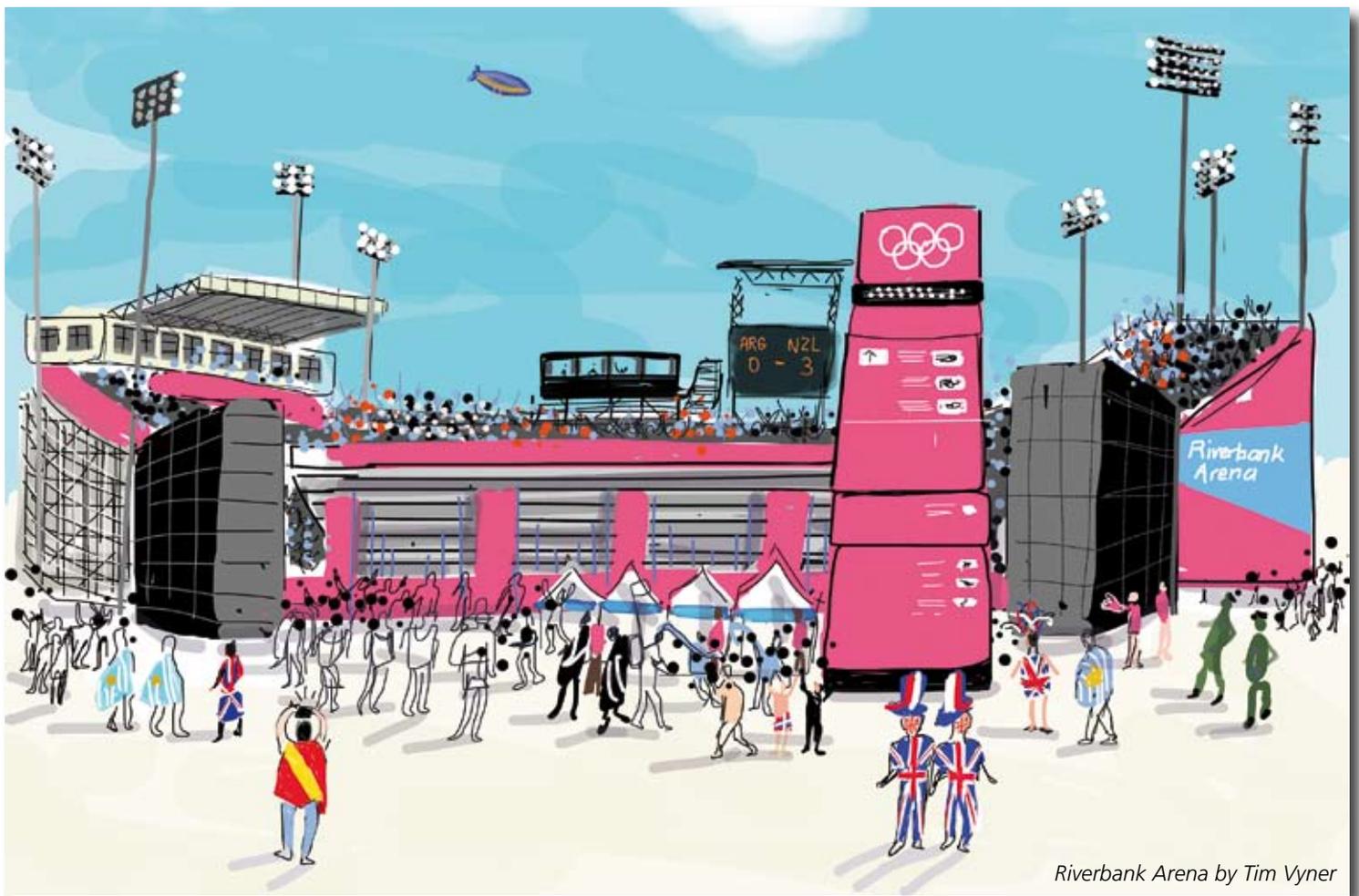
When Tim isn't lecturing in illustration at Bath School of Art and Design, he travels the world recording sporting events as he sees them. His images present a unique view of the passion, atmosphere and participation in live sport, using an iPad on location to draw record and publish emerging stories as they happen.

The Royal Photographic Society also ran a free, online photographic

competition to encourage photographers to capture an image on any device – from mobile phone to digital camera – to show how the world was getting into the Olympic spirit. The resulting exhibition won them the London 2012 Inspire Mark and we are delighted that this award winning display is taking centre stage at the RUH. The exhibition will remain at the hospital until 17 July.



Rural cricket by Das Sudipto



Riverbank Arena by Tim Vyner

The lived experience of patients

We also welcome three remarkable artists; Andrew Lansley, Sophy Williams and Mark Robertson, to the RUH.

There rare and delicate exhibition, looking at their personal and private experiences of having a serious illness and being a patient, invites viewers to glimpse behind the mask and share personal thoughts and feelings often concealed and highly guarded.

Andrew Lansley looks at what it feels like to live with pain every day. He has produced a series of illustrations on the subject of pain from A – Z. Sophy Williams and Mark Robertson look at recovering from cancer treatment and all the feelings involved, in their collection of work entitled 'Afterwards'. Their works will be on display until July.

Hospital Notes

Hospital Notes provides a series of creative arts workshops for patients on the Older People's Unit. Activities include art, story-telling, poetry reading and creative writing. There

are also weekly music sessions and performances with music students, led by Frankie Whittingham (Musician in Residence), as well as reminiscence sessions in collaboration with the Occupational Therapists.

Participation in creative activities can act as a form of social-inclusion, helping to reduce loneliness and anxiety. Regular interaction through these types of activities can have a lasting effect and can build relationships between staff, patients and visitors; enhancing the community within the hospital.

Creative writing

Arts Therapies students Frankie Whittingham and Elodie Guest, and the Occupational Therapy team, are running a creative writing programme for patients on Midford and Pulteney wards. During group sessions, which are based on a different theme each week, patients can be creative with poetry, music and photographs etc. Ultimately, they will create a reminiscence book, which will be

printed and shared with patients, visitors and staff to enjoy.

You can follow Elodie's blog via www.ruh.nhs.uk/art or for further information about the creative writing project you can email f.whittingham@nhs.net

The Creative Writing Project is generously funded by the Quartet Community Foundation.



Asking for help by Sophy Williams

Yours sincerely

It's always pleasing to hear 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.

A patient from **Trowbridge** wrote to say that due to the skills and care of our staff in the Ophthalmic and ENT departments "I am well on the mend. I do recall that Dr Perini saw me in and out and her prompt diagnosis may well have saved the sight in my eye. I am immensely grateful for the skill and care of your various staff and would be grateful if you would pass on to them my deep appreciation of all that was done for me."

A patient from **Devizes** wrote following her recent stay at the RUH. "My recovery was enhanced by the fantastic care I received from your wonderful doctors and nurses. Every one of them was kind, caring, supportive and professional... all of them were angels and I have no doubt my ultimate recovery will be quicker due to their initial fine care. All of my visitors were treated with equal kindness. Every member of staff I met is a credit to themselves and a credit to the RUH and to the NHS. In particular I mention Rosie Lloyd, Nikki McLachlan and Dr Michael Flower, and all the staff on Helena ward were brilliant and could not do enough for me. Food and drink was varied, nutritious and served well. The wards and toilet/shower facilities were always clean and well stocked. I would be grateful if you could pass on my thanks to all those staff involved in my care."

A woman from **Corsham** wrote to express her immense gratitude for the treatment she received at the RUH. "I cannot find words to express how impressed I have been with the standard of care and the sheer professionalism of all the staff I have met. I was a patient on the Medical Assessment Unit and on the Respiratory Unit; on both wards I was treated with respect, kindness and excellent care. I was impressed at the ability of all staff to be totally 'patient centred' sometimes under quite challenging conditions. My greatest debt of gratitude is to Dr Olivera Frim who has shown a level of kindness, caring and good humour that was outstanding. At all times she spoke to me as a person, not just another patient, and has made me feel valued and important. This standard of care and concern and her willingness to go the extra mile is what prompted me to write to you. Thank you for employing such excellent staff; I know I have more visits to make to the hospital and I am confident that at each visit, I will receive more outstanding treatment and care."

Another patient from **Corsham** wrote to thank us for all the excellent care and attention she had received from staff on the Medical Short Stay ward "All the staff were exceptional and it is only right to record such fantastic care."

A man from **Bath** wrote to commend the staff of the RUH for all they do to ensure the wellbeing of the patients in their care: "I came to the Emergency Department one evening and was given the care and respect one would wish for. I then had my operation and the quality of care was excellent. The nurse in charge of me, Elle Dolman, could not have been more kind and considerate. Dr Patel explained the procedure step by step, as did the young anaesthetist. The physio Mark, and staff in the plaster room were equally efficient. I could not commend the staff and systems at the RUH highly enough."

We also received a letter from a lady in **Bristol** who wrote in superlatives concerning the treatment and organisation of her recent visit to the RUH: "I saw Mr H Sandhu, whose manner and knowledge and caring approach were outstanding. The organisation of Philip Yeoman ward was exceptional and caring. The information I was given was well prepared and excellent in its content and it helped me a great deal. The arrangements for my aftercare were made and delivered on time to my home, as promised, and certainly helped my recovery. It is impossible to mention everyone who contributed to my care at the RUH but I can tell you that the whole process was well organised and excellent in its execution, provided by caring, professional staff whom I hold in the highest esteem."

Hitting the roof

As the new Pathology and Mortuary building reaches roof level the contractors are planning the traditional 'topping out' ceremony.

This marks the moment when the building reaches its highest point, a significant event in the construction of any building. A number of staff who have been involved in the

project to date, along with the design and construction teams will be invited to a small celebration.

After this, the internal works start to gather pace and once the external brickwork is complete and windows are in place the site will look a lot different.

Building work is due to be completed in December this year



Nurse completes bike ride for hospital funds

Rachel Chesterton (below), who works as a sister on the Medical Assessment Unit at the RUH has completed a mammoth 650 mile cycle ride, from St Malo to Montpellier in France, to raise money for respiratory equipment for the unit where she works.

Rachel, who averaged 75 miles a day to complete her lone cycle ride, admits there were tears as well as smiles along the way: "It was mentally quite tough and there were times when I had a bit of a fight with myself to keep going. There was one bad day when I got lost and ended up on a motorway! I didn't have

my phone with me, so I couldn't contact the support vehicle, which was about 20 miles ahead of me plotting out the next part of the route. I eventually found my way to Angleme and begged to borrow someone's phone to tell them I was OK. It knocked my confidence for a bit, but fortunately there were no other incidents along the way.

"The encouragement and generosity of my friends, family and colleagues really helped me through – people were lovely. I am so grateful to everyone for their support and so far I've raised £2,000 – which is brilliant. The whole experience has been both challenging and rewarding, I feel very proud of my achievement."

The respiratory equipment will help Rachel and her colleagues to assess and treat patients with respiratory difficulties, who may also have other conditions such as kidney disease or heart failure, which makes treatment more complicated.



Friends of the RUH

Giving a helping hand

Summer fete

We hope that you will be able to join us for the annual Friends' Summer fete on Saturday 20 July, from 1pm to 4pm.

We're keeping our fingers crossed for good weather as the fete will take place in both the Lansdown foyer and in the area outside, which used to be the main entrance to the hospital many years ago. It's a lovely aspect

showing off the older architecture of the RUH, There will be music from the band Trainwreck (made up of hospital staff), singing and dancing from performing arts students from Sue Hill Dance Limited and plenty of entertainment to keep the children happy. There will also be stalls to browse and cream teas to enjoy.

This year, the proceeds from the fete will be used towards the regeneration of the Friends Coffee

Shop, a facility that is valued by visitors and staff alike. As well as catering to our refreshment needs and providing a relaxing space, the income made from the coffee shop is spent on important patient amenities and comforts, and we are looking forward to it reopening.

You can still enjoy a welcome cuppa and a snack from the Friends, as they have temporarily relocated to the Oasis, which is at the top of the hospital site (A10).

Get your paper here!

The Friends volunteers will be taking the daily news out to patients on wards with the reintroduction of a newspaper delivery service. Patients often request the volunteers to pop to the shop to get a paper, so we thought we'd take the papers to the patient instead. Papers are to be delivered every morning between 9am and 10am.



... and so **to bed**

Around 100 bed jackets have been knitted by Corsham knitting group, for the benefit of our patients. The cosy garments are being distributed by the Friends volunteers to any patients that want them.



Volunteer Pearl Shaw chats to patient Marion Pope. Marion's bed jacket was knitted by Saltford WI

Take a break

Answer to last issue's 'mega' entertainment crossword

Across: 1 The House Across the Street 14 Outer 15 Lincoln 16 American Pie 18 One 19 Carwash 21 Acre 22 Pyle 24 Star Chamber 27 Range 28 Neither 30 Shall 31 Sabbath 32 Swiss 33 Cadet 34 Hue and Cry 36 Gemser 38 Mendoza 41 Following 43 Alarm 44 Ilcasotto 45 Rockies 46 Berman 48 Linda Kash 51 Innes 53 Means 55 Steiger 57 Shyer 58 Preston 59 Quare 60 Lynne Ramsay 61 Orca 63 Maya 64 Buscemi 66 Far 69 Erika Flores 70 An Angel 72 Stang 73 The People Under the Stairs

Down: 1 Title 2 Enrico Colantoni 3 Oil 4 Sonja 5 Another Language 6 Ronny Graham 7 Stalkings 8 The Late Liz 9 Emigrants 10 Trap 11 Empty 12 The Secret War of Harry Frigg 13 Colossus The Forbin Project 20 Roads 23 Linc 25 Awake 26 Babayaga 29 Hideout 35 Cries 37 Emmanuelle Beart 39 Nastas Sjakinski 40 Gilligan 42 License 47 Mystery Date 49 Abyss 50 Macquarrie 52 Soto 53 Many a Slip 54 Shavelson 56 Reeve 62 Caine 65 Sigge 66 Flags 67 Jade 71 Let

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In order to find out more about the service please visit Solon's website:

www.solonswa.co.uk

An application can be made by visiting www.housingsupportgatewaybathnes.org.uk or contact us direct on **01225 339742** for advice about how to apply.

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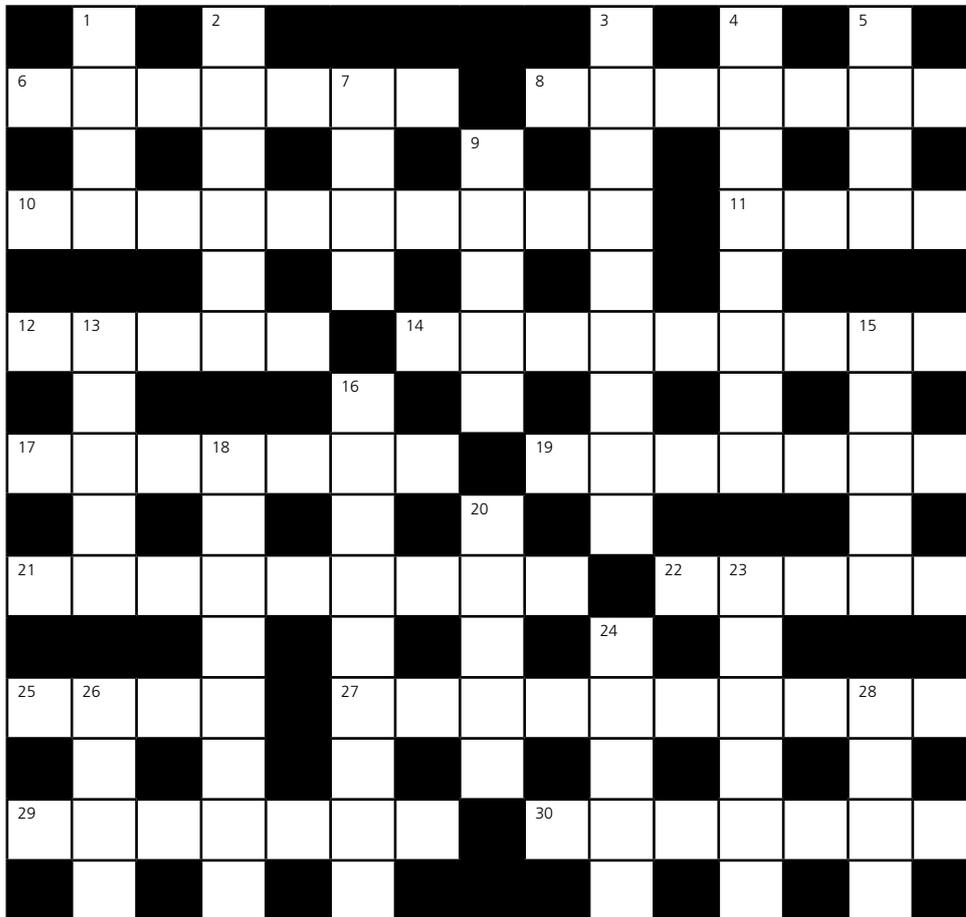
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Take a break

Settle down with a cup of coffee and a biscuit, grab a pen and ponder over the answers to this music and food and drink themed crossword. The answers will appear in the next issue of insight.



Across

- 6/29 Spanish tenor raised in Mexico (7,7)
- 8 Russian composer & chemistry professor (7)
- 10 Hungarian composer of The Miraculous Mandarin (4,6)
- 11 Written with but one performer in mind (4)
- 12 Twenty pages of orchestral music? (5)
- 14 He's made a massive contribution to opera's popularity! (9)
- 17 Pianist Barry, outright winner of 1986 Tchaikovskys Competition (7)
- 19 A recognised masterpiece (7)
- 21 A composer of Chichester Psalms (9)
- 22 A couple of quartets! (5)
- 25 Closely read of a bit of Toscanini! (4)
- 27 Short orchestral interlude between acts of an opera (10)
- 29 See 6
- 30 If Richard, composed *Also Sprach Zarathustra* (7)

Down

- 1 Blue-black fruit used to flavour gin (4)

- 2 Cream cake with chocolate or coffee icing (6)
- 3 Old-fashioned, Manhattan? (9)
- 4 N.African dish of crushed wheat steamed and served with meat, etc. (8)
- 5 Herb used to flavour e.g. pickles (4)
- 7 Indian puree of lentils (4)
- 9 E.g., a tournedos (5)
- 13 Spice, the dried flower bud of an Asian tree (5)
- 15 Stomach-lining, this dish! (5)
- 16 Game-bird family once seen on TV (9)
- 18 Vermouth is the certain something in this drink (3,3,2)
- 20 Flat, round bread hollow inside so it can be filled (5)
- 23 Parmesan cheese, anchovies and raw egg are ingredients of such a salad (6)
- 24 Coarse oatmeal dish, speciality of southern USA (5)
- 26 A cut of lamb or pork – if doubled, get a move on! (4)
- 28 It gives oranges and lemons its tang (4)

Where am I?

During the American Wars of Independence there were two attempted invasions here. A short lived peace was followed by the French revolutionary Wars and the Napoleonic Wars which, when they had ended, had changed this place for ever. The number of English speaking soldiers stationed here and the number of retired officers and English speaking labourers who came here in the 1820s saw this place gradually moving towards being an English speaking culture.

It then cemented its fortunes by becoming one of the largest wooden shipbuilding areas in the British Isles building over 900 vessels.

The occupation during World War II was to leave the greatest mark on the landscape of this place. Churchill decided that it could not be defended and declared it demilitarised. Under Hitler's direct order, an elaborate system of fortifications was built and their remains are still evident today.

This place is autonomous and self-governing, with its own independent legal, administrative and fiscal systems. There are 12 parishes all of which border the sea and they are named after the Christian saints to whom their ancient parish churches were dedicated.

Its economy is based on financial services and it is recognised as one of the world's most important offshore financial centres – along with tourism, with many people enjoying the temperate climate and beautiful food to be found there.

Where am I?