

insight

ISSUE 17 WINTER 2012



Governors elected

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Welcome



Fluorescent Friday page 22

We are genuinely excited about the election of our first ever NHS Foundation Trust Governors. Nearly 3,000 people from across the region we serve, cast their votes for the candidates who they felt would best represent their views and you can meet each of the 11 Public Governors on pages 4 and 5.

The establishment of our Council of Governors heralds a new milestone for the RUH. We are looking forward to working with our new Governors, who have the privilege of representing our growing membership and will play a pivotal role in the future of our organisation.

We are one of the most successful district general hospitals for research and development, and we are very fortunate to have our own researchers and scientists at the hospital. They investigate new techniques and treatments that will benefit our patients and improve patient care. It's a vital aspect of the hospital's activity, which you can read more about on page 9.

Some of our most experienced nurses are expanding their range of practice to improve services and enhance patient experience of healthcare at the RUH. These Medical Nurse Practitioners have increased skills and responsibilities to enable them to deliver more specialised care to patients, and support our clinicians. You can read more about one of our Medical Nurse Practitioners who works in the Ambulatory Care Unit, see page 8.

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 **21 January** for publication early in February.

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First ever RUH Governors elected

An exciting new era has begun at the RUH, with the election of the Trust's first ever NHS Foundation Trust Governors.

Eleven Public Governors and five Staff Governors have been elected to represent the views of members. They will sit on the new Council of Governors alongside five Stakeholder Governors; who are representatives of our public sector partners in our catchment area. Nearly 3,000 people, including our staff, voted and the overall election turn-out was 32%.

Governors will be the eyes and ears of our members, acting as a bridge for communication between them and the Trust Board. They are there to formally represent the public viewpoint, and the ideas and opinions of members from within their constituency.

City of Bath Governors

Amanda Buss

Amanda originally qualified as a Doctor in the 1980s and spent part of her career in the Corporate Financial Services sector. Amanda is particularly interested in the Quality Improvement objectives of the RUH, and in developing communication between the Trust and local people. "I am surprised and delighted to have been elected. It is a privilege to be representing the people of Bath as an FT Governor. It will be exciting to be involved right from the start and I look forward to making a contribution and to meeting the other Governors."



Chairman Brian Stables says: "We're delighted with the response we had to our first ever elections, both in terms of the number of people who put themselves forward and the number who grasped the opportunity to have their say and cast their vote for those they want to represent their views.

"I am looking forward to working with our new Governors, who have the privilege of representing our growing membership and will play a pivotal role in the future of our organisation.

"These are genuinely exciting times for us and we now feel we're really on the way to becoming an NHS Foundation Trust."

It was a close run election, and tightly fought and we are grateful to all members who put themselves forward for election. The full results including voting

turnout can be found on our website www.ruh.nhs.uk

The Governors will now start their induction process and will be operating in shadow form until we are authorised as an NHS Foundation Trust. The 21 members of the Council of Governors met in full for the first time in early December 2012.

Public Governors elected

11 Public Governors were elected across our six public constituencies: City of Bath, North East Somerset, Mendip, North Wiltshire, South Wiltshire, and the Rest of England and Wales. Each of the constituencies elected two Governors, apart from the Rest of England and Wales, which elected one. Let's meet them here.

North East Somerset Governors

Helen Rogers

Helen has spent her career as a nurse, a midwife and now as a Director for the Royal College of Midwives. Helen is particularly interested in ensuring that women's health issues are high on the Trust's agenda and she wants to make sure that the Trust delivers excellent services to the local community. Helen said: "I am delighted to have been elected and humbled that so many people have voted for me."



Dominic Tristram

Dominic has extensive experience of working in UK healthcare and has previously worked with national NHS organisations to help improve their IT systems. His experience of NHS procurement and national strategies will be of benefit. "It feels great to be elected. I will do my best to make sure that the RUH remains accountable to the people who voted, and the local community."



Nick Houlton

Nick is a wholesale antique dealer based in Chew Valley. He has served many years in the voluntary sector and is delighted to be elected. Nick says: "I would like to thank to everyone who voted for me. I'm really looking forward to meeting staff and talking to patients, as I want to build a picture of the strengths and weaknesses that people experience at the RUH. I do hope that I will be able to make a difference."



South Wiltshire Governors

Jane Shaw

Jane has spent her working life in healthcare, first in administration and latterly in management training and consultancy. She



is particularly interested in patient experience and their views, and also in the role of the hospital chaplaincy. "To have been elected feels like both an accolade and a responsibility. I look forward very much to getting to know the hospital and to representing it to my community in South Wiltshire, and of course vice-versa."

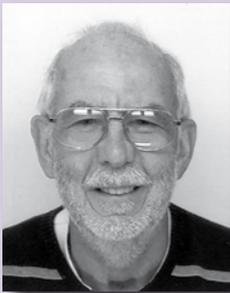
Robin Swaffield (no picture available)

Robin has been a volunteer at the RUH for 12 years, and prior to retirement, ran and owned his own estate management consultancy firm. "It is an honour to be elected as a Governor of the RUH. I will give 100% to the task ahead for the benefit of the staff, patients and good of the hospital, and the people of South Wiltshire. Thank you for giving me this opportunity."

Mendip (Somerset) Governors

Michael Welton

Michael is a retired Aerospace manager who lives in Frome. Michael was elated to be elected and wants to effectively communicate members' views to the Trust and the views of the Trust to members. "It's now down to me and the other Governors to justify the faith and trust placed in us by the people who voted for us. I hope that the position of Governor will not just be a cipher but a genuine position where I will be able to monitor and influence the strategic direction of the RUH and promote the hospital in the community."



Ian Bynoe

Ian qualified as a lawyer in 1977, and brings a wide range of legal knowledge and general skills to the role of Governor for Mendip. He works as an Independent Complaints Assessor for the Department of Transport. He is most interested in the patient experience and how the hospital learns from this. "It feels good to be supported by members who want you to represent them. I look forward to working with colleague governors to get public and patient views across to hospital managers. I expect to put my experience to good use in my new role."



North Wiltshire Governors

Jan Taylor

Jan retired from her role as a Therapeutic Radiographer after over 35 years in the profession. She has a strong desire to help others and feels that her years of working in the NHS have provided her with many of the attributes required to fulfil the role of a Governor.



Adrian Bligh

Adrian is a chartered accountant with 25 years' experience working for KPMG. More recently, he worked as a Foundation Secretary and Clerk for a large educational charity. He wants to understand how the RUH assesses and prioritises the needs of local residents, and how it can maintain a strong financial position. "I am delighted to have been elected and would like to thank all those who voted for me. I look forward to finding out the views of North Wilts constituents and representing them."



Rest of England & Wales

Bill Aiken

Bill currently advises organisations of all sizes, on financial management and performance. He is particularly interested in supporting our plans for a new Cancer Centre as he says he received excellent treatment at the RUH for a lymphoma. "I was really pleased to be elected and I'm looking forward to contributing to the future development of the RUH. I am really happy to be able to offer a voice for the rest of England and Wales - for those living both near to the RUH, and further away, but who call on its services."



What's next?

We are in the final stage of the NHS Foundation Trust application process, and Monitor, the NHS Foundation Trust regulator, sent an assessment team to the hospital at the beginning of October.

They spent a number of days with us conducting interviews with a wide range of staff, as well as meeting some of the people who use our services, and speaking to our local commissioners in primary care trusts.

Monitor's assessment process takes a minimum of four months so we'll keep you posted on developments.



Our Staff members have also elected five Governors to represent their views:



Julian Hunt
Consultant Nurse



Liz Brown
Emergency Department
Doctor



Hassan El-Wakeel
Associate Specialist Surgeon in
Breast and General Surgery



Michael Coupe
Consultant in Anaesthesia
in Intensive Therapy Unit



Colin Downie
Associate Specialist in
Paediatrics

Five stakeholder Governors have now been appointed from our partner organisations, they are:

Mark Humphriss - University of Bath

Councillor Simon Allen - Bath and North East Somerset Council

Dr Ian Orpen - Bath and North East Somerset Council Clinical Commissioning Group

Councillor Keith Humphries - Wiltshire Council

Stephen Rowlands - Wiltshire Clinical Commissioning Group

Caring for you

The Caring for You events have been very successful over this last year and we are currently planning more events for 2013. As well as using the feedback from the events held over the last year, in October we sent an online survey to just over 750 members who have told us what they would like to know more about. We have considered the results of the survey in developing the diary of events for next year.

We also wanted to know whether you felt that the RUH was a suitable venue for these sessions, or if you would like to see something happening off site. 89% of members were happy for the events to continue at the hospital, though a small proportion of people who live further afield, would appreciate a Caring for You event taking place out in the community.

Roxy Poultney, Membership and Governance Manager said: "This is something that we would love to do, providing that we had a good attendance. On average we have between 45-60 people coming to the Caring for You events. This is a good number to enable plenty of audience interaction and participation, which ensures you get the best out of every session. If we can guarantee this kind of attendance at events out in the wider community, then this would definitely be something worth considering.

"We also sought your views on the timing and 66% of those canvassed agreed that sticking to a start time of 6pm worked well. We always seek the audience's feedback after each Caring for You event and we will do our best to ensure they are arranged with your preferences in mind."

Contact us

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Behind the scenes in Day Surgery

Following on from a successful theatre tour at the beginning of the year, we recently organised another 'trip to the theatre' in response to a request from a small group of our members.

It was an interesting and intimate session which went down particularly well with Alan Slade, who has learning disabilities, and Tony Welch, a carer from Somerset who accompanied Alan. Tony shares how he felt about their visit.

"It is common knowledge amongst the caring community that adults with learning disabilities are among the least likely people to use hospital services in our country. They seem to think something not nice will happen to them there. For many their only experience of hospital is when members of their family have died. For that reason, I thought a visit would be a great opportunity to dispel some mysteries about operating theatres and show the human side of the staff working there.

"Whilst Alan may not have grasped the technical side of what was shown to us, he did come away with a good idea of what a patient may experience and the route they would follow. There is no doubt in my mind that if Alan found himself in that position, he would now understand what was happening to him.

"What was important was the relationship Alan instantly developed with staff. He was completely at ease and whilst some of his questions may have caught staff off guard - what colour is your car? Where do you live? They were amazing and relaxed in their responses. Alan's memory is far sharper than mine when it comes to names and



John Hughes talks to visitors Alan and Tony

faces and if he ever finds himself being treated at the RUH, he will remember John Hughes (acting Theatre Manager) and Sheila Allisson (Theatre Practitioner), in whom he would find the comfort and

security he would need.

Alan said: "The operating table is great and can turn into a seat by pushing a button, and John sleeps in it at night." A funny misquote from a satisfied man.

Dates for the diary

Take a look at what's coming up in 2013...



Date	Time	Event topic	Hosts
Tues 29 January	6.00pm	End of Life Care	Dr Alastair Kerr, Consultant Geriatrician Rachel Davis, End of Life Care Coordinator Dr Robin Fackrell, Consultant in Elderly Medicine
Mon 25 March	6.00pm	Pain Management	Dr Monica Baird, Consultant Anaesthetist Mike Osborn, Clinical Psychologist
Mon 20 May	6.00pm	Stroke	Dr Louise Shaw, Consultant Geriatrician
Mon 15 July	6.00pm	Emergency Department	Dr Dominic Williamson, Consultant Emergency Medicine Mandy Rumble, Matron for Emergency Medicine
Weds 10 September	6.00pm	Care of the Elderly & Dementia	Dr Chris Dyer, Consultant Geriatrician Sue Leathers, Medical Matron
Weds 27 November	6.00pm	Eyes	Dr Richard Antcliff, Consultant Ophthalmologist

All of the Caring for You events advertised will take place in the Post Graduate Medical Centre at the RUH, department B20, ground floor.

Improving patient care

Nurses are increasingly expanding their range of practice to improve services and enhance patient experience of healthcare, and Sister Julie Vaughan is an excellent case in point.

Julie, who is a Medical Nurse Practitioner on the Ambulatory Care Unit, has undertaken additional training, which allows her to carry out a procedure that was previously performed by a doctor.

Julie takes up the story: "I wanted to reduce waiting times and possibly improve care for patients who come to the Ambulatory Care Unit for paracentesis, or ascitic drainage as it is more commonly called. This is a procedure that drains accumulated fluid called ascites from the abdomen. It's something that has never been done by a nurse before at the RUH, until now.

"The procedure involves injecting a local anaesthetic under the skin, and then inserting a small tube into the abdominal space to drain the fluid. Previously patients may well have waited several hours, depending upon the availability of a doctor to do this, but, now that I can do it, the wait is often reduced.

"The formation of ascites occurs mainly in patients with liver disease or certain types of cancer. Chronic liver disease is increasingly



prevalent and patients with cancer are living longer with the support of therapeutic treatments. This means that we are seeing increasing numbers of patients attending hospital for this procedure."

The Ambulatory Care Unit provides not only medical assessments for patients referred by their GP, but also a range of treatments and procedures that can be carried out as day cases, rather than patients being admitted to hospital wards. Julie says that between five and eight patients a week are 'booked in' for ascitic drainage.

"Patients with ascites are given an appointment card containing contact details. When they start to get symptoms, such as abdominal discomfort and swelling, they can phone the unit directly and book themselves in, which saves them going back to the GP."

There are two Medical Nurse Practitioners on the Ambulatory Care Unit and a total of 10 working across the hospital. Some are advanced nurse practitioners and others have been given a higher level of training so that they are qualified to physically examine patients, make

a diagnosis and prescribe medication if necessary.

The Medical Nurse Practitioner enhances the role of skilled nurses in hospitals by ensuring they are better qualified to assist clinical teams. They also help Hospital Trust's to comply with the European Working Time Directive to reduce junior doctors' hours.

A PATIENT'S VIEW

Melissa Burden from Trowbridge, has to come to the Ambulatory Care Unit every 10 days or so for paracentesis and she is very satisfied with the continuity of care she is getting from Julie.

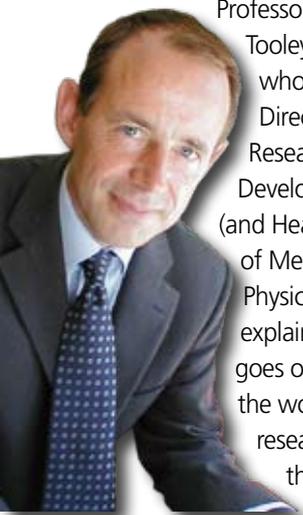
"It saves me from having to wait around for so long, which is great. Sometimes the drain is inserted within 15 or 20 minutes of me arriving, which is better than having to wait for when a doctor might be free to do it. I've sometimes had to wait for a couple of hours before treatment can start and because fluid drainage takes place over several hours it means I'm here for most of the day. Anything that can be done to reduce that time is fine by me.

"Being able to contact the unit directly is a great help. As soon as I experience symptoms, I know that I can ring the number and I'll be booked in and be seen promptly."

Outstanding Research and Development

We currently have over 200 research and development (R&D) projects on the go at the RUH and we are one of the most active and successful district general hospitals in the region, and in the top ten of medium sized acute research-active Trusts in the UK.

R&D is a core activity at the RUH and within the NHS as a whole. We are very fortunate to have our own researchers and scientists on site, who investigate new techniques and treatments that will benefit our patients and improve patient care.



Professor Mark Tooley, who is the Director of Research and Development (and Head of Medical Physics), explains what goes on in the world of research at the RUH:

“Our research covers a broad spectrum; we may investigate a new drug, or using an existing drug in a new way. We could be looking at developing new clinical devices or researching new clinical treatments, or new surgical techniques. We’re gaining new knowledge all the time and then we translate that, or develop that, into the service that the hospital provides to our patients.

“Research and development benefits the RUH in so many ways. It helps attract high quality staff, improves quality of care and enhances patient experience. It brings in new clinical techniques that may not be available anywhere else, thereby making the RUH the hospital of choice for both our patients and their GPs.

“Research is funded from a number of sources including NHS research grants, funding from research councils or medical charities, and such like, to the value of around £1.5million a year. This helps to provide extra clinical resources such as drugs and equipment, over and above what is normally provided by the NHS. In effect, these grants allow us to offer extra clinical resources and treatments for patients which actually don’t cost us anything to provide. The value of these extra clinical resources equates to around £1million – a significant sum.

“About ten per cent of our staff is involved in research, including medical staff, nurses, psychologists, scientists and other health professionals. The areas we are most active in are cancer, diabetics and endocrinology, paediatrics, stroke, elderly care, anaesthesia and critical care.”

Of course we couldn’t carry out much of the research we do without the patients who support us in clinical trials, and there is a formal process to go through before patients can be studied. Ethical approval must

be obtained from the National Ethics Committee and Research & Development approval must also be granted.

We have written about some of the clinical trials we are involved in at the RUH in previous issues of insight, and though we don’t have space here to talk about the 200 or so projects, our readers may be interested in just a few examples of the different types of R&D projects that are taking place here.

Some patients are involved in a prevention study which compares a medication called pioglitazone with a dummy tablet (placebo), to find out if it lowers the risk of stroke and heart attack.

In Ophthalmology, we are looking at vision treatment for those who lose vision on one side, following a stroke. We are aiming to find out if prism glasses provide effective therapy which will vastly improve quality of life for stroke patients with vision loss.



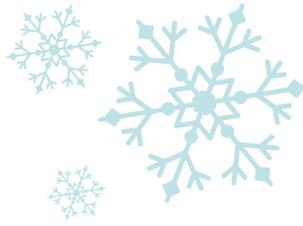
Prisms on the lens may help with vision loss

Our Oncology department has recently doubled the number of patients recruited to cancer research studies, and currently has the highest number of ongoing research projects out of all the departments involved in trials in the hospital. In fact we have been recognised as being the best recruiter to cancer research projects in the South West.

Patients are also helping our stroke research nurses to investigate the causes and treatment of stroke, which gives them access to new and innovative treatments.

Then in Dermatology we are collaborating with colleagues at the University of Bath to look at the treatment of acne, a condition which affects quality of life and contributes to depression. A recent study concluded that treatment of acne with a medication called isotretinoin improved quality of life and showed no evidence of mood deterioration.

These are just a few of the projects going on at the hospital and we plan to tell you more about research and development in future issues of insight.



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.

Mrs S Sullivan-Tailyour from Warminster was inspired to write: "My husband has been visiting the RUH (and a number of other hospitals) on a fairly regular basis for some years now and we do so appreciate the way in which we are made to feel welcome when we walk in to the magnificent entrance – there is always someone there to say "can I help you" and direct you to the right place, and we love visiting the coffee shop to set us up for our journey home. Not one of the other hospitals ever does this – you just have to find your own way and are made to feel you are rather a nuisance. Visting hospital is a fairly stressful process but we (almost!) look forward to visits to the RUH. So a big thank you to both staff and volunteers for the magnificent work you all do."

Mr J Gooden from Warminster wrote to thank us for the care he received as an outpatient, inpatient, and in the Emergency Department: "The standard of care was excellent – it was so good to be treated as a person and not just a case. Cleanliness on the wards was amazingly good and I enjoyed the food and the variety offered. Having had numerous tests, I was extremely impressed by those who greeted me and who carried out the various procedures so professionally. I particularly wanted to praise the RUH for all that it has done for me."

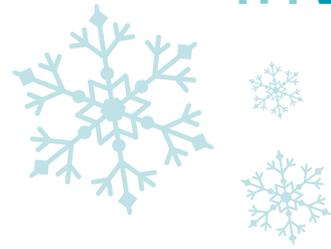
Mr J Downs from Bradford on Avon wrote "my frail sick and anxious 85-year old wife was brought to your hospital by Mr Phillip Spice and Andy of the Great Western Ambulance Service. They acted with no less care, attention and patience than could have been shown our present Queen. They were faultless. This care continued within the Emergency Department. Cheefulness everywhere eased so much of the tension under which we had been living. All the staff were excellent, but I must point out that Hector Morales went far beyond any reasonable expectations. He found my daughter-in-law who had come to take me home."

Mrs E McCutcheon from Wells wrote a letter of appreciation for the way her husband was treated at the RUH: "The ambulance service was exemplary and he was received into the Emergency Department with the staff waiting for his arrival. The care, attention and professionalism afforded him was of the highest standard in all of the areas where he was treated; including the Catheter Lab, Coronary Care and the Medical Day Case unit. Whilst waiting at the hospital I was kept informed of the next development relating to the treatment required and between some periods of concern on my part, there was humour and laughter which helped me through the day. You have every right to be proud of all your staff in these departments and I would be pleased if you could extend my grateful thanks to them all."

Mr K Webb from Lacock near Chippenham wrote to record his "grateful thanks for the truly excellent way in which I was looked after during a visit to the RUH. At every level your staff are to be congratulated for the kind and efficient way they looked after me."

Mr A Hughes from Chippenham wished to extend his thanks to members of the eye clinic: "I would like to extend my grateful thanks for the efficient manner in which I was dealt with. The lady receptionist was very efficient and, although I was on the casualty list and did not have an appointment, I was seen promptly by Dr Lucia Meli, who examined my eye and then provided laser treatment. Please extend my thanks to the eye department for the efficient and thoughtful manner in which they dealt with me that day."

Mr P Gibbons from Tetbury felt compelled to drop us a line to say: "in 48 hours at the RUH I think I met more kind, helpful, professional people, from the admissions lady at 7.30am in the morning, to the anaesthetist, surgeons and many others, than I have met in my previous 82 years. Then to be taken to Robin Smith ward, what a lucky man I am to have had such great young ladies looking after me, kind and caring, keeping a check on me all night. Thank you to them all."



Paediatric diabetes

A new, multi-skilled Paediatric Diabetes team at the RUH is providing specialist care for children and young people with diabetes, not only in outpatients, but also at school and at home.

As well as more specialist nurses, dietitian support has been increased and, crucially, a psychologist has been appointed to help support the children and their families. Vital equipment, including a special blood-testing machine, which is used in clinics, has also been purchased.

The team provides support for 200 children and young people with diabetes in BaNES, Wiltshire and Mendip. Many of these children were diagnosed at a very young age, often under the age of five. Dr Amanda Billson, Lead Paediatrician for the Childrens' Diabetes team, explains how the new team will improve the ability of these children and their carers to manage their diabetes.

"The new team will be better placed to provide the education and psychological support that these children, their parents and other carers need, in order to manage their diabetes on a day-to-day basis. Diabetes is not an illness, but is a condition that these children and their families have to learn to live with. Education on how to adjust insulin doses and nutritional advice is essential, but emotional support is also particularly important.



We are grateful to supporter Lucy Strong, who ran the London Marathon to raise over £5,000 for a blood testing machine



Twins Jack and Sam Sheppard having their blood tested at the Paediatric diabetes clinic

"School is a major part of any child's life. Children with diabetes need to give insulin by injection or insulin pump at every meal, including lunchtime at school or nursery. They also need to monitor their blood glucose levels with regular finger prick blood tests throughout the day. As well as supporting the families, the new team will be better able to provide teachers and other staff with the support and education that they need to support these children. This will allow them to continue to take a full part in school life, including school trips and extra curricular activities, despite their diabetes. In the longer term, we hope that we will also see fewer children with diabetes needing admission to hospital with illness and fewer young adults getting the complications of diabetes such as eyesight and kidney problems."

Over the last three years the Department of Health has undertaken a review to ensure every childrens' diabetes service will meet 'Best Practice' care standards. The unit at the RUH is one of the first in the South West to be able to meet these standards, thanks to investment from the Trust and the support of local GPs and Primary Care Trusts.

A PARENT'S VIEW

Twins Jack and Sam Sheppard, from Midsomer Norton, were diagnosed with diabetes five years ago and they attend a diabetic clinic at the RUH every three months. Dad Anthony says: "We have always found the level of care and attention to the boys' condition to be of the highest standard.

"The entire diabetic team has always offered us great support and advice ranging from nutritional information through to adjustments in insulin delivery. Due to the complexity of the condition it is not always easy to maintain the readings we would ideally like for the boys and the team are always available to offer suggestions on where we could make improvements. We have always felt that help is just a phone call away which gives us great peace of mind. The boys are always treated as individuals and their care plans are tailored to suit each of their particular needs.

"We can't speak highly enough of the care we feel Jack and Sam receive from the whole department."



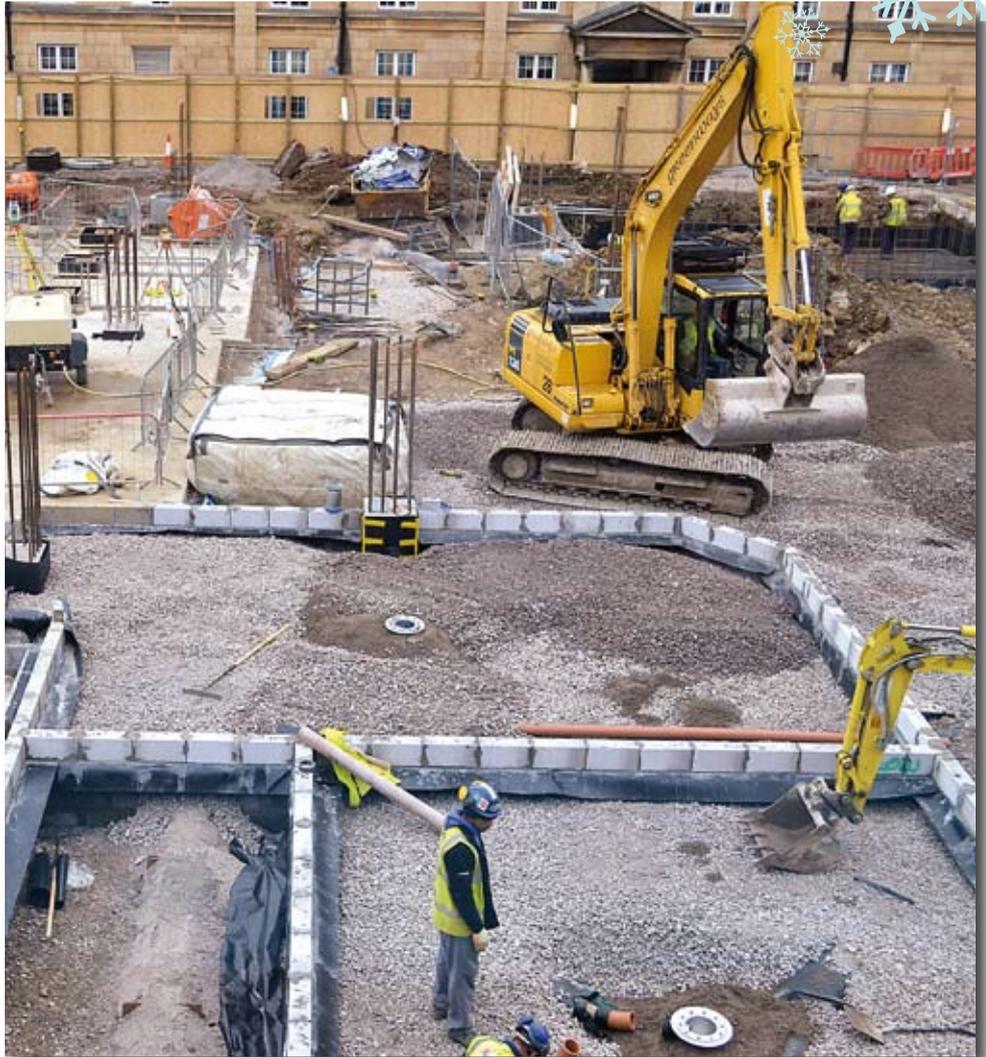
People moves

We welcome two new non-executive directors to the RUH. They are Nick Hood CVO, CBE and Nigel Sullivan, who have been appointed by the Appointments Commission to serve on the Trust's Board. Nick from August 2012 to July 2014 and Nigel from August 2012 until July 2016.

Nick Hood was, until recently, Deputy Chairman of Brewin Dolphin plc, the UK's largest independent private client investment managers; he is a former Chairman of Wessex Water, past Chairman of Winterthur Life plc, a life Vice-President of @Bristol and a past member of HRH Prince of Wales' Council for the Duchy of Cornwall. He has considerable experience in marketing and governance and in negotiating with government regulatory bodies. Nick lives in Bath, has six children and 13 grandchildren who, he says, keep him too busy to be able to fish, paint or listen to good music as much as he would like to!



Nigel Sullivan is currently the Group Human Resources Director for the telecommunications group, Talk Talk plc and played a pivotal role in the restructuring of the business and the setting up of a programme to give employees a greater voice at a local and national level. He describes himself as a "failed scientist" as he was once a researcher in Environmental Chemistry with a PhD position in sight then chose a complete change of career in what was then called Personnel Management. He's in his 10th year as a Group Human Resources Director and has also been responsible for procurement, property, health and safety and insurance over that period. He has lived in Bath for 10 years and is very fond of the city and Bath Rugby.



Foundations laid

Having spent a number of months preparing the site, construction of the new Pathology Department and Mortuary is underway with our construction team from Kier. This is the first phase of the Trust's major estates upgrade programme.

Some of the foundations are already in and very soon the building itself will begin to take shape.

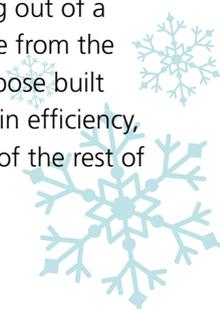
The new lab will offer a huge improvement over the current laboratory and be right at the heart of the hospital; near to theatres and with stronger links to the Emergency Department and other acute services.

The laboratories are designed to be

open plan and flexible to meet the changing service needs of the hospital, and the local community. They will be a huge improvement over the current old buildings, which will be demolished once the new laboratory is open in 2014.

Nigel Roberts, Biomedical Scientist in Haematology, is looking forward to the move.

"The new laboratory represents a great chance for pathology to integrate with the rest of the hospital, being linked directly to theatres. Moving out of a building, parts of which are from the 1940's, into a modern purpose built building offers huge gains in efficiency, and will support the work of the rest of the Trust."



Time for play

The children recently enjoyed a visit by two of Avon and Somerset's mounted police officers. The beautiful horses, Clifton (pictured) and Broadmead, towered over the children who had come out to meet them, and stood patiently whilst they were admired and petted. Their appearance was eagerly anticipated by both staff and children at the hospital, and by the Avon and Somerset Police officers, who enjoy these visits as part of their services to the community. The visit was just one of several the Play Specialists organise for the children during the year.



Nathan with Clifton the police horse

The value of play in the development of children is recognised by experts and, for the child or adolescent in hospital, play has a very special significance. It is not a way of keeping them quiet or passing the time, it is part of the treatment they receive.

Play is important, both in preparing children for what is going to happen and in providing ways for them to work through anxieties and fears and deal with their experiences in hospital.

The Children's ward at the RUH has an area for play and activities that is managed by two qualified and registered hospital play specialists. They provide therapeutic play programmes for children of all ages, individually and in groups. They are usually based in the Children's ward and Children's Outpatient Department, but provide resources and advice to other areas in the RUH where children attend.

Lynn Gardiner and Jo Powell (pictured) have been Play Specialists in the Children's unit since 1992.

Lynn says: "We provide play to achieve developmental goals and use play to

prepare children for hospital procedures. We also lead distraction and alternative focus activities for children during procedures, and help children to master



and cope with anxieties and feelings."

Jo adds: "We provide recreational outlets and fun activities in the clinical environment, and we support families, particularly siblings. We also contribute to clinical judgments through our play based observations of children.

"We encourage children to keep up their usual interests and use specific play techniques to minimise stressful events by acting them out in advance. This helps reduce a child's possible fear of hospital, lessen any pain or anxiety and meet their play needs."

Celebrating staff achievements

Two of our staff were finalists in national competitions for major awards recently.

Sue Leathers, Matron for Older People's services, was a finalist in the Nursing Times Nurse of the Year Award, a prestigious accolade that celebrates



Sue

inspirational nursing, and which recognises how nurses innovate to provide better care for patients.

Sue was put forward for the Nurse of the Year award for her unfailing commitment to patients and staff. She has been an inspirational nurse leader, and has led a series of changes to transform care for stroke patients at the RUH.

Anne Plaskitt, Senior Nurse for Quality Improvement, was also a finalist in the Nursing Times Awards in the Patient Safety Improvement category, and also in the E-Health Insider Awards, in the category for best use of IT to promote patient safety.

Anne was put forward for the patient safety awards in recognition of her commitment to improving and ensuring the safety of our patients.

She was instrumental in developing the electronic patient risk assessment used by nurses, as part of the electronic patient record system, Millennium.

This national recognition for our colleagues is well deserved and they are already winners in our eyes.



Anne



The Trust's Communications Team were finalists in the 2012 Chartered Institute of Public

Relations 'PRide Awards' in not one category but two. The awards are to recognise outstanding examples of public relations and communications at work across both the public and the private sector.

The Team submitted the 'Say No to Norovirus' public awareness campaign and this magazine in the 'Best External Publication'.

The CIPR PRide Awards is the only UK-wide awards scheme that recognises excellence in public relations and communications work across Scotland, Wales, Northern Ireland and the English regions.

We were shortlisted and up against



The Communications Team: Anita Houlding, Tim Edmonds, Helen Robinson-Gordon, and colleague HR Director Lynn Vaughan, ready for the awards ceremony

some pretty stiff competition in both categories; ranging from long established PR companies to an emergency services partnership, a bank and a large utility company.

It was a fantastic evening and we were very proud to have our

hospital magazine and our work to raise awareness of Norovirus considered against some very well established players in the world of Public Relations.

Thank you to all who supported us and here's to next year!



Head of Estates Andy House, Environment and Sustainability Manager Luke Champion and Director of Estates and Facilities Howard Jones

National award for **Team Green**

Our 'Team Green' has won a national award for its environmental work at the RUH.

The team's efforts were recognised with the Energy Efficiency award at the Health Service Journal's Efficiency Awards 2012.

Team Green is a group of staff across all grades of the hospital who have joined together with the goal of improving the environment by cutting carbon and waste, and saving both energy and money.

Director of Estates and Facilities Howard Jones says: "We are absolutely delighted that our work to reduce our impact on the environment has been recognised nationally.

"We are committed to being sustainable and recognise that we have an important role to play, both as a large employer in Bath and as part of the wider NHS, in reducing our carbon emissions and becoming even more sustainable.

"This award is recognition of the amount of work we have done so far to become greener, and we are actively seeking new ways to become as environmentally-friendly an organisation as we possibly can."

Several projects have been carried out to improve our environmental performance, which have helped us reduce our carbon footprint from 15,000 to 10,000t CO2 in the last three years.

Our waste recycling has increased significantly, and we have reduced the amount of water we use by 20,000 cubic metres, saving thousands of pounds a year in bills.

Our most significant project has been the opening of a new Energy Centre at a cost of almost £5m. This is helping us to save 3,000 tonnes of carbon a year and is cutting around £600,000 in fuel bills.

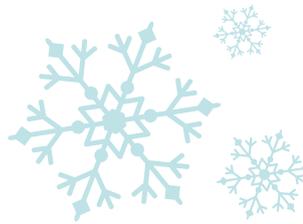
We have also installed mini combined heat

and power units in our residential blocks, which generate electricity and heat for the accommodation with the spare electricity being exported to the grid.

The hospital is also promoting greener travel, installing new cycle sheds and shower facilities which have led to an increase in numbers of staff cycling to and from work. We also offer discounted bus tickets to staff, half-price parking for staff who share cars, and contribute financially to the running of the Park and Ride service to and from the RUH.

Our new Neo-natal Intensive Care Unit has been given a Building Research Establishment Environmental Assessment Method rating of 'excellent' for its low energy use.

We also have 'environmental awareness representatives' in every department – these are green champions who promote environmental schemes in their work area.



What time is it?

The Bath Institute of Medical Engineering (BIME) has designed a revolutionary new clock, which is helping to dispel confusion for people living with dementia.

The new clock acts as a helpful reminder, constantly displaying the day of the week and whether it is morning, afternoon, evening or night.

Nigel Harris, BIME Director, explains: "People living with dementia can lose the ability to tell the time, even to the extent that they cannot distinguish between night and day.

"Confusion about the time of day often causes people to mix up the middle of the afternoon with the middle of the night, resulting in repeated phone calls to friends and family in the early hours. This new type of clock will support people with dementia and helps to reduce this growing problem."

Designed in close consultation with people living with dementia, the clock is deliberately simple, displaying only the necessary information needed for people to consolidate their daily routine and reduce anxiety about missing regular events or appointments. It does not display the exact time and date as research has shown that this additional information can be distracting.

Nearly 700 Day Clocks have been sold since it was launched a year ago. In fact



the Day Clock has been so successful in helping with this serious problem it won a South West Innovation Award. The clock was also a finalist in the National Dementia Care Awards.

The clock is available from www.day-clock.com or by calling 0117 330 2277.

BIME is an engineering design and development charity based at the RUH, which works to improve the quality of life of people with disabilities and healthcare problems.

They have developed over 300 products over the years and these have changed the lives of well over 200,000 people.



BIME team

Building class

We are delighted that our Dyson Centre for Neonatal Care has received yet another accolade, winning an award for best inpatient facility design.

The win was announced at the Building Better Healthcare Awards 2012, which recognise and reward excellence in the healthcare built environment and medical technology sectors.



Successful walking aids amnesty

Last year we spent £29,000 on walking aids to support patient care in both the Emergency Department and Orthopaedic Outpatients, and many of them are not returned.

However, thanks to a successful public appeal, and the enthusiasm and commitment of staff in the hospital and in the community, many of our walking aids have been returned helping us to save money and reduce waste.

Andrew Ross, a Physiotherapist working in the Emergency Department at the RUH explains: "In August this year, we made a plea to the public to return any crutches, walking frames or sticks no longer required. By returning them, people can help the Trust to save quite a lot of money.

"We have been asking patients who attend the Emergency Department to sign for the loan of walking aids needed for short term use. The form asks them to return the walking aids within a 12 week period, unless they are required for long-term use, in which case, we'll record that requirement. If the walking aids are not returned within that time, an invoice will be issued for £35, which will cover the costs incurred in replacing them as well as administration costs.

"Since introducing the scheme two months ago, 71 crutches have been returned, equivalent to a cost of £702. Encouragingly it looks like the public are responding to our pleas and returning their aids before we need to invoice them."

Therapies Manager Maggie Depledge, comments: "We are very grateful to our local press and radio for helping us publicise this initiative, which has clearly contributed to its success.

"We have also been working with community equipment providers in Bath and North East Somerset and Wiltshire,



Some of the staff and volunteers who have been involved in recovering and refurbishing walking aids

and they have already recovered 177 walking frames, recouping £3,500 of costs within a six month period.

"The Friends of the RUH have also been integral to the success of these initiatives. The volunteers have helped to free up therapy staff time, by volunteering to clean and refurbish all the walking aids that have been returned.

"We are really delighted with the support we've received so far and we hope that the public will



The wrong kind of recycling – picture taken outside a house in Holt, West Wiltshire

continue to behave responsibly and return any hospital property they have on temporary loan, which is no longer required."

Collect and reflect

Do you have any artifacts relating to the hospital from 1932 onwards?

Would you like to share them with us or let an historian tell you more about them? If so, bring them along to the hospital on the 11th December.

See local press and our website for more details nearer this time.

Art

at the Heart of the RUH

In December this year, the RUH will have been on this site for 80 years and the Trust will be commemorating this milestone anniversary with a series of events over the coming months.

The hospital's Art's programme – Art at the Heart – has kicked off our celebrations in phenomenal style, with the unveiling of a unique and fabulous light sculpture. Brass Monkey, a pyramid of spheres which pulses with a cool blue and white light at the heart of the hospital, was created by renowned artist and lighting designer Bruce Munro. We have pictured an element of the light sculpture on our cover. Some of you may have seen Bruce's fabulous Field of Light installation at the Holburne Museum earlier this year.

Situated in the main courtyard, near the hospital's Atrium, the sculpture is designed to uplift spirits and is guaranteed to put a smile on your face. We are incredibly honoured to have it.

Bruce Munro says: "It's a great privilege to be commissioned by the RUH; my hope is that the piece will work on an aesthetic level and also bring a smile to many patients during their stay."

Combining light, colour and form in an artwork for the hospital will help towards a calming and soothing environment, especially during a long, dark winter.

Emerging Young Talent

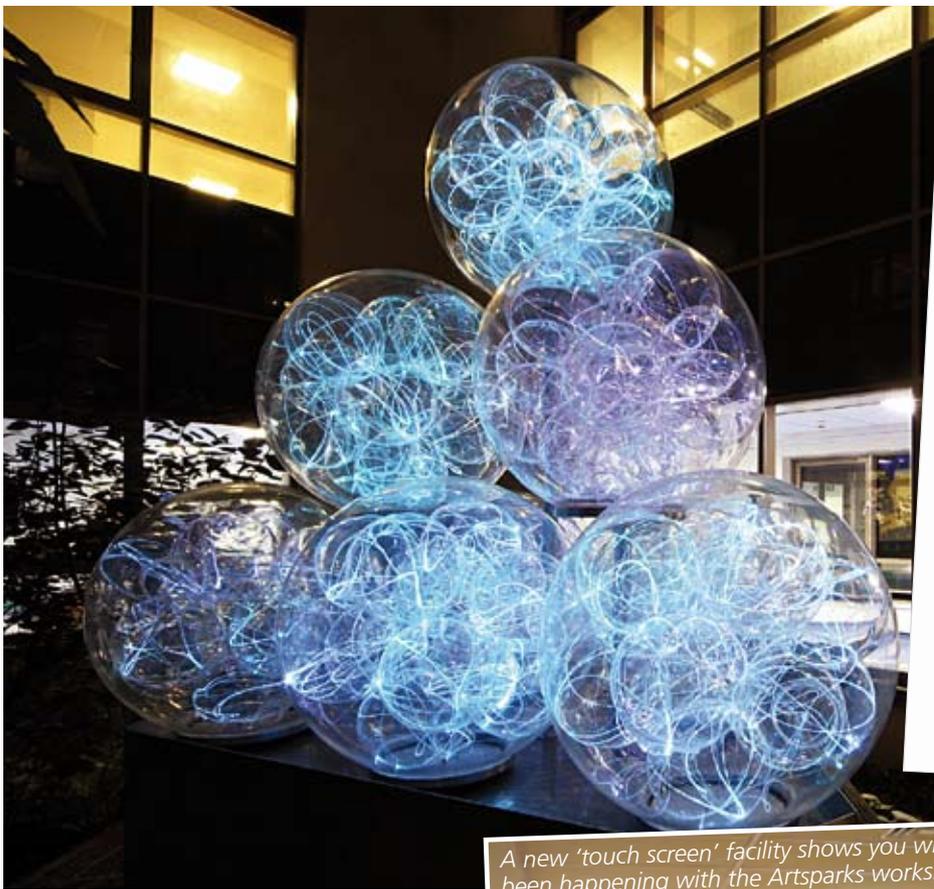
Will Beck has pictures on display at the hospital. William's interest in photography started in childhood, taking photographs with his father, a keen

amateur photographer. It was only when he won an Arts Council Bursary aged 15 to work with photographer Jonathon Lee and digital artist Al Pagan that his work gained momentum. He began to experiment with digital manipulation on a series of black and white images taken from the landscape. Buildings often feature but they are manipulated to look almost artificial, like isolated stage sets in a rural landscape.

Artsparks

There's an awful lot of art going on in the children's centre too. Arts Programme Manager Hetty Dupays says: "Artsparks is a series of regular creative workshops responding to different themes throughout the year. We are delighted that feedback we have received tells us we are making a positive





2D Painting
Ceramics
Drawings
Open Art Competition
Glass
Jewellery
Textiles
PHOTOGRAPHY

Art at the ^{Heart} of the RUH
1st Bi-Annual Open Art Competition

Artists are invited to submit up to three works for the 2013 exhibition
 Entries Fee £6 per image, £15 for all three submissions
 Deadline for submissions: 24 February 2013

In Association with Galleries Magazine

www.ruh.nhs.uk/art

A new 'touch screen' facility shows you what has been happening with the Artsparks workshops

difference to the lives of over 700 children, parents and staff a year, who have come to depend on these workshops as a form of distraction therapy, engaging families in a positive and constructive way.



"This year we continued our fundraising tradition for our Children's ward by hosting a high quality art raffle in conjunction with the Bath Galleries Group Art Affair. The raffle saw 15 local artists donate a variety of artworks ranging from large-scale etchings, fine oil paintings to contemporary photography.

"The Arts Raffle was a great opportunity for individuals to support the Artsparks Project and the Children's ward at the RUH, whilst having a chance to become the owner of a prestigious piece of art from one of the artists represented by the Bath Galleries Group."

The raffle helped us raise £2,500, which will go a long way to continuing and strengthening the innovative work that goes on inside the Children's ward.

Heritage and History Project: Generations of Care

To mark the Royal United Hospital's 80th Birthday, Art at the Heart is inviting members of the hospital and public to submit stories, photographs and memorabilia. This will then help form a series of history panels ranging from 1932 - 2012, to be permanently installed in the hospital Atrium, from early next year.



Contributions can be made online from February 2013, or by attending a number of road show events across Bath. To find out more about this unique project please keep an eye on our website www.ruh.nhs.uk/art



The Mood Ring

It must be rare to find many novels that feature scenes set at the Royal United Hospital but we do have a place in The Mood Ring, written by local author Cath Weeks, though we're known in the story as Bath Central.

Cath, who is from Odd Down, has written the book some years after her baby son Wilfie, developed meningitis and septicaemia at 10 days old. He was in intensive care for a month. Cath spent many hours in both NICU and on the children's ward at the RUH, and she has drawn on her feelings at that time.

The Mood Ring follows the story of a

mum who is accused of child abuse and is intended to reach out to parents. Cath says: "I'm pretty hardy but the experience when Wilfie was ill shocked me. During that time I realised that many parents struggle when things go wrong, and feel intensely isolated. I wanted to write a book, not about child illness, but a gripping drama that would highlight the loneliness that many mums feel.

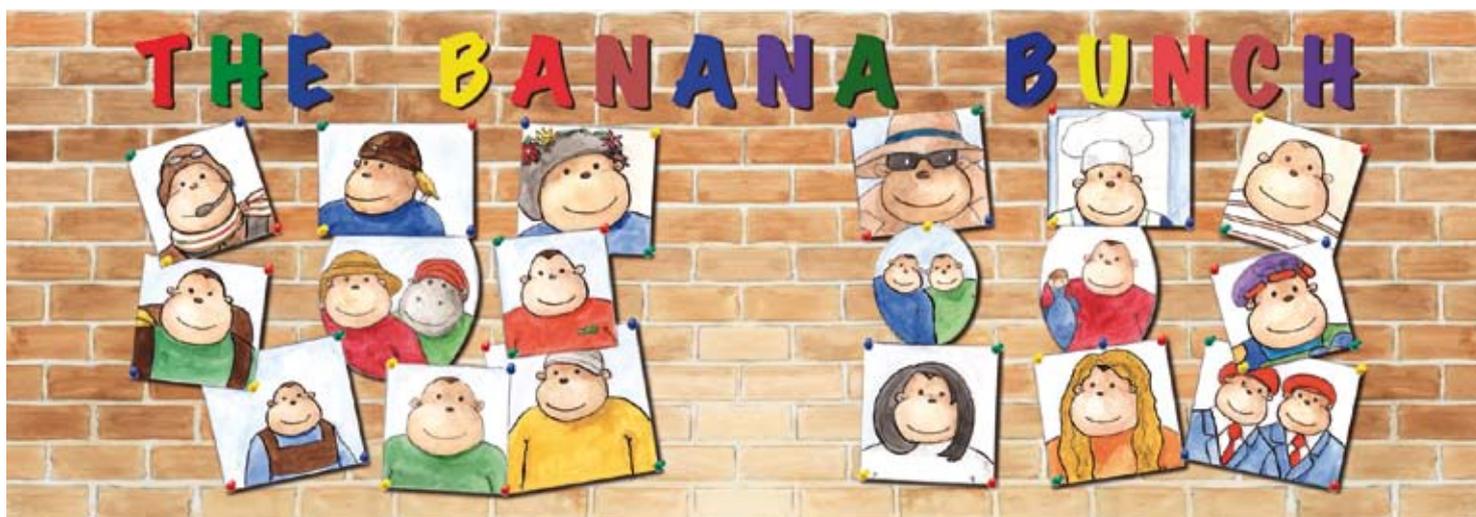
"I chose the subject of being accused of child abuse because it was the worst possible scenario that I could think of, and the most dramatic backdrop."

Wilfie is now seven years old. Cath, who also has a five-year old son Alex, said:



"I see this as a success story, as things could have been so much worse. Despite its dark subject matter, The Mood Ring is bright and hopeful in outlook."

Our readers may like to know that The Mood Ring is available in paperback and on Kindle. It can also be downloaded from www.amazon.co.uk



Bath Hospital Radio has been entertaining patients with some fun stories about the antics of a family of monkeys, written by a former Bristol doctor Dawn Carroll.

Dawn Carroll, who now lives in Bath, initially wrote The Banana Bunch to cheer up her friend Sheila, who shared her home in Wales with several toy monkeys. Sheila was taken ill suddenly and spent time in hospital, too unwell to welcome visitors.

Dawn says: "Being unable to visit presented a dilemma to friends who wanted to let her know that we were

all still thinking of her. Inspiration came when I heard that Sheila didn't like hospital food. I made a card using a photo of a group of monkeys and inside wrote a light-hearted message along the lines of "We're on our way with emergency bananas!"

"She loved the card and it had made her family and the hospital staff laugh. I created a further 30 cards, each one telling a short story of the antics of the monkeys as they tried (and generally failed) to deliver Sheila's bananas.

"The support from the team at Bath Hospital Radio has been magical.

They have been amazing. It has been tremendous publicity for the book, and also takes the stories back to their roots; as a means of bringing a smile to the face of other people who are temporarily stuck in a hospital bed."

The Banana Bunch is published by Sunnydays Publishing, and is also available for order from Waterstones and Amazon. 100% of the profits will be shared equally between Ty Hafan, the children's and young person's hospice in Wales, and Winstons Wish; the charity for bereaved children.

Giving a **helping hand**

Friends of the RUH

Blooming marvellous!

The leaves on the trees are dropping fast and the flowers are hiding away, but the hospital gardens are still full of interest and dotted with colour. Thanks to the 'green fingers' of our volunteer gardeners, we know we can look forward to a colourful spring.

Their skills range from general maintenance to major renovations. Over the last three years, the gardening team has transformed 20 courtyard gardens across the hospital, including the Four Seasons Garden and the Jubilee Garden. Over the next 12 months they aim to renovate the gardens next to the Emergency Department and Oncology.

They can be seen working most Wednesday mornings and some weekends, carrying out the multitude of tasks involved in keeping the hospital gardens looking beautiful throughout the year.

The team is led by Jane Rymer, who said: "We tend the gardens so that they offer patients, visitors and staff a



(l to r) Christine Weston, Jane and Bernard Rymer and Jill Lake

haven of peace and tranquility. We are always so delighted when people look in and say how much they appreciate the gardens, and we are grateful to staff and the Friends of the RUH volunteers for all their support."

Their talents earned them a 'first prize' win in this year's Bath in Bloom competition. Following the judges' visit to the hospital's flourishing courtyard gardens, and an inspection of the gorgeous planters at the main entrance, the Friends of the RUH volunteer

gardeners were awarded a prize for the best horticultural achievement by a community group.

In addition to being volunteer gardeners, Jane and her husband Bernard organise the annual Weston Village Flower Show, and the Weston Village Open Garden event. They also run the Weston Village Gardening Club. For their hard work, Jane and Bernard were also presented with a special award for horticultural achievement from the Chairman of Bath in Bloom.

Gamma-CT Scanner arrives

Bath rugby players James Tyas and Jack Cuthbert, and gold medallist Amy Williams helped us celebrate the arrival of the Gamma-CT Scanner in the Nuclear Medicine Department.



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Forever Friends latest



Our staff go **fluorescent**

Once again our staff showed their enthusiasm and support for the Trust's biggest fundraising day - **Ted's Big Day Out** – to raise money to build a new Cancer Centre.

Olympic Gold medallist Amy Williams

and Bath Rugby players Simon Taylor, Jack Cuthbert and James Tyas joined us for some fundraising fun and they were all so impressed to see the efforts made by staff to embrace the fluorescent theme.

Players' visit cheers patients

Bath Rugby and England International players Matt Banahan and Rob Webber and Academy player Tom Baldwin put smiles on faces of patients and staff during a recent visit to the Oncology Department.

The players had a glimpse behind the scenes, visited both the chemotherapy and radiotherapy suites, and took time to talk to patients and staff and pose



for photographs. They also heard more about the proposals for the new £28 million Cancer Centre, £5m of which will come from funds raised from the Cancer Centre Campaign.

One patient, Alf, who is a strong supporter of Bath Rugby Club, had travelled all the way from Wells to meet his favourite team, and he was beaming like a Cheshire cat after their visit. Alf talked about his patient experience and his gratitude for the care we provide.

Rachel Bowen, Oncology Consultant, said: "It has been fantastic meeting the players and we're delighted to have shown them around the department. We have terrific staff working here, and a lot of great facilities, but the environment in which the patients are treated clearly could be improved. We're very excited about the plans for the new Cancer Centre."

Doctors Mess **Ball**

RUH staff swapped their uniforms for black tie for the annual Doctors Mess Ball. The stylish evening started with drinks around the beautiful Roman Baths where guests were serenaded with music from Alba Hubbard, then dinner in the Pump Rooms, followed by live music, entertainment and dancing. Some fabulous prizes, donated by local businesses and retailers, were raffled during the evening and the event raised over £1,200 for the Cancer Care Campaign.



(l to r): Catharine Brindley, Jiten Doshi, Natalie Gaskell, Steve Lindley, Becky Anderson

Bath Half Marathon?

There are Silver Bond places available for the half marathon on Sunday 3 March. To secure a place an initial donation of £35 is required, and all runners must pledge to raise a further minimum sponsorship of £175 for the Cancer Care Campaign.

For more information give the team a call on 01225 825823 or visit the appeal website www.foreverfriendsappeal.co.uk

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Dementia, end of life, stroke, Parkinson's

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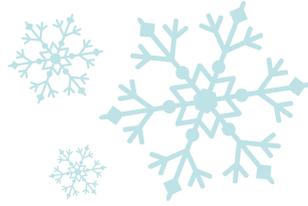
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Take a break

Grab a few friends and team up over a cup of coffee and a mince pie, to see who can answer the most Christmas themed questions correctly.

1. Pleased proud puppet?
2. Gum Olibanum, from the tree *Boswellia sacra*?
3. Dickensian metaphor, not generous with money?
4. White marking on a horse's lower leg?
5. ... may be willing, but flesh weak?
6. 9, 18, 22, 79 are significant?
7. Powdered wool or cloth in certain wallpapers?
8. Malaikah in the Qur'an, and Mal'akh in the Hebrew Bible?
9. Widely used title of high authority, in English, was originally 'hlafweard', meaning bread-keeper?
10. Pre-1948 widely used unit of luminous intensity?
11. Alternative name for the plant Sweet Cicely, from its Latin name?
12. Very old 'logging' term, cognate with Old Norse Jol?
13. Arabian and Bactrian varieties?
14. Dwarf heather *vaccinium* yielding acid fruit?
15. A side in a contract or dispute?
16. Originally, in English, a student residence, preserved in Gray's and Lincoln's?
17. Conducted mission of preaching and healing, with reported miracles, in Palestine, c.28-30AD?
18. Genus *ilex*?
19. ... thought, an old term for a wishbone?
20. Seminal place, House of Flesh in Arabic, House of Bread in Hebrew?
21. ... Anise, used for aniseed flavouring typically in Asian cooking?
22. From Latin, 'a spark', showy?
23. Originally Old English 'haligdaeg', meaning 'holy day'?
24. Trumpet end?
25. Beast of burden, *Equus asinus*?
26. Pre-digital video or TV screen 'noise' due to no/poor signal?
27. Verb tense neither future nor past?
28. Milk/cream, sugar, beaten eggs, and liquor drink?
29. Name given to Christ when prophesied by Isaiah?
30. Yorkshireman William Strickland is believed to have brought the first one to Britain from North America in 1526.



Who am I?

I was born in Portsmouth on 7 February 1812, the second of eight children. Soon after my birth my family moved to Bloomsbury, and then to Chatham, Kent, where I spent my formative years.

My father's brief period as a clerk in the Navy Pay Office gave me a few years of private education, but he continually lived beyond his means, and he was imprisoned for bad debt in the Marshalsea debtors' prison.

At 12 years old, I was sent to work 10 hour days, earning six shillings a week, in Warren's blacking factory, to pay for my board and to help my family. My work was to cover and label the pots of boot blacking. Another boy came to show me what to do. His name was Bob Fagin!

The strenuous and often cruel working conditions made a lasting impression on me, becoming the foundation of my interest in the reform of socio-economic and labour conditions.

I eventually went on to work as a junior clerk at the law office of Ellis and Blackmore, of Holborn Court, Gray's Inn. Then I left to become a freelance reporter, writing for *The Mirror of Parliament* and *The True Sun*. In 1833 I became parliamentary journalist for *The Morning Chronicle*, and I was able to publish a series of sketches under the pseudonym 'Boz'.

In April 1836, I married Catherine Hogarth, but became estranged from my wife in 1858 after the birth of 10 children.

I would go on to write 15 major novels and countless short stories and articles before my death on June 9, 1870.

I was laid to rest in Poet's Corner, Westminster Abbey.

Who am I?

Take a break

Answers to last issue's puzzles

Across: 1 Bombay, 4 Spanish, 9 Orange, 10 Festival, 11 Australia, 12 North, 14 Madrid, 16 Airmiles, 18 St Moritz, 22 Gurkha, 25 Brie, 26 Frankfurt, 27 Atlantic, 29 Oilrig, 30 Ontario, 31 Soho.

Down: 1 Bombay, 2 Monitor, 3 Alexandria, 5 Pisa, 6 Nairobi, 7 Seattle, 8 Africa, 13 Dragonboat, 15 Dam, 17 Lek, 19 Tibetan, 20 Okinawa, 21 Zurich, 23 Raffles, 24 Harwich 28 Tai

Guess who? Stanley Kubrick