

The community magazine from the Royal United Hospitals Bath

Stay Well This Winter
(page 3)



Call the
midwife...
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4D baby scan service
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insight

ISSUE 28 WINTER 2015

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Welcome



Welcome to the Winter edition of Insight, our community magazine.

It hardly seems possible that we're heading towards the end of another year – but what a year it has been.

In February, we welcomed the teams from the RNHRD, securing the future of its renowned specialist services. The total transfer of services will take a full three years to complete and it's vitally important that the views of those who rely upon these services are taken into account before any relocations are made (see page 5).

In June, we marked the first anniversary of maternity services transferring to the RUH. In doing so, we committed ourselves to providing the very best care to the thousands of women and families who pass through maternity each year. We're pleased to announce that our commissioners have taken the decision to allow maternity services to remain with us permanently as part of our acute contract.

Oh, and on 1 November we celebrated our first birthday as an NHS Foundation Trust.

Finally, I'd like to say a big thank you for bearing with us as building work begins at the RUH. Though we've create extra spaces to account for those temporarily out of use in carpark 'P3', it often doesn't feel like it when you're trying to find a space. Happily, approval has just been granted for the creation of 350 new spaces at the RUH. Work will begin before the end of this year and will lead to significant improvements in parking at the hospital.

Take care,

James Scott

Chief Executive

We're always keen to hear your feedback about insight – or any aspect of our work. Please email RUHcommunications@nhs.net

Cover image: Brian and Patricia Lock (pictured with cardiology staff) who helped raise over £41k towards the 'stress bike' (page 10)

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RUH Midwife

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Public Governor
North Wiltshire

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STAY WELL THIS WINTER

There is so much you can do to help keep yourself and those you love healthy and out of hospital this winter.

Take flu seriously ...

For many people, flu is simply a deeply unpleasant illness. However, for the most vulnerable – small children, the elderly, those with long-term illness and pregnant women – it can be a killer. Literally. If you or someone you care for is eligible for the free adult flu vaccine, then take it. You can get your flu jab from GP or any participating pharmacy.

Stop the 'super spreaders' ...

The flu vaccine is available for children 2-6 this year. Delivered as a nasal spray, it's available from the GP, participating pharmacies, or even through your child's school. Children are 'super-spreaders' and are much more likely to infect others so vaccinating a child will help protect parents, grandparents and siblings.

We are proud to support 'Stay Well This Winter' a joint campaign by Public Health England and NHS England.

Are you eligible for the free flu jab?



Visit www.nhs.uk and search 'flu vaccination' to find out.

Seek early treatment...

As well as being smart on flu, you can stay well this winter by seeking early advice if you start to feel unwell. A trip to the pharmacist or GP could prevent a lengthy stay in hospital. The elderly are the largest group admitted to hospital over winter, and often the most reluctant to seek early help for fear of being a 'nuisance'. So please, look out for older family members and neighbours this winter.

More advice and info can be found on www.nhs.uk/staywell

Follow us on Twitter for more tips on how to Stay Well This Winter: @RUHBath



Estates Updates



Fit for the Future

Our overarching ambition is to create a site and services that are truly Fit for the Future. We will be keeping our patients, staff, local residents and users of all of our services well-informed as our work to redevelop the RUH continues. Regular updates will be posted to our website on a dedicated webpage www.ruh.nhs.uk/about/fit_for_the_future. A dedicated Twitter account has also been set up so that we can update the public on our progress and issue real time information about anything happening on site that patients and visitors may need to be aware of when they come to the hospital. Follow us on ... @RUHFit4Future

Extra parking gets the go-ahead...

On Monday 2 November, BaNES Council planners granted permission for an extra 350 new car parking spaces to be built at the RUH. As well as providing new spaces for patients, visitors and staff, we will be improving and rationalising the existing car parks on site, to make the whole experience of pulling up and finding a space that bit easier for everyone. The work will begin in December and is due for completion in March 2016.

Pharmacy build: New location, improved facilities, future focused

In October 2015, we started work on the construction of our new state-of-the-art pharmacy facility. We are working with Kier Construction, who were also responsible for building our new Pathology Lab and Mortuary.

The new facility will help us provide a better, more efficient service for patients, with systems and processes that are as integrated as possible. We're also looking to the future and creating a facility that can cope with changes in demand, new medicines and increased standards of safety. The pharmacy will include a new aseptic unit, where highly specialised cancer and other medicines are prepared in sterile conditions. This will replace the temporary facility currently located at the entrance to the RUH. The new pharmacy will be located closer to ward areas and the site where we'll be building the new Cancer Centre. By clearing part of the area previously occupied by car park P3, we are able to bring the pharmacy service back into the heart of the hospital site.

Our current pharmacy facilities will remain fully operational throughout the build and there will be no disruption to the services we provide. The new pharmacy is scheduled for completion in Autumn 2016.

Once the new pharmacy is up and running, we can then demolish the old pharmacy building – creating space for new rheumatology, orthopaedic and therapies facilities.

"Pharmacy continues to evolve, and the service has grown. The population is also growing and changing, so we need to adapt to reflect this and our new building will allow us to achieve this."

**Rachael Whiteley,
Pharmacy Operations
Manager**



Relocation, relocation, relocation...

It's been ten months since the RNHRD became part of the RUH family, and the integration of our two organisations is progressing well. In the lead up to acquisition, we talked about the benefits of bringing our two Trusts together, combining our joint clinical expertise to improve the experience for patients. In order to fully realise the benefits of joining together, services will gradually move out of the Mineral Hospital building.



Slowly does it...

We're taking a phased approach, over the next couple of years, to ensure that services are relocated in a safe and patient-centred way.

It's a complicated process and we do not have all the answers yet. Some services such as rheumatology, orthopaedics and therapies have special requirements that could be best met in new purpose-designed buildings, so we're keeping this possibility firmly in mind as we continue to develop our 'Fit for the Future' programme of estate redevelopment (see page 4).

Other services have the potential to move much

more easily. Paediatric Rheumatology and the Specialist Paediatric CFS/ME service is planned to relocate early next year. One proposal is to move these services to the RUH's dedicated Children's Centre where they would be fully part of the hospital's paediatric department.

Dr Esther Crawley, Consultant Paediatrician at the RNHRD, is enthusiastic about the prospect: "By being an intrinsic part of the RUH Children's Centre, we'll have better access to the other paediatric specialties. Our community clinics would continue to run as usual. Those services that currently run from the Mineral Hospital site would gain all the benefits of senior paediatric expertise by being based up at the RUH."

However, it's not just about what we think. We need to hear from our patients what matters to them. So, from October 2015 to January 2016, we are engaging and consulting with patients and their carers, staff, community groups, specialist charities, and anyone else with an interest in these paediatric services to make sure we get it right.

The ultimate goal is to continue to provide the same high quality services, delivered by the same expert teams. We hope you'll support us to achieve that goal.

You can find information on specific service relocations, together with our overall plans for relocating services, on our website www.ruh.nhs.uk/about/service_relocations

Your comments and concerns are welcome at any stage in the process, so do get in touch: ruh-tr.haveyoursay@nhs.net

Living with and Prostate Cancer

Prostate cancer is the most common cancer in men, with over 330,000 men currently living 'with and beyond' the disease in the UK. As only men have a prostate gland, only men get prostate cancer. Prostate cancer can develop when cells in the prostate start to grow in an uncontrolled way – treatment focuses largely on stopping or slowing the spread of these cells.

Here we speak to RUH patient, Martin Birchmore who was diagnosed with aggressive prostate cancer in early 2012. He embarked upon a programme of treatment that saw him cared for across a number of departments at the hospital...

"Around four years ago, I was diagnosed with an aggressive prostate cancer. From that moment on I have been on a journey of managing the cancer and dealing with the often debilitating side effects of treatment.

"During this time, I've received care from a number of talented teams across different departments at the hospital – and I have to say, I cannot praise them highly enough. My treatment pathway has been seamless and every time I had a concern it was addressed immediately. No waiting around.

"All of the teams who have treated me have had such a great sense of humour – and that goes a long way when you're facing a long hard slog of treatment. The reception staff went out of their way to accommodate me and rearrange my appointments so that I could get here on time.

"When I discovered, part way through my treatment, that I had Type 2 diabetes, the care was amazing – the diabetologists came to see me in radiotherapy so that I could continue my treatment without interruption. Likewise, when I found myself in the Emergency Department with

"I was made to feel as though I was the only patient in the hospital"



Prostate Cancer Support Worker Beverley Palmer (l) and Macmillan Uro-Oncology Clinical Nurse Specialist (r) with RUH patient Martin Birchmore

beyond...

er

a urinary complaint, the William Budd Oncology team were there to meet me and whizz me off to make sure I got the care and assessment I needed.

“Prostate cancer doesn’t just affect the person living with it – so making sure partners, or close family members, are kept in the loop is vital. I’m pleased to say that my partner Stephen has been respected and included every step of the way. That has been so important to me, to both of us. This cancer isn’t a battle I have fought and won. It’s something that we will both have to live with and shape the rest of our lives around.”



Martin Birchmore with partner Stephen

“I was so impressed by the care and support I received that I have volunteered to be part of TrueNTH, a project run by Prostate Cancer UK in which the RUH is involved. The project seeks to improve the lives and experiences of men with prostate cancer. As part of the programme, I am hoping to act as a mentor for other men embarking on the journey of living with and beyond prostate cancer. The care I received at the RUH was so good that I am only too happy to be able to give something back.”

Prostate Cancer: the stats

- Prostate cancer is the most common cancer in men
- Over 42,000 men in the UK are diagnosed with prostate cancer each year
- The UK loses one man to prostate cancer every hour
- 1 in 8 men will get prostate cancer in their lifetime

Source: www.prostatecanceruk.org

Signs and Symptoms

Most men with early prostate cancer don't have any symptoms. Symptoms often only become apparent when the prostate becomes enlarged enough to affect the urethra (the tube that carries urine from the bladder to the penis).

When this happens, a man might notice things like:

- an increased need to urinate
- straining while urinating
- a feeling that the bladder has not fully emptied

For some men the first symptoms of prostate cancer might be new pain in the back, hips or pelvis. This can be caused by cancer that has spread to the bones. Although such aches and pains are often caused by other problems, it's vitally important that you seek advice from your GP if you experience any of these symptoms – you won't be wasting their time.

Movember Europe is a charity registered in England and Wales (1137948) and in Scotland (SC041981). Registered company number 7275694.

Prostate Cancer UK is a registered charity in England and Wales (1005541) and in Scotland (SC039332). Registered company number 2653887.

TrueNTH

Our innovative Urology Team is constantly striving to improve the support available to men whose lives are impacted by prostate cancer and, as part of this aim, the team is taking part in a three year global initiative called TrueNTH. Led by the Movember Foundation and managed by Prostate Cancer UK, TrueNTH seeks to improve the lives and experiences of men with prostate cancer, as well as the experience of partners, carers and family members.

‘Supported self-management’ is an important part of handing control back to men post-treatment and is an area the RUH is contributing to as part of the TrueNTH project. They have developed a form of remote monitoring which enables prostate cancer patients to monitor their care post-treatment, without the need for follow-ups at the hospital. They also run small group workshops covering topics such as signs and symptoms of recurrence, managing effects of treatment and healthy lifestyle management.

Beverly Palmer is the Prostate Cancer Support Worker at the RUH and has been part of this vital work. She said: “Being part of the TrueNTH project is an extremely rewarding and exciting opportunity. It involves delivering a pioneering model of follow-up care, in which we encourage patients to take control of their own health care. I thoroughly enjoy supporting our patients through their cancer journey.”

Prostate Cancer UK is the UK's largest men's health charity with the aim of helping more men survive prostate cancer and enjoy a better quality of life

www.prostatecanceruk.org

The Movember Foundation is a global charity committed to men living happier, healthier, longer lives

www.uk.movember.com



Dementia in foc

Every 3.2 minutes, one person in the UK will develop dementia. Over the next and other types of dementia, is set to double, making dementia one of the big needs of patients with dementia with the vision of becoming England's leading taking a look at two different projects the Trust is involved in that will help us

Join dementia research

Research is one of the key ways in which we can all collectively unite in our fight against dementia. Research offers hope; it will lead to a better understanding of what causes the disease, aid in the development of effective treatments, improve care and hopefully one day find a cure. However, knowledge of dementia currently lags behind that of many other major diseases, such as cancer or heart disease.

One of the big difficulties researchers face today is recruiting participants for their studies. At the same time, many people are looking for studies to contribute to and take part in, but don't know where to find out about them.

That is why we are proud to support the Join Dementia Research programme.

Join Dementia Research is a new national service which allows people to register their interest in participating in dementia research and be matched to suitable studies. The service is being run jointly by the National Institute for Health Research (NIHR) in partnership with Alzheimer Scotland, Alzheimer's Research UK and the Alzheimer's Society.

RUH Research Manager Kelly Spencer is excited to be supporting the service and is keen to promote it to the hospital's patients, staff and members:

"The service opens up opportunities for people to play a direct part in beating dementia; connecting researchers with people who want to participate in studies. Here at the RUH we work closely with our colleagues at RICE (The Research Institute for the Care of Older People) to deliver a programme of research studies into dementia. It is exactly these kinds of studies that will benefit from the Join Dementia Research initiative, now and in the future, to improve the care and treatments we are able to offer patients living with dementia."

Sign up for 'Join Dementia Research' today...

Anyone, over the age of 18 years (with or without dementia) can register. Registration is quick and straightforward:

Call: Alzheimer's Research UK on 0300 1115111 or the Alzheimer's Society on 0300 2221122 Visit: www.joindementiaresearch.nihr.ac.uk

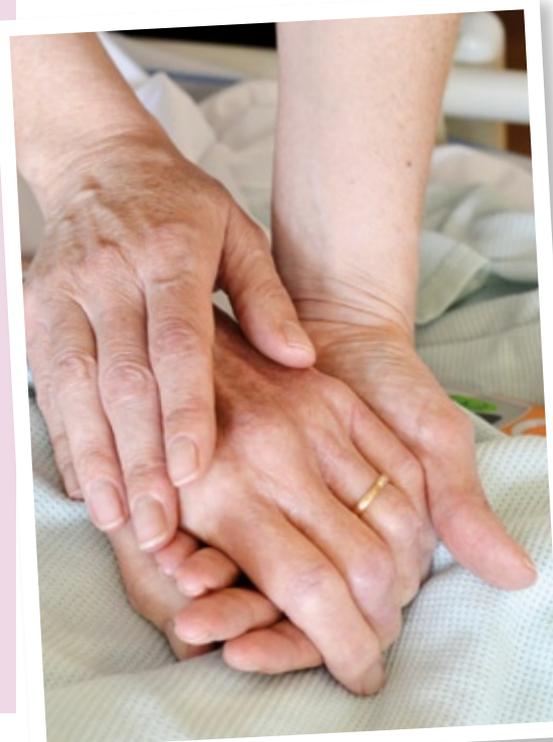
Or pick up a registration form from the PALS office at the RUH.

Volunteer Dementia

A new and innovative project providing vital support for patients with dementia has gained the backing of the RUH's Forever Friends Appeal. In parallel to their core campaign to help fund a brand new cancer centre at the RUH, the Appeal also supports the wider work of the hospital and is currently raising funds for the Volunteer Dementia Project which will support patients with dementia and their families.

A quarter of all beds at the RUH are occupied by people with dementia, and hospitalisation can be a frightening and isolating experience for someone living with the condition. Supported by the RUH Dementia Care Team, our staff provide exceptional care and medical treatment for patients with dementia across the hospital.

Participation and socialisation are



US...

At 30 years, the number of people with Alzheimer's disease, vascular dementia, and other forms of dementia is the biggest challenge the NHS faces. The RUH is committed to supporting the NHS to become a Dementia Friendly Hospital by 2020. In this 'focus on dementia' we're going to tackle the challenge and meet our 'dementia friendly' ambitions...

Dementia Project

Key aspects of care for people with dementia; making sure they are engaged and connected during their stay at the RUH can significantly aid recovery. Volunteers already make an enormous difference to dementia patients on our specialist older peoples' wards, spending time with them and helping them engage in meaningful activities.

To ensure that all patients with dementia across the Trust are able to benefit from volunteer care and support, the Forever Friends Appeal have committed to funding the Volunteer Dementia Project.

The ambitious project aims to provide 5,000 hours delivered by 160 volunteers over the next three years. The pilot project will incorporate a 'volunteer befriending service' to address loneliness – with patients matched with befrienders who'll provide mental stimulation and companionship. Volunteer-led activities will play a key role in the project, with a programme designed to increase social interaction and reduce anxiety. Volunteers will be DBS checked and given full training so they are able to support patients who may be disorientated and distressed.

The Medlock Charitable Trust has very generously donated £100,000 towards the three year pilot scheme, which is expected to cost in the region of £194,000. The Forever Friends Appeal Team is busy raising the additional funds. If you'd like to find out more or support the project please contact Trusts and Foundations Officer Cate Everitt on cate.everitt@nhs.net or 01225 825900.

Keeping anxious hands happy...

Get knitting! Download the knitting pattern from our Facebook page (www.facebook.com/RUHBath) or request a copy by calling 01225 824122. Send your creations to the RUH. Mark your package 'Twiddlemuffs' and address it to Jane Davies (Quality Improvement), RUH, Combe Park, Bath, BA1 3NG.

Jane Davies, Senior Nurse Quality Improvement clutching a handful of Twiddlemuffs – soft knitted muffs specially designed to keep anxious hands occupied. Just one of the small things already making a big difference to our patients with dementia. >>



Mark of quality...

The RUH's Combe ward is one of just 27 in the country to have been awarded the prestigious Elder Friendly Quality Mark (EFQM) in recognition of the quality of care patients receive.

The EFQM, awarded by the Royal College of Psychiatrists was established in order to drive improvements to the quality of essential care older people receive whilst in hospital.



The heart of the n

The team, headed up by Clinical Lead for Cardiology Dr Rob Lowe, is highly experienced, innovative and constantly on the front foot when it comes to advancements in technology, techniques, and practice within the field. Everything the team does is driven by a desire for improving the experience cardiology patients receive at the RUH. The department is supported by a strong research arm committed to making a valuable contribution to the latest understanding of subjects within the discipline.

Having recently appointed three new permanent Consultant Cardiologists to the team, the department is going from strength to strength.

Extending knowledge in the field...

BMA Medical Book Awards success

Earlier this year, two of the team's Consultant Cardiologists were shortlisted for the prestigious BMA Medical Book Awards.

The awards, held annually by the British Medical Association (BMA), celebrate outstanding contributions to medical literature. Consultant Cardiologists Dan Augustine and Ali Khavandi were shortlisted in the Cardiology category



Dan Augustine & Ali Khavandi

for their Oxford University Press title *MCQs for the Cardiology Knowledge Based Assessment – an essential revision companion for cardiologists embarking upon their Knowledge Based Assessment (KBA)*. The book was described by the judging panel as being 'the insider's guide to the KBA, to ensure [examinees] gain both the confidence and knowledge to pass.'



Clinical Research Nurse, Mary Fifield

Research

The Cardiology Department has an active and impressive research arm. Working in conjunction with other leading research centres, the team is adding to the body of understanding of cardiovascular diseases and to the development of more effective diagnosis and treatment.

Dr Dan Augustine (Consultant Cardiologist) is the principle investigator of the EVAREST study, the cardiology department's first national portfolio academic research study: "The EVAREST study aims to investigate the use of certain 'markers' in the blood to try to improve the accuracy of stress echocardiograms – a test used to assess for blockages in heart arteries. This is an exciting collaboration with the University of Oxford and the John Radcliffe Hospital. This project would not have been possible without the excellent infrastructure and support from the RUH Research & Development Team."

Mary Fifield is the Clinical Research Nurse for Cardiology and helps to co-ordinate all of the current research within the

cardiology department: "We're involved in a number of research studies, all aimed at improving patient care in a variety of heart conditions. Current departmental studies include research involving patients with atrial fibrillation (an irregular heart beat), patients undergoing heart artery stenting as well as patients who have reduced heart pump function. We are ahead of target on recruitment for all studies and this has been possible because of a great team effort."

Providing seamless services...

Cardiac MRI scanning service

Teaming up with their colleagues in radiology, cardiology has launched a new cardiac MRI diagnostic service. The service is jointly led by Dr Ben Hudson (Consultant Radiologist) and Dr Dan Augustine (Consultant Cardiologist). Previously, all patients in need of this scan – used to detect and monitor heart disease – would have been seen at the Bristol Heart Institute. By being able to provide the scan here at the RUH, patients will have a more seamless experience, being spared the travel to and from Bristol, and inpatients will ultimately enjoy a reduced length



matter

From contributing to cutting-edge research to performing UK firsts, the Cardiology Department at the RUH is keeping pace with some of the country's leading hospitals in the field of heart medicine.

of stay. The project has taken a year of preparatory work and will result in even better care for our patients at the RUH.

Leading the way on new technologies...

UK first for innovative stent technology

The RUH is leading the way as the first hospital in the UK to pioneer an innovative new stent technology used to treat coronary blockages.

The Nile Stent is used specifically to treat blockages that occur at a 'branch point' – the point at which a secondary artery splits off from one of the main coronary arteries. Blockages at this point can be notoriously tricky to treat and usually require two operations to fit two separate stents which connect together. The new stent is designed to be fitted in one operation, meaning that the main vessel and the branch can be treated in one procedure.

Clinical Lead for Cardiology, Rob Lowe said: "The stent was already being successfully used in other parts of Europe, but was yet to be incorporated into practice in the UK. We saw the benefits the new technology could bring for our patients, and made a

successful application to be the first to use it here in the UK. So far, we have been very pleased with the results."

Innovative kit...

'Stress bike'

Patients undergoing assessment for heart artery disease may be referred for a 'stress echocardiogram'. This is a test where the heart rate is increased under controlled conditions and the heart's pump function monitored by way of an ultrasound scan. In the majority of hospitals this is done by administering medication, which requires direct consultant input. With the aid of charitable funds from the community, the cardiology department has been able to purchase a 'stress bike' – a reclining bike used to increase the heart rate whilst simultaneously allowing scans to be performed.

This equipment will improve the stress echo service as Helen Twemlow (Senior Cardiac Physiologist) describes: "Kind donations have enabled us to purchase this kit which will be an invaluable asset to the department and improve our capacity to investigate patients with chest pain. Our aim is to develop a physiologist-led exercise stress echo service in due course."

Cardiac MRI scanning service



Diet and lifestyle...

Cardiologist's Kitchen

Most patients with high blood pressure, raised cholesterol, diabetes and heart conditions can make significant improvements through dietary change and weight optimisation. The cardiology department is proud to offer a clinician-driven programme which integrates contemporary dietary intervention with modern clinical cardiology. Consultant Cardiologist Dr Ali Khavandi, who has been leading on the initiative, says: "We are seeing some exciting success stories in patients who have struggled with weight and associated conditions because they have been confused by the diet industry and media. Though tablets are important treatments, in some cases we have been able to stop blood pressure and cholesterol medications because the improvements are so impressive." Ali is working on a project called Cardiologist's Kitchen, which aims to help patients improve their heart health through making positive, evidence-based dietary and lifestyle changes, which is gaining increasing local and national interest.



Membership news

Following a successful programme of events throughout 2015, the Caring for You Team is now putting together their programme for 2016. The events are open to Members and prospective Members and provide a behind-the-scenes look into areas of the Trust's work. Much of the programme is shaped by suggestions from our membership, led by the kinds of thing they would like to learn more about.

Previous events have covered subjects

as diverse as Organ Donation, Pathology, and Food and Nutrition and include departmental tours, demonstrations of equipment, and talks by some of the leading clinicians working in the field of medicine and surgery. Events usually take place at the RUH, and are often booked up in advance – so it's wise to call or email early to secure your place.

To give you a flavour of what's on offer, here's a brief write up of the most recent Caring for You event which was about the Trust's Research activities...

Research and Development

Yesterday's research is tomorrow's medicine and without research we would not have many of the treatments used every day across the whole of the NHS. At the RUH we have an extremely active Research and Development arm, which has been further strengthened by the incorporation of the excellent research teams from the RNHRD.

You can read more about Research & Development at the RUH in our in-depth double page feature in the next edition of Insight

On Monday 21 September, the Research and Development (R&D) team – led by the Trust's Director of Research and Development, Professor Mark Tooley – showcased examples of the wide variety of research taking place across the Trust; explaining the impact research has on patient care and the difference research can make to the quality the services we offer. A patient also gave a short presentation to share their experiences of being involved in a research study and a selection of researchers from the RUH and the RNHRD displayed details of their projects – sharing their passion for developing understanding and improving practice.

The event ended with an 'open floor' discussion, where the R&D Team

asked for Members' input into the kinds of areas they feel we should be conducting research in and why. The R&D Department operates upon an ethos of involvement – inviting patients, carers and the public to contribute at all stages of the research process to ensure that the focus of the research programme is not based on the views of research professionals and clinicians alone.

"A really good session. The teams manning the displays were the best yet – well-informed and helpful"

"Excellent presentation by Professor Tooley. Would happily have listened for longer"

"Very interesting. Good discussion and communication. I believe this has enhanced my understanding of the research process and operations at the RUH. Thank you"

"Excellent series of events"

The next Caring for You event will be held on Thursday 14 January, from 6pm until 7.30pm in the PGMC (B20), and will focus upon the work of the Neurology Department at the RUH. Places must be booked in advance by contacting the Membership office on 01225 826288 or via email at RUHmembership@nhs.net





Introducing...

Newly-elected Public Governor for North Wiltshire, Chris Callow

I have been a Wiltshire resident for over 25 years now, after having moved to the area from Berkshire. I live with my family in Devizes.

I worked in the computer industry for much of my working life – for UK manufacturer International Computers Limited and Cray Communications and the American companies Modcomp, Telematics, and Cisco Systems. For the last thirteen years of my working life, I was a Business Analyst/Project Manager for Wiltshire Council.

I am currently the Chairman of the Roundway Parish Council where I am working on taking a neighbourhood plan forward and

expanding the work we do with our neighbouring parishes.

Producing a neighbourhood plan takes a great deal of public consultation – and you get a good feel for the needs of local residents in the process. I am very pleased, therefore, to take on the role of Public Governor for the North Wiltshire area, as I feel that I am well-placed and able to bring the wishes and desires of people in my area to the attention of the RUH.

During my time as a Wiltshire resident, I have used a variety of the services offered by the RUH: I've been a patient in the sleep clinic, was admitted to the Emergency Department after a fall at work, and

am a user of the mobile diabetic retinal eye scanning service. Two of my children have been also been users of the orthodontic department at the hospital.

I hope that, with my experience in local government and my connections to the community I live in, I can bring useful skills to the Council of Governors.

Finally, I would like to thank all the Members who voted me to this post.

Chris will be representing over 1,535 members living within the North Wiltshire constituency, which covers Corsham, Chippenham, Devizes, Malmesbury, and Royal Wootton Bassett.

art at the heart

'Time and place'

Contemporary artists inspired by Somerset

Art at the Heart is delighted to exhibit a beautiful collection of abstract landscapes by Somerset Art Works (SAW). This exhibition explores how artists have been inspired by landscapes real and imaginary, and by seasons and nature. The pieces selected are abstract, contemporary, representational or even other-worldly.

SAW members live and work across the stunning county of Somerset. SAW is a fully artist-led organisation and Somerset's only county-wide agency dedicated to developing the visual arts. The artists' collective organises the annual Somerset Art Weeks with an alternating focus on Open Studios and an excellent Exhibitions and Events Festival reflecting the overtly rural nature of the county.

The exhibition will run until 15 January 2016, and is kindly sponsored by Friends of the RUH and Monahans Chartered Accountants in Bath.

Wet and Windy Moor by Ashar



"Fresh and inspiring! Cheered up a visitor... it makes a difference to a somewhat awkward environment to be in alone whilst your wife is on a ward."



African Penguin by Peter Chadwick

'Fragile'

Wildscreen

Wildscreen is an award-winning wildlife conservation charity that shares awe-inspiring images of all life on Earth to empower conservation around the world. To celebrate the launch of Wildscreen's latest initiative –

Wildscreen Exchange – we will be showing 'Fragile' a conservation photography exhibition showcasing the work of

some of the world's best wildlife conservation photographers.

Wildscreen believe that strong storytelling and captivating imagery have the power to move people to take action to protect the beautiful planet we inhabit. Or in other words:

"The natural world is amazing, but when it's not seen it's not loved, and when it's not loved it's not valued or protected."

The exhibition will run from 22 January until 14 April 2016

Exhibition sponsorship

If you would like to sponsor a future exhibition please contact Louisa Smyllie, Corporate Officer of The Forever Friends Appeal on 01225 825392 or l.smyllie@nhs.net



of the RUH



Running alongside 'Fragile' in late January...

Alastair Chalmers Photography

A collection of thirty photographs taken over the years in many different locations that reflect the infinite variety of people and their lives... an endless source of interest and fascination.



First World War Centenary Project

Art at the Heart hopes to exhibit WWI Hospitals in spring 2016 so if anyone has any artefacts or memorabilia, please do get in touch with Arts Programme Manager Hetty Dupays 01225 825558 or hetty.dupays@nhs.net

Soundbite Christmas performances

'Marick and Louise'

Folk Musicians (flute, guitar and vocals)
Tuesday 8 December

Francesca K

Vintage Events Singer
Tuesday 22 December

Both performances from 1pm until 1.30pm in the RUH Atrium and from 1.45pm until 3.30pm on the wards.

Soundbite
Art at the Heart of the RUH

"It was so lovely listening to music before our appointment. My baby loved it too! Thank you."

Donations

If you would like to donate money to help us maintain and continue our arts programme then you can do so by visiting www.ruh.nhs.uk/art and clicking on the donate button or by downloading and filling out our Sales and Donations form.

Sales

Exhibition works are for sale with a commission going to the charity Art at the Heart of the RUH; helping to improve the healing environment for everyone who uses the hospital.

Call the midwife...

RUH Midwife Anne Marie Brennan

RUH Midwife Anne Marie Brennan was so moved by the recent plight of refugees arriving in Europe that she decided she had to do whatever she could to make a difference...

Having followed the situation closely online, Anne Marie felt compelled to help. She started looking into volunteering at the camps in Calais, but soon realised there was a call for volunteers in Kos, Greece. Anne Marie booked some leave, bought a return ticket, and headed off to see what she could do.

As a midwife, Anne Marie had been hoping to meet and support

women and their babies. But it soon became apparent that the most vulnerable refugees were being put up in hotels and as a result were very difficult to access.

Anne Marie recalls the unforgettable 'night-watches' on the beaches; waiting in the dark for tiny overcrowded dinghies to arrive, rushing to meet them as they washed ashore, springing into action to greet cold, tired and frightened people with blankets, dry clothes and food.

She said: "It's humbling to see people arriving with nothing but the clothes they are stood up in – sometimes down to just their underwear.

"I am about to go on my second trip – this time to the island of Lesbos, and this time as part of a dedicated medical team who will provide care to new arrivals."

What advice would Anne Marie give to other keen to help?

"I would say that if you have time or a skill, use it – you can help make a real difference."

Anne Marie Brennan will be volunteering for Positive Action in Housing. You can find out more about the charity by visiting www.paih.org

B&NES Talking Therapies

It is recognised that one in four people will experience a mental health difficulty at some point in their lives. With mental health high on the agenda, it's important that people know where they can access vital support and services. Since 2013, B&NES Talking Therapies (part of the Avon and Wiltshire Mental Health Partnership) has offered a range of services to help people with mental health conditions –

from group sessions, courses and face-to-face appointments, to telephone assessment and support. They also provide support to people dealing with the psychological impact of living with long term health conditions.

Services are free to access and open to anyone who is aged 16 years and over and registered with a GP within Bath and North East Somerset. The B&NES Talking Therapies website (www.iapt-banes.awp.

nhs.uk) has full details of all the courses and service on offer. Alternatively, you can find out more about the services on offer or book places by calling the friendly and approachable team on 01225 675150.

Just some of the courses on offer:

Stress and Mood Management;
Coping with Anxiety and Panic; Beating Low Self-Esteem...



Thanks & Thoughts



NHS Choices

"I had assessment of a potentially very serious condition on my return from a holiday in Asia via ambulatory care. There was excellent communication between all the staff there who arranged urgent investigations, liaised with radiology and then arranged further investigations and a specialist review, while keeping me informed. I felt in very safe hands, all the staff were courteous and caring, though clearly busy, and information I was given was accurate."

**Ambulatory Care Patient,
NHS Choices**

When David Robey from Warminster came to the RUH in August to receive the Lawrence Medal 60 years of successfully managing Type 1 diabetes, he shared with us some wonderful pictures and letters

marking how he coped with his condition during childhood:

"I got off to a rocky start managing my condition in the beginning and spent some time in hospital. Things started to get better when I was sent to St Monica's, a school for diabetic children in Kent. I was really well looked after and, most importantly, was taught everything I needed to know to manage my condition. I have really happy memories of that time."



<< David Robey's keepsakes

We've been feeling the love on Twitter of late, and have these 'thank yous' – to a range of staff working in departments right across the hospital – that we would love to share...

"@RUHBath my wife has been in ICU at the RUH for 20 weeks now. The doctors and nurses are the most amazing people and a credit to the hospital"

"@RUHBath had day surgery today, all the staff were fantastic. I'm really grateful for the great care I received"

"Thanks @RUHBath for looking after my baby boy yesterday, he is doing much better #7daysnhs"

"Thanks all at @RUHBath for looking after the little one today. Fantastic #7dayNHS service. Could ask for no more"

"How brilliant are the staff at the fracture clinic? @RUHBath"

"@RUHBath Pls pass thanks to all staff on Phillip Yeoman ward for looking after my dad after his op. V high standard of care. #nhs #proud"

"@RUHBath Genevieve oral surgery department is a credit to the hospital. I wouldn't have got through my treatment had it not been for her."

"@RUHBath thanks to the audiology department 'I can hear properly again'!!!! #brilliant"

"Lovely description of @LiveMusicNowUK musicians working in dementia wards at @RUHBath hospital. Such important work. goo.gl/VQE8eb"

And on Facebook...

"The A&E staff do a wonderful job under such pressure. It's a well led team"
Lorrae B

"You have always been fantastic when I've brought my kids in over the years... Doing a fantastic job. THANK YOU!" **Jackie A**

We're very grateful for the feedback we receive from patients about their experience of the RUH. Many of our patients write thank you letters, but increasingly patients are turning to Facebook and Twitter to tell us how we're doing.

 www.twitter.com/RUHBath

 www.facebook.com/RoyalUnitedHospitalBath

You can also leave feedback on the NHS Choices website. Visit www.nhs.uk and search for Royal United Hospital Bath.

Eye Gaze

Thanks to local charity, *Time is Precious*, the Children's Therapies centre at the RUH is now in possession of an incredible piece of kit with the potential to open up a whole new world of communication for children with physical disabilities.

'Eye gaze' technology enables a person to access and control a computer using eye movements alone. Using the new kit, our Children's Therapies team has been able to work with children who struggle to access technology because of physical disability. Children can use the equipment to explore 'cause and effect' relationships – exerting control over their environment to 'make things happen'. The kit can be used by children long before they are able to express themselves verbally, enabling them to communicate preferences and indicate choices.

The equipment costs over £8000 and will be used by the Children's Therapies team for children attending the 0-4 years 'Therapy Boost' programme at the RUH Children's Centre.

An enormous thank you to the charity for their generosity!

Visit www.timeisprecious.org to watch a terrific video,

explaining how the technology works and demonstrating it in action.

Watch the kit in action!



The 'Eye Gaze' kit is put through its paces by little Finn McCowen and Speech and Language Therapist Vicky Millgate



4D scanning service... 'Bringing your baby closer'

The stretch of time between your 20 week scan and when you meet your baby can seem like an eternity – so the RUH is now offering a 4D scanning service so you can 'check in' with your baby and watch them in amazing detail; you may even see them yawn, smile and wriggle.

The service is provided by qualified and experienced RUH sonographers in the Princess Anne Wing at the hospital, with appointments available weekday evenings from 5pm-8pm and at weekends from 9am until 5pm (subject to availability). The best time to have a 4D scan is between 26 and 30 weeks.

Emma Mason, Lead Sonographer for the 4D scanning service says: "The 20 week scan is an important screening tool which gives parents an opportunity to see how their baby has grown and the sonographer the opportunity to check the baby's anatomy in detail. The 4D scan (between 26 and 30 weeks)

enables parents to take a much more detailed look at baby – their facial features, hands and feet – in a more relaxed and intimate setting. Some parents find the scans reassuring and it can aid the bonding process; it can feel like a long time between seeing baby at the 20 week scan and when baby is delivered."

The 4D scan can make the impending arrival feel all the more real for expectant parents, providing them with a unique bonding experience with the little one they are about to invite into their lives.

All proceeds generated by the new service will be channelled straight back into the Women and Children's Division, helping to fund further improvements to the vital services the division provides for women and their families.

For details of the packages on offer please check the website: www.ruh.nhs.uk/patients/services/maternity/4Dscan. Alternatively, you can call our team on 01225 821503 from 9am-12noon, Monday to Friday.



Spotlight on...

Pain Services

Find out more...

Outpatient Pain Clinic:
[www.ruh.nhs.uk/patients/
services/clinics/pain_clinic](http://www.ruh.nhs.uk/patients/services/clinics/pain_clinic)

Residential pain services:
[www.bathcentrefor
painservices.nhs.uk](http://www.bathcentrefor
painservices.nhs.uk)

When the RNHRD joined the RUH in February of this year, we gained a number of world class specialist services designed to meet the needs of people living with complex, and often very debilitating, long-term conditions.

When these services came together, our Trust became the most comprehensive integrated Pain Service in the country. The Pain Service at the RUH provides treatment for people of all ages, from young children to older adults.

There are a number of teams within the Pain Service, each providing a different type of expertise. These include an outpatient pain clinic on the RUH site and several residential services currently based at the RNHRD site.

Each team includes specialist pain consultants, nurses, physiotherapists,

occupational therapists and psychologists. Paediatric consultants, healthcare assistants and administrative support staff also provide vital support to the teams.

The outpatient Pain Clinic at the RUH is for adults living locally who have pain that is hard to control. The clinic offers a range of different treatment and support services, including medication advice, injections, and symptom management. The team also runs regular outpatient Pain Management programmes, which aim to give people living with long term pain the skills they need to help cope and reduce pain's impact on day-to-day life. Patients are referred to this service by their GP.

The Pain Service also provides specialist services which are open to patients from across England. These services are designed

for those who may have more specific needs or for whom other pain management options may have been unsuccessful. One team focuses on caring for and supporting people of all ages living with complex long-term pain, whilst the remaining teams provide treatment and support for people with specific conditions; those, for example, dealing with Complex Regional Pain Syndrome (CRPS) or pain caused by complications from radiotherapy treatment for breast cancer.

The service offers a range of residential and non-residential rehabilitation programmes specifically tailored to help people to be more active and learn how to live well with their pain. The type of treatment offered would be based on a close assessment of a person's condition and a consideration of their needs.

Are you living with long-term pain?

Have you been seen by pain services in Bath within the last two years?

Would you like to help develop future services for people experiencing long-term pain?

If you've answered yes to all three of the questions above, then we'd love for you to take part in our first 'Integrated Pain Management' patient forum. The first patient forum meeting will take place on Thursday 14 January 2016 at the University of Bath. Come along and make your voice heard alongside a team of professionals dedicated to building upon the success of current pain services.

Please contact Lisa Buckle on lisa.buckle@nhs.net or 01225 473479.

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The Bubble is a new community facility, right at the heart of Bath, within St John's Hospital city centre complex.



The Bubble
at St John's Bath

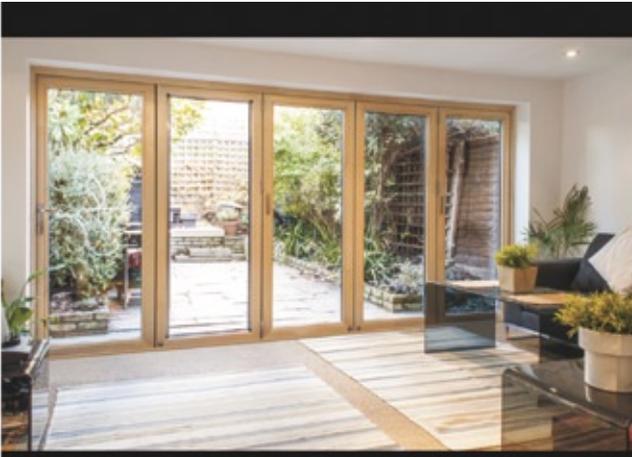
It's designed to welcome anyone 55+, to try out something new for the first time, take part in a whole range of social and health related activities or go to the advice sessions on offer. St John's Almshouse Residents can also enjoy everything that's available as well.

The Bubble is aimed at bringing people together, to lessen their sense of isolation and loneliness, to empower them to lead an independent and fulfilled life, in their latter years.

Come along and find out what is going on in **The Bubble**: it's bursting with advice, activities and events for the over 55's.

Please contact **Anna Ferguson** on Tel **01225 486403** for more details.

For further information go to www.stjohnsbath.org.uk



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Figures may vary depending on driving style and conditions.

*The BMW range available on the Motability Contract Hire Car Scheme starts from £599 Advance Payment for the BMW 116d SE 3 and 5-door Sports Hatch. Models shown are the new BMW 318i Sport from £1,899 Advance Payment, BMW 116d M Sport 5-door Sports Hatch from £1,699 Advance Payment, BMW 216d Luxury Active Tourer from £1,899 Advance Payment and new BMW 218i Sport Gran Tourer from £1,999 Advance Payment. Prices are correct at time of going to print for orders placed and accepted between 1 October and 31 December 2015. All models on the Motability Contract Hire Scheme include optional metallic paint at no extra cost. Models featured may include options at an additional cost. The facilities offered are for the hire (bailment) of goods. The Motability Contract Hire Scheme is administered by Motability Operations Limited (Registered Company No. 1373876), City Gate House, 22 Southwark Bridge Road, London SE1 9HB. To qualify you must be in receipt of either the Higher Rate Mobility Component of Disability Living Allowance, the Enhanced Rate of the Mobility Component of Personal Independence Payment (PIP), the War Pensioners' Mobility Supplement (WPMS) or the Armed Forces Independence Payment (AFIP), which will be taken in lieu of the four weekly rental. Terms and conditions apply and are available on request.

The Forever Friends Appeal



The cherry on the cake ...

This October, thousands of people took part in the Forever Friends Appeal's new fundraising mega-event: Ted's Big Bake Off.



The sound of cake tins clattering could be heard right across Bath, Somerset and Wiltshire as star bakers from schools, nurseries, community groups and businesses held bake offs, cupcake decorating competitions, and coffee mornings to raise vital funds for patients.

The week was a fabulous success and the grand total is, like a good Victoria sponge, still rising nicely. We'd like to thank everyone who got involved and helped bake a difference!

Ted's Big Bake Off was kindly sponsored by Mogers Drewett Solicitors.



Vitality Bath Half Marathon

Sunday 13 March 2016

There's plenty of time to limber up for next year's Vitality Bath Half Marathon. Join Ted's Team and raise funds for the RUH Cancer Care Campaign or any other area of the hospital that is close to your heart. Silver Bond places are now available and can be purchased for just £35, with a pledge to raise a further minimum sponsorship of £175. As a member of the team you'll receive a free RUH running vest, plus lots of support and encouragement throughout training and fundraising! To sign up visit www.foreverfriendsappeal.co.uk or contact Laura Pearce on 01225 821535.

Ted's Team is proudly sponsored by Velopost.



Raising funds to the tune of...

Volunteer Activity Coordinator Jayne Towells had a target of £60 in mind when she set out to raise funds to retune the Combe ward piano. To her amazement, the raffle raised over £600 – with two pianos donated into the bargain! The money raised will not only cover the costs of tuning the piano, they will also be used to fund activities for the elderly patients Jayne works with. A huge thank you to Jayne for all her efforts.

Carer Hub needs you!

We're still looking to recruit volunteers for the recently-opened Carer Hub at the RUH. The hub is manned from 10am-12noon and from 2pm until 4pm, Monday to Friday. Full training will be given, so if you have time to spare and would like to offer support to the many carers who pass through the RUH each day, please get in touch: 01225 824046.



Mistletoe and trolley...

On Christmas Eve a dedicated team of Friends volunteers will be visiting patients on the wards who'll be spending Christmas in hospital – with a gift for everyone. The Christmas gift trolley is stocked with favourites from the Friends shop and makes such a difference to our patients, many of whom might otherwise not receive anything on Christmas day.

Find out more about the Friends of the RUH at www.friendsoftheruh.org.uk