

# insight

ISSUE 32 WINTER 2016

Royal United Hospitals Bath   
NHS Foundation Trust

 RoyalUnited  
HospitalBath  
 @RUHBath



## Teaching children life-saving skills

## inside this issue

- 4 Catheter Care - new guide for patients and staff
- 7 Cardiologist's Kitchen – ingredients for a healthy life
- 8 Share your views as we plan for our new RNHRD and Therapies Centre
- 11 The story behind the tweet
- 12 A Day in the life of... a Birth Reflections Service Midwife
- 14 News from our Friends of RUH
- 16 Caring for You
- 18 News from Art at the Heart

### Contributors:



**Gemma Day**

Day in a life of a Birth Reflections Service Midwife (page 12)



**Christine Cox**

Story behind the tweet (page 11)

# Welcome



**Welcome to the Winter issue of Insight, our community magazine.**

It hardly seems possible that we're heading towards the end of another year. Patient safety remains the number one priority for us. We're expecting a challenging winter as we are experiencing ever more demand for our services. We can all play our part in helping to avoid putting more pressure on services all year round. As I write, a huge number of our staff have had their annual winter flu jab and I urge you to do the same. The young, the elderly, and people with certain long-term health conditions can protect themselves against flu by visiting a pharmacist or GP for a free flu jab. You can also visit [www.nhs.uk/staywell](http://www.nhs.uk/staywell) for lots of good advice.

It is important to look after yourself, especially during the winter and advice is, if you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious, seek advice from your pharmacist or see your GP.

As the weather stays chilly, there's plenty in this edition of Insight to warm your hearts. Read about the GB Gold medallist and musicians who visited our Children's ward to cheer up our young patients (page 5), find out how you can share your views as we plan for our new RNHRD and Therapies Centre (pages 8 & 9), read a small selection of the recent positive feedback received from patients, their friends and family (page 15) and meet our new Governors who started their role at the beginning of November (page 17).

Look after yourselves – I hope you stay well this winter.

**James Scott**

Chief Executive

We're always keen to hear your feedback about insight – or any aspect of our work. Please email [ruh-tr.communicationteam@nhs.net](mailto:ruh-tr.communicationteam@nhs.net)



# HOW ARE YOU?

**Search One You** and take the free health quiz to see how you score.

BECAUSE THERE'S ONLY **ONE YOU**



# Restart a Heart Day - How to save a life

In support of European Restart a Heart Day, which aims to educate everyone about basic first aid, our Resuscitation Team went out in to the community to show people how to save a life.

**In one week, our Resus team demonstrated the CPR (cardiopulmonary resuscitation) technique to over 200 people, ranging from a group of 30 eight-year-olds to an 87-year-old. Sarah Hutchinson, Resuscitation and Clinical Skills Trainer at the RUH said:**

“We wanted to show as many people as possible how they can be a real lifesaver in the event of an emergency. Every second counts when someone has a cardiac arrest and if a bystander

immediately performs CPR, this can double the patient’s chances of survival.

“We taught Trust members basic life support techniques at one of the Trust’s Caring for You events and we visited Cadbury Heath Primary School to teach year 4 and 6 pupils how they can take immediate action in a cardiac or choking event.

“After the photos of our school visit appeared on the hospital’s Twitter and Facebook pages we were contacted by some new schools asking us to come in and teach CPR to their pupils, and next year will be bigger and better!”

**Gavin Palomeque, Deputy Head of Cadbury Heath Primary School**

“We want to say a big thank you to the RUH Resus team for giving our children at Cadbury Heath such a fantastic experience. The training was hands-on and engaged the children so they were able to learn through enjoyment. The really useful messages will hopefully never be needed but they are good to know just in case.”

**Comments from Trust Members included:**

“This training has improved my confidence.” “Thank you for an excellent event.” and “Thank you all for working so hard – fantastic to see it in action.”



**>> Would you know what to do?**

**Download the free Lifesaver app.** The Lifesaver app is a live-action movie you play like a game. It shows you how to save someone’s life. It throws you into the heart of the action, showing real people in real places.



You learn by doing: do it wrong, and see the consequences; do it right, and sense the thrill of saving a life.

# Catheter Care – new guide for patients and staff

A new Catheter Passport will be widely available for patients leaving hospital from the New Year after a successful two-year research project at the RUH.

**Led by nurses Mel De Jaeger and Jackie Robinson, the project aimed to design, test and explore the effectiveness of a booklet containing clear and simple information about catheter management at home.**

It is hoped that the passport will provide a documentation bridge between the hospital and community care, and help to reduce the number of admissions relating to urinary tract infections caused by poor catheter-management at home.

Jackie, a Senior Sister in Urology, said: "Thanks to all the patients and staff who helped with input to design and test the passport's effectiveness, we've made detailed changes to the booklet and

are now able to roll it out for use on all wards at the RUH. Other hospital Trusts can easily adapt it to their needs too."

The passport booklets – for men and women – are designed to be easy to read, with informative step-by-step instructions and photographs, and are printed on water-resistant paper as patients told us they would prop it up behind the taps in their bathroom.

During the trial period, patients commented on the passport's usefulness. One said: "The nurses... have so much to do in such a

small space of time and things get forgotten...That's why the passport is good."

Another said: "I had an idea how catheters worked, but no real picture in my mind...the pictures gave me a good idea of how the system all fitted together...it was a case of looking through the Passport and getting on with it really."

One community nurse commented: "The Passport is a good way of communicating between community and acute settings as we often have patients unable to explain when and why their catheter was inserted."

Another said: "it made me think a lot about the patient and how a catheter in situ must make them feel...the Passport would be very useful when questions were raised."

Jackie said: "It's been a fascinating two years of research and learning for all of us involved. Now we hope that by using the passport and following its essential information, patients can be empowered to self-care, avoid infection and feel more confident about living with a catheter. We believe it will also help nursing staff to deliver continuous care."



Jackie Robinson,  
Senior Sister



# Insight to our news

Since our last issue, there have been many positive, heart-warming stories from our Women's and Children's division. We've done a short summary in case you missed these:



## Central Delivery Suite is renamed

Our Central Delivery Suite has been re-born; its name is now the Bath Birthing Centre. It's still the same great team, providing the same range of services, in the same location – only the name has changed. Mothers tell us the use of positive language can make a big difference to how they feel, so we wanted to promote the positivity of birth and help make new mothers feel more comfortable and confident.



## Celebrating National Play in Hospital Week

It was playtime for patients and staff on the Children's Ward during National Play in Hospital Week. We had musicians, magicians, and games for our younger patients to enjoy. RUH Play Specialist Lyn Gardiner said: "The fun doesn't stop when National Play in Hospital Week is over, as every week we organise a variety of play activities to welcome children and prepare them to cope with surgery or other procedures."



## New sensory and teenage rooms

We held a thank you party for Time is Precious, a charity which has funded a brand new sensory room and teenagers chill out room for patients and their families. The sensory room helps children with complex needs, such as physical, communication and visual impairments. The equipment is state-of-the-art and we are delighted that we are now able to offer this facility to our patients.



## GB Hockey Gold Medallist visited our Children's Ward

Laura Unsworth, from Team GB women's hockey team, arrived at the RUH in her GB kit with her gold medal and received a warm greeting from the children, parents and staff.

Mel Gittons, Senior Sister on the Children's ward said: "Everyone loved meeting Laura and enjoyed having their photo taken and getting her autograph."

Interested in what's happening at the RUH, enjoy reading our latest news and taking part in our events? Keep up to date on [Facebook](#) and follow us on [Twitter](#): [www.Twitter.com/RUH Bath](http://www.Twitter.com/RUH Bath)

# Sustainability and Transformation Plans

**You may have already heard about Sustainability and Transformation Plans (STP) over the past few months. These are local long-term plans which describe how health and social care providers can come together to continue to improve the health and wellbeing of local people and improve the quality of local health and care services.**

Our local area, or 'footprint' is one of 44 across England, covering a population of almost one million people. A number of health and social care organisations across Swindon, Wiltshire and Bath and North East Somerset (BaNES) have been working closer together than ever before to look at how, by breaking down organisational barriers and doing things differently, high quality care can be provided

whilst meeting the future challenges facing the NHS and social care.

Since our last issue of Insight, an initial plan has been submitted to NHS England and sets out the priority areas for our footprint, based on the needs of our local population. These include:

- **Urgent and Emergency Care** – across our footprint our current urgent and emergency care system isn't working as well as it should for our patients or indeed for us. This is an opportunity to further look at how we can do things differently across our area
- **Proactive and Preventative Care** – shifting the focus of care from treatment to prevention and helping people to live well
- **Planned Care** – working together to make sure our patients' journey

is truly joined up and gives them the best outcomes possible

- **Workforce** – making sure we offer staff an attractive career and building a flexible, sustainable workforce
- **Estates** – looking at how we can make the best use of the space we have available to us
- **Digital** – making sure health and social care records are joined up, and looking at how we might develop patient-owned health records.

Over the coming months there will be opportunities to get involved to help shape and develop these plans further and we'll continue to keep you informed. Details of how you can hear more information through public meetings and other engagement opportunities to help shape our plans will be shared on [www.ruh.nhs.uk](http://www.ruh.nhs.uk)



# Cardiologist's Kitchen: ingredients for a healthy life

*"I'm delighted that we have been awarded the funding as I'm passionate about prevention and finding new solutions."*

We would all prefer to keep our hearts healthy for as long as possible. This sounds simple but evidently is not.

**Some heart disease is preventable if we live a healthy lifestyle. We understand people lead busy lives and want convenience foods, but there's no reason why they can't be healthy.**

So, how do you find out which foods are the best to keep your heart healthy? RUH Consultant Cardiologist Dr Ali Khavandi, who by day performs complex angioplasty and other heart procedures, has won funding from The Health Foundation and has support from BaNES Clinical Commissioning Group to roll out an innovation project called Cardiologist's Kitchen.

Dr Khavandi says: "I'm delighted that we have been awarded the funding as I'm passionate about prevention and finding new solutions to help people lower their high blood pressure without solely relying on medication. I believe that we specialists should find new engaging ways to help people make the right choices when it comes to adopting

a healthier diet and lifestyle.

"Currently, everyone with high blood pressure is advised to make healthy lifestyle changes, but there's so much misguided information out there it can be confusing and people often make the wrong choices when it comes to what they eat. I want to change that.

"Therefore, one aspect of the project was to launch a dedicated website which aims to improve everyone's cardiovascular wellbeing - reducing their risk of stroke and heart attacks."

The Cardiologist's Kitchen website provides interactive resources to

help people reduce their blood pressure and cardiovascular risk factors through diet. Tasty recipes incorporating recommended foods, links to local food producers who can deliver fresh ingredients direct to your door, along with information about local restaurants who are featuring 'CardioKit' dishes on their menus, can all be found on the site.

The project also involves Dr Ali Khavandi and his team working with selected patients from GP practices in BaNES and Wiltshire. These patients are receiving support to make lasting improvements to their

heart health. They will be sent regular newsletters, invited to quarterly workshops and will receive discounts on related products like blood pressure monitors and fresh vegetable boxes.

Check out what the Cardiologist's Kitchen recommends to keep our hearts healthy. Follow 'CardioKit' on Twitter, Instagram and Facebook and visit the Cardiologist's Kitchen website today.

*"There's so much misguided information out there it can be confusing."*



Dr Ali Khavandi

 **The Health Foundation**

An independent charity committed to bringing about better health and health care for people in the UK

**CardioKit**   
CARDIOLOGIST'S KITCHEN

# Share your views as we develop the new RNHRD and Therapies Centre

In the last issue we shared our exciting programme of estates redevelopment on the RUH's Combe Park site. This will bring together rheumatology, therapies and a new hydrotherapy centre, which will include a new hydrotherapy pool, a modern gym, a therapy

**Dr Raj Sengupta, Consultant Rheumatologist and lead for the Ankylosing Spondylitis (AS) service explains: "Patients who use these RNHRD rheumatology and therapies services will continue to be seen and treated by the same teams, only the location will change. We're all fond of the Mineral Hospital building, but we've known for some time that to ensure the future of these highly regarded services, we need to move out of the Min and we're really excited about what the future holds."**

The RNHRD's **Clinical Measurement** service provides bone mineral densitometry (DEXA scanning) and specialist imaging and measurement services. It is closely linked with the rheumatology and therapies services provided at the Min site, so will relocate at the same time to the RUH's Nuclear Medicine Department, (a 115m level walk from the Rheumatology clinic rooms).

Although the rheumatology and therapies services will not move for some time, we're sharing our ideas and asking for feedback now, as plans for the new

Centre take shape. We'd like to hear your views and your ideas for how these services could be improved now and in the future, especially if you or family members use these services. This will help us ensure we continue to provide the best care for those living with these conditions. You can:

- Take part in a brief online survey [www.surveymonkey.co.uk/r/RNHRDTherpaies](http://www.surveymonkey.co.uk/r/RNHRDTherpaies)
- Contact us at [ruh-tr.haveyoursay@nhs.net](mailto:ruh-tr.haveyoursay@nhs.net)
- Write to us at Service Relocations, PALS, RUH Trust, Combe Park, Bath, BA1 3NG

Picture courtesy of IBI Architects



Artist impression of how the new RNHRD and Therapies Centre could look

# Our plan for our new Centre

...ent with you, including our plans for a new RNHRD and Therapies Centre  
...apies and pain management services in one purpose-built outpatient  
...apeutic garden and clinical areas which will improve patient experience.

We're gathering feedback from October 2016 to January 2017.

There will then be a period of discussion and careful review and consideration of feedback to make sure we get this right.

As part of this process we recently held an informal event with patients and people with an interest in rheumatology and therapies services, providing the opportunity to hear from RNHRD clinicians who have been closely involved in the design of the new Centre. There was a lot of enthusiasm around the plans and we thought we'd share some of the questions and answers that came up on the day.

## **Will there still be a residential Ankylosing Spondylitis programme?**

Yes. Residential beds will continue to be provided either on or near the RUH site. The exact location has not been finalised.

## **Will there still be rheumatology inpatient beds?**

Yes, this is part of the planning process, the exact location on site has not been finalised.

## **What about research activity, will this continue?**

Yes. This remains just as important as it always has been, and will continue to shape how services are delivered.

*Research will continue to shape how services are delivered.*

Bringing together the RUH and RNHRD research departments was a significant benefit detailed in our original plans which we are all keen to realise.

## **Why haven't Pain and Fatigue patients been invited to provide feedback?**

We are looking at services in phases, focusing on the RNHRD's rheumatology, therapies and clinical measurement services in this phase as these are so closely interlinked. We'll be talking with RNHRD pain and fatigue patients next and we'll share more information closer to the time.

## **What will happen to the Mineral Water Hospital Building?**

After careful consideration of a number of options, the RUH Board of Directors have now agreed to look for a buyer for the Mineral Water Hospital estate. Proceeds will contribute to the development of the purpose-built RNHRD and Therapies Centre.

## **Will the heritage of the Mineral Water Hospital be lost?**

We're looking at ways to reflect the rich history and heritage of the Mineral Water Hospital in the design of the new centre, including exploring the use of texture, light, colour and artworks in the new Centre and

our Arts Programme team will be closely involved in this process. In addition, a showcase of medical artefacts and historical items including photographs and documents is now in the process of being developed into an independent Bath Medical Museum. You can find out more here [bathmedicalmuseum.org](http://bathmedicalmuseum.org)

## **Will the RNHRD brand continue?**

Yes, we have always been committed to this - the new Centre carries the RNHRD name, as do relevant patient letters, leaflets and other information.

As well as the RNHRD's rheumatology and therapies services, the Centre will be the new home of the RUH's

therapies services, as Julie Russell, Rheumatology Physiotherapy Clinical Specialist and Service Lead says: "We're

bringing the teams together under one

roof to deliver a holistic and patient-centred approach to care. The RNHRD and Therapies Centre means we'll have fantastic new facilities all on one site, strengthening the RNHRD's specialist services and making the patient experience the best it can be."

*"We're bringing the teams together under one roof to deliver a holistic and patient centred approach to care."*

# Patients' Choice Award Winners



**It was celebrations all round when Dr Raj Sengupta and his team of arthritis specialists were awarded two Patients' Choice Awards in recognition of their work to help AS patients cope with their condition.**

Ankylosing Spondylitis (AS) is a form of inflammatory arthritis which mainly affects the spine. It is a painful, progressive, long-term condition which can have a major impact on the lives of those who have it and those around them.

The National Ankylosing Spondylitis Society (NASS) awards are voted by patients themselves and recognise health care professionals who have

gone above and beyond the call of duty of providing care.

Lead Consultant Dr Sengupta and the specialist team provide a specialist service for AS patients. Dr Sengupta was voted to receive the 'Best care provided by a rheumatologist' award, as patients felt that not only was he an expert in AS, but also took the time to listen and understand their concerns, going 'the extra mile' to help.

Dr Sengupta said: "I'm delighted to have been selected for the award and it is a fantastic accolade for the AS team here who work extremely hard to deliver a high quality service."

The RNHRD Specialist AS Team received the award 'Excellence in AS Care'. They

were nominated by patients for both the care they provide in clinics and for their work on the excellent and unique AS Rehabilitation Course.

Patient comments included: "Dr Sengupta takes the time to listen, to help me understand the condition." and, "The whole team care and the AS course gave me what I needed to cope with the road ahead."

Debbie Cook, NASS Chief Executive said: "People with AS from all over the country have told me how wonderful the AS Course is and how much the team there have helped them cope with their condition. It is great to be able to formally recognise the wonderful work of Dr Sengupta and his team."



*Receiving their awards at the NASS award ceremony at the Houses of Parliament*



## The story behind the tweet:

**The tweet:** "Can I get a retweet for my mum oncology nurse Christine Cox Sponsored skydive to raise money for the @RUHBath today! #goodluckmum!"

### The story as told by Christine:

I am a Trustee of the Bath Cancer Unit Support Group, which for five years had been fundraising to purchase a PET-CT scanner for the RUH, which was unveiled in June.

Hundreds of people had been raising money to support this appeal and the Trustees are very grateful for their support. But, I also wanted to do something to support the initiative.

When the tandem sky dive was mentioned, I found myself saying "I'll do that" even before I had put brain into gear! Once said though I thought why not? Friends, family and colleagues were happy to sponsor me as they thought



I was mad! My colleagues also baked cakes for a cake sale held in the Atrium which also raised money towards it.

I found the best way not to worry about what I was doing was not to think too much about it, which worked until I drove into the car park on the day!

All the Go Sky Dive team were so professional and friendly. They put us at ease and explained fully what was going to happen. Then we were called to get into the plane. I was thinking, it's too late to back out now. There was only one way down!

Suddenly we were out of the plane and falling from three miles up at 125 miles an hour for 60 seconds followed by a five minute slow descent.

It was totally awesome, amazing and fantastically brilliant.

It doesn't get much better than this experience.

I would encourage everyone to give it a go.

It resets your standards, and has made me a much braver person. Everything now is measured against "well it can't be worse than jumping out of a plane."

I am so pleased with the amount which I managed to raise, £1075!

Many thanks to all who sponsored me and especially to one of my patients who took a sponsorship form to his golf club!

*Christine.*



Christine getting ready for the skydive

# Bath Birthing Centre



*Gemma Day shares her 'reflections' on the service we offer to women and their families.*

# A Day in the life of... a Birth Reflections Service Midwife

Ever wondered what this birth service offers? We hear from midwife Gemma Day about her daily role.

**I absolutely love my job and am always amazed at how just listening to women and helping them more fully understand their experience can make such a difference to how they perceive their birth and themselves.**

The Birth Reflections Service has two main aims; to help women and their families to explore and question their birth experience; and for maternity services to identify areas for improvement through listening to feedback.

We currently offer sessions at the RUH on Mary ward, at Chippenham Birthing Centre and very occasionally at home. Last year we met with over 200 women and their families.

In a session we use the maternity notes and the woman's and their partner's recollections to discuss their experience and answer questions. The aim is to help them more fully understand their experience clinically and to aid emotional recovery. We feel passionate about promoting the value of emotional as well as physical recovery following birth. If we feel they need ongoing support we would refer them to other services for counselling – often via their GP. We also make referrals to obstetric consultants or anaesthetists if there are concerns that require specialist follow-up.

A typical day begins at 08.30 to set up a room on Mary ward or at Chippenham, read the day's four session notes – the first is at 09.30 - and make refreshments, and tissues available!

Between sessions I update the database, outlining issues and any learning outcomes for maternity services to be shared, and arrange any follow-up needed e.g. GP referral.

I contact medical records to request or chase up notes for appointments. This is also done by our amazing ward clerks on Mary ward who we couldn't live without! We also liaise with Risk Management, Audit and the Antenatal Clinic.

We encourage written feedback or via our Facebook page @Birthreflections Bath so I check that to respond to posts or queries.

Before I leave at 5pm I'll update the database again and input information for the next newsletter and quarterly report.

I'm glad this service is seen as a priority by the RUH because we see the difference it makes to women and their families.

All women who have a baby at the Bath Birthing Centre, at home or at any of the surrounding associated birth centres can make an appointment to discuss their birth. There is no time limit in which you must be seen. To date the longest time between birth and making an appointment to discuss their experience is 19 years!

About 50% ask to be seen within a year of birth and the other 50% are more than a year postnatal. These women are often pregnant again or planning a future baby and so want to understand their previous experience and often ask 'will history repeat itself?' type questions.

The women often feel traumatised by their experience in some way – perhaps the type of birth they had or their pain was greater than they expected or they don't remember a lot of it. It is usually that their antenatal expectation of birth did not meet the reality of the experience they had and they want to discuss this. Every woman's experience is unique. They tell us about their birth experience and we use our clinical knowledge and expertise to help them gain answers to their questions. We also discuss how they feel about what happened and why, as this often opens up discussion to help them understand the things they feel sad about or 'blame themselves' for 'things going wrong'.

We produce a quarterly report for the Trust to help us identify where we can make improvements in care provision. We also write a quarterly newsletter that goes to all maternity staff with the common themes – we try to include anonymous quotes as much as possible so that the woman's voice speaks for itself. Hearing what women have said is often very powerful in helping staff reflect on their personal practice.

We advertise the service via GP practices in our area, health visitors and on Facebook @birthreflections Bath. But most importantly we tell women who deliver in the Bath area about the service in the postnatal period.

*We send 'Praise letters' to staff individually mentioned by women in a session. This is a chance for them to say thank you and for us to show recognition to our wonderful team.*

# News from our Friends of the RUH

Next year we will be celebrating our 60th Anniversary year.

The Friends of the RUH provide amenities and comforts for patients throughout the hospital. This includes having 150 volunteers working across the hospital, fundraising and running the Friends coffee shop and the hospital shop, which are both open seven days a week.

Sam Nolan, Volunteer Services Manager, tells us about the free emergency toiletry packs they give to patients. She explains:

“We understand what it’s like for people when they are unexpectedly admitted to hospital and don’t have items from home which they need. So we’ve created an emergency toiletry pack which includes; a sachet



*Did you know - The Friends Coffee shop is also open on Saturdays from 11am until 4pm, serving hot soups and jacket potatoes as well as other meals and refreshments.*

of shampoo, razor, comb, toothbrush and toothpaste. These are distributed to all wards for patients who need them.

“This year we’re running an ‘acts of kindness campaign’ inviting people to buy an emergency pack for £1 in our shop, which will then go in our emergency packs basket, ready to be distributed to patients on the wards.”



## Easy information for all

**We’re improving the way we provide information for patients with sensory loss or impairment, with a learning disability or communication need.**

For example, appointment and admission letters and clinical information leaflets can be issued in alternative formats like large font, Braille, easy read and an audio file that

can be emailed to a patient.

We can also support patients’ communication needs by offering support from a British Sign Language interpreter or an advocate.

It’s all to do with our commitment to the NHS Accessible Information Standard that was introduced in July 2016. By law, organisations that provide NHS or adult social care

must make information accessible to patients, service users and their carers and parents.

We hope that the legislation will have a positive impact on the experiences of RUH patients and their carers, ensuring that people are able to communicate effectively with health professionals and receive information and support in a way that they can easily understand.

# Thanks & thoughts

We are very grateful for the feedback we receive from patients and their families about their experience of our hospital. Many of our patients write to us, others post their views online and some like to tell us about their experiences on our Facebook and Twitter profile. Here, we share some of the feedback we've received:

Patient feedback on

**NHS choices**

**Excellent care whilst in hospital**

"I was so ill I never really got to know the staff's names but they were all very caring and attentive. Thanks to the RUH I am here and very well."

**Wonderful team**

"I would like to share the great experience that I had today in this hospital. The level of professional care and attention exceeded my expectations. Having such a wonderful team of amazing human beings makes all the difference. Well done all. And a big thanks for caring for me today."

Thank you letter printed in

**BATHCHRONICLE**

"In an era when the media castigates much of the NHS, and not least A&E departments, may I report that I drove my wife with a broken leg from Combe Down to the RUH and back across the Friday evening rush hour to visit A&E.

We were home again in 1 hour 40 minutes, having seen six different professionals at A&E, all of whom appeared to be unhurried, entirely caring, and swift, yet measured in their handling of my wife. She was extremely well served.

Watching the news from Aleppo and Mosul, how very grateful we are for what we have in the UK.

Please uphold all the A&E front line staff – I could name the ones we encountered but I am sure everyone there is equally great at the point of delivery."



Posted on Facebook

**We were treated superbly**

"Second time in RUH in 2 months, first time serious with infected kidney stones for two days then again two days ago to have four kidney stones surgically removed. Both times we were treated superbly; all staff were friendly, helpful, attentive and caring. We couldn't fault them at all."

"Many thanks to the staff on SAU (C30) for looking after me, very much appreciate and understand all you do for us as I'm married to a staff nurse."



Twitter @RUHBath

"Such a great service" 

"Thanks for great eye test today, super consultant with clear diagnosis and recommend treatment, we are so privileged." 

"First time in hospital ever today, such a great service." 

"Our NHS is bloody brilliant. Staff at @RUHBATH have gone above and beyond over the last couple of days. Thank you for all you do x" 



[www.twitter.com/RUHBath](http://www.twitter.com/RUHBath)



[www.facebook.com/RoyalUnitedHospitalBath](http://www.facebook.com/RoyalUnitedHospitalBath)

You can also leave feedback on the NHS Choices website. Visit [www.nhs.uk](http://www.nhs.uk) and search for Royal United Hospital Bath.

# Caring for You

Throughout the year we organise a number of events for our members. They cover a range of topics and we often have a guest speaker or clinical team to present and share information about their work and what is being done at the hospital.

We have two events coming up before the next issue of Insight, so please add these to your diary. If you would like to come along, you'll need to book your place – email: ruhmembership@nhs.net or call: 01225 826288.

## 25 January 2017

Estates – An opportunity to get involved and hear an update on our plans to develop our hospital site

Time: 6pm – 7:30pm

Venue: Postgraduate Medical Centre (Dept. B20)

## 23 March 2017

Looking at our Emergency Department – and the range of work that takes place at our 'front door'

Time: 6pm – 7:30pm

Venue: Postgraduate Medical Centre (Dept. B20)

## What interests you?

Maybe you have ideas about certain topics which you would like to hear about? We would love to hear from you. **Please complete this form and return it to our Membership Office by 8 January 2017 using our freepost address: FREEPOST RSLZ-GHKG-UKKL, Foundation Trust Membership Office, Royal United Hospital, Combe Park, Bath, BA1 3NG.**

Look out for >> We hope to share our Caring for You 2017 events calendar in the next issue of Insight.

## Caring for You Survey 2017

Please select up to six topics from the list below that you would be interested in seeing on our Caring for You schedule 2017

- Food and nutrition
- Women's health
  - Menopause Matters

- Men's health
- Orthopaedics – a plaster cast demonstration
- Restart a Heart
- Children's services
- Midwifery
- Diabetes
- 21st Century lifestyle – a fine balance between health and disease
- Healthy minds – stress, anxiety, worry, low-confidence and low mood
- Age Related Macular Degeneration
- Modern obesity management
- Fall and fracture prevention
- Keeping you well; smoking, diabetes, alcohol, physio
- Beat the super bugs infection control
- Moles and melanoma

Other topic ideas:

.....

.....

.....

.....

.....

## Unable to attend our 2016 AGM? – don't worry, here's our recap

We held our Annual General Meeting (AGM) back in September and were delighted to meet so many of you. Over 190 members came to the meeting and we shared our achievements and challenges over the past financial year, including our plans on how we will continue to enhance and develop the services we provide to our patients.

Those of you who came along heard about the commitment and dedication of our staff and volunteers to deliver safe, high quality, cost effective, patient-centred care. You can read more about this in our **Year in Review** brochure which can be found on our website. Log on to [www.ruh.nhs.net](http://www.ruh.nhs.net), click on About Us and the Annual General Meeting 2016 page.



# Meet your new Governors

**We've been busy with the Public Governor elections this autumn. We had five vacancies to fill across the constituencies and 16 candidates nominated and put themselves forward.**

Voting closed in October and we'd like to thank those of you who voted. We had a great response and it was interesting to see how many of you made their vote online. Our elected candidates will now go on to represent you, our members, on the Council of Governors for the next three years. It is really important that members have a voice and are able to help the Trust improve its services for both patients and staff. Let's introduce you to our new Governors:

## City of Bath



**Hi, I'm Mike Midgley.** I've worked in Bath as an NHS dentist for 25 years. I'm looking forward to being part of the team that helps maintain the excellence that the RUH has upheld. Despite the increased pressures I'm keen to assure people that the RUH, and the NHS as a whole, is run for people rather than profit. I would like to help strengthen links between the RUH and the wider community, with an emphasis on support for community services and initiatives.

## North East Somerset



**Hi, my name is Nick Houlton.** I would like to thank everybody who voted for me

during the 2016 election. I'm very pleased to be re-elected as your Governor for North East Somerset.

I shall continue my efforts to represent your interests and will ensure that you are provided with the best service possible.

I would be glad to hear from anybody who has any queries, and with my colleague Helen Rogers we shall continue to hold public meetings across the area of which you are all be very welcome.

## North Wiltshire



**Hi, I'm Chris Callow.** I was delighted to be re-elected as Governor for North Wiltshire.

I have lived in Wiltshire for 26 years and I hope my experience in local government and my connections to the local community will be skills that are needed by the RUH now, and in the future.

I'm looking forward to communicating with as many people as possible who use our services.

## South Wiltshire



**Hi, my name is James Colquhoun.** I have worked in the public sector for over 20 years and have enjoyed attending the Caring for You events at the RUH.

I'm keen to take on the role of Governor so I can represent the patient and public interest thereby helping to raise the RUH's performance to even higher standards. I hope that my public sector background provides relevant, transferable skills that can be applied to the RUH governor role and exercised with the best interests of the South Wiltshire constituency in mind.

## Mendip



**Hi, I'm Anne Martin.** I have worked in education and pastoral care and take an

active interest in healthcare provision in Somerset, especially the Mendip District. As a patient, carer and friend working and living with people with health problems, both physical and mental, I can appreciate how health providers have to work together to meet an individual's needs and I believe this to be an invaluable trait for a Governor.



Trust Chairman, Brian Stables said: "I'm sure you will join us in welcoming our new Governors to the Council of Governors. I wish them well in their new role and am very much looking forward to working with them over the next three years.

"I would like to thank those individuals who put themselves forward for the election and to those who served as Governors and have now left us.

"We would also like to thank everyone who voted and we all look forward to meeting you at the constituency meetings in the future."

# News from Art at the Heart



<< Art at the Heart team, volunteer researcher Alison Guerin with Remember WW1 co-founder John O'Brien and Clive Aslet at the Remember WW1 awards event

**New:** RUH heritage website coming soon!

**We are creating an RUH Heritage website, which will showcase the Bath War Hospital film as well as research, archives and interviews.**

Arts Programme Manager, Hetty Dupays said:

"We will continue to collect memorabilia and resources from various archives. This site will hold a gallery of the images and accounts from the community, and archives that have been collected over the past nine months.

"We have also received resources from Bath Records Office, such as copies of letters by Nurse Kathleen Ainsworth, and these will be available to view on the site. We hope this website will become a valuable resource, especially for schools, to research Bath during WW1 or day-to-day life in a War Hospital."

If you would like to watch the film on the Bath War Hospital Exhibition visit: [www.artatruh.org](http://www.artatruh.org)

## Art at the heart are runners up for WW1 Remembered Awards

Earlier this year, Art at the Heart showcased an exhibition which reflected the days of the Bath War Hospital. For those of you who haven't seen it, the exhibition which was funded by the Heritage Lottery: the first World War 'Then and Now' exhibition reveals how 'small acts of kindness' from the community helped to support the operation of the hospital. It included reproductions of letters, photographs of soldiers, illustrations, poems, and artefacts sourced from local archives. Thanks to Theatre Royal Creative Fund, grant workshops were held on the Children's Ward and four 3D Multimedia tapestries were produced with artist Edwina Bridgeman to feature within the exhibition.

We were delighted to see that the exhibition received

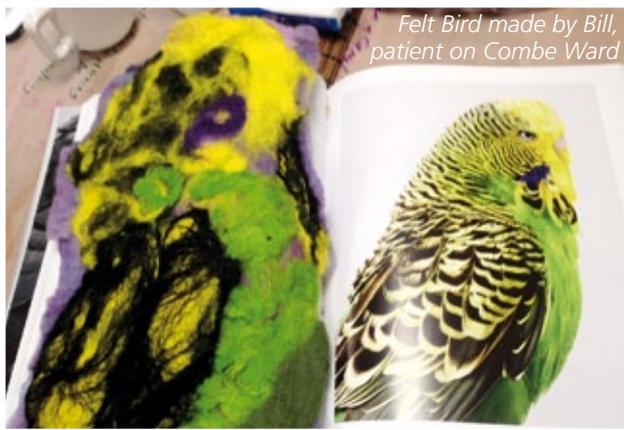
a great deal of recognition and recently reached finalist stage at the Remember WW1 Awards. From 160 entrants, Art at the Heart were presented with the runner up certificate for the Arts & Creativity award at the prestigious ceremony in London.

Looking forward, the Art at the Heart team will be joining forces with The Natural Theatre Company in February 2017 to bring a Bath War Hospital interactive experience to Queens Square, Bath. There will also be the opportunity to see the Bath War

Hospital 'Acts of Kindness' exhibition at the Bath Royal Literary and Scientific Institution (BRS LI) where it will be on show for a week. Look out for dates on our website [www.artatruh.org](http://www.artatruh.org).

>> Come and see the exhibition: It is now installed in its permanent home on the first floor at the RUH (Zone B).





Felt Bird made by Bill, patient on Combe Ward

## A stitch in time: Creative workshops on Combe ward

Stitch in Time provides weekly creative textile reminiscence workshops on the RUH older patients wards led by our Artist in Residence and co-produced by textile students and volunteers. The workshops incorporate a range of images and creative textile processes, taking elements from one-to-one and group conversations on the wards as well as sharing of memories. Relatives shared their thoughts about these sessions, and one lady said:

"It's really nice to see mum doing a creative activity - this is something completely different and she's not tried it before. She seemed to really enjoy the experience."  
(Activity – Felt Making)

The image (pictured above) is of a felt bird made by Bill who was very interested in a book about birds which was bought into the ward by Artist in Residence Edwina Bridgeman. Bill said he used to keep birds but was no longer able to, but he enjoyed making the bird in felt.



## Soundbite Christmas lunchtime performances

*"Where else but in an innovative hospital can one hear such delicate and evocative sounds – a delight"*

The Soundbite Performance Programme brings a diverse range of live music to communal areas of the hospital and wards. We have been working with young musicians from Live Music Now (LMN) and musicians from the Bath Folk Club (generously funded by the Joyce Fletcher Charitable Trust) and Bath Spa University, as well as other local musicians.

9th December – Laurent Duo (Violin and Cello)

**1-1:30pm Lansdown foyer and 1:45-3:30 on the wards**

13th December - Louise Baxter and Seb Gutiez (Guitar and vocals)

**1-1:30pm Atrium (main entrance) and 13:45-15:30 wards**

## EXHIBITIONS

**CENTRAL GALLERY: 21 OCTOBER 2016  
– 12 JANUARY 2017**

### Sci-Art Synergy

What happens when artists and scientists meet?

This exhibition celebrates just what can be created when artists and scientists collaborate. Examples from this exhibition include visual interpretations of quantum dynamics, nano-technology, genetics, the cosmos and the diseases of old age.

Come and see science, and art, in new and interesting ways.

### Judy Rodrigues: Circadian Gardens

This artwork was produced during a six month research and development residency at Ventnor Botanic Gardens over the winter of 2014/15.

*The Mediterranean Garden  
by Judy Rodrigues*



## Coming up

**Hilary Paynter – Age of Enlightenment**

**Central gallery: 19 January – 28 April 2017**

A striking new wood engraving work by Hilary Paynter, specifically commissioned by **Devon Guild of Craftsmen** for this project on the subject of ageing, has been informed by dialogue, interaction and workshops run through *Daisi\** with inter-generational groups.



## Bake Off raised £1,343.65 for our Cancer Care Campaign – we say 'a big thank you' to everyone who donated or helped to sell cakes.

In October, the Forever Friends Appeal invited people across Bath, Somerset and Wiltshire to pop their aprons on and bake cakes to support its annual fundraising event for the hospital – Ted's Big Bake Off.

We saw so many cake sales, coffee mornings and bake offs held at schools, nurseries and businesses, all choosing to bake a difference.

Kick-starting Ted's Big Bake

Off, RUH staff went head-to-head in our Bake Off competition. The RUH Star Baker was Angela Gregory. She made an amazing three tier lemon cake, topped by a marzipan Forever Friends bear. Angela was presented with her prize, which was donated by Bath Cake Company, by the Mayor of Bath, Councillor Paul Crossley. Once the judging was over, the show stopping cakes were sold, and over £150 was raised



– fantastic result!

At the end of the fundraising week we held the biggest cake sale ever. Ted's Big Bake Off Ambassador and Celebrity Baker Tom Herbert from 'The Fabulous Baker Brothers' officially opened the cake sale and within three hours we had sold out, raising over £1,300 – a record amount for the Appeal.

Tim Hobbs, Head of Fundraising said: "We would like to thank everyone who took part

in this year's Bake Off. Your donations will help us make a difference to patients and their families. Last year, Ted's Big Bake Off raised over £20,000 for the RUH Cancer Care Campaign, wards and departments at the hospital – and after all of the donations have been collected, we hope to have beaten this total this year."

Please send us your photos! We are collecting photos from this year's Bake Off, please email them to our Appeal's Events Team at: [forever.friends@nhs.net](mailto:forever.friends@nhs.net)

