

GRAPEVINE



Ward volunteer (and windmill architect!) Patrick Dawson was named Volunteer of the Year at the annual Meggitt Staff Excellence Awards this month. Turn to page 8 to read the story of how Patrick's windmills came to Poole Hospital, and pick up the next issue of *Grapevine* in February for the full story on all this year's Meggitt Award winners...

Photograph by Louisa Bentman



PARKING OVER XMAS

The Creekmoor and Stadium Park & Ride facilities will be closed over the Christmas period. Staff will be able to use the Stadium Car Park on the following days but there will be no transport: Mon 29 Dec, Tue 30 Dec, Wed 31 Dec and Fri 2 Jan.

The bus service will finish on the evening of Wednesday 24 December and recommence on Monday 5 January.

Staff who normally use these facilities and are working over this period may use the multi-storey car park. Please take an entry ticket on arrival and present it to the Car Park Office on level C when you are ready to leave, where you will be given an exit ticket.

Please note that a new improved timetable will be in operation from 5 January 2009.

SUPPLIED BY: **Paul Cornell, Security & Car Park Manager**

Poole Africa Link

Poole Hospital is to form a partnership link with a hospital and healthcare training centre in Wau, Southern Sudan.

The decision to link with Wau was taken by the Poole Africa Link (PAL) Co-ordinating Committee last month following careful consideration of the options available to us.

In reaching its decision, the committee considered the stability and security of the area, government and other existing support networks, sustainability and the general 'fit' with Poole Hospital, in order to make most effective use of the skills and experience we have to offer.



The hospital in Wau is in a dire state and will benefit hugely from our support

The other strong contender was a teaching hospital in Bulawayo, Zimbabwe.

The aim of this exciting project is to use the skills and experience of our staff to help train doctors, nurses and midwives so that they can provide much-needed medical

care to people living in one of the most strife-torn parts of the world.

Wau is officially a tertiary referral centre, but the hospital is in a dire state. The nearby Health Training Institute (HTI) was built in the early 1980s with the purpose of

Continued on page 2

MESSAGE FROM THE CHAIRMAN

Seasonal column - Sue Sutherland will be back next issue!



As 2008 draws to a close it is opportune to reflect on the Hospital's achievements during the last year.

Probably the most significant event was being authorised as a Foundation Trust on 1 November 2007, which was a huge achievement and one for which every one of you must be congratulated. Whilst you may not have noticed any immediate changes it was particularly significant as it meant that the Hospital could start to use any surpluses it made for the benefit of the Hospital rather than feeding them back into the wider NHS pot.

This means that we have at long last been able to move forward with the replacement of the Maternity Unit. This has been talked about for so many years that many staff wondered if it would ever be built. It is therefore very exciting that work is going to start in 2009 and will also include a new Day Case Unit. We will also be starting on the upgrading of the A&E Department and re-siting and upgrading the main entrance for the Hospital.

Hospitals are rightly subject to many regulatory inspections but it must sometimes

feel that no sooner has one inspection been completed than another begins. However, the really good news is that we have been rated extremely highly following all these visits. The Healthcare Commission in its Annual Health Check for 2007/08 placed us in the top 57 Trusts in the country and rated our quality of services as 'excellent' and our use of resources as 'good'. The Healthcare Commission also carried out an unannounced visit to the Hospital to assess our arrangements for the control and prevention of healthcare-associated infections against the hygiene code and gave us a 'green' rating in all three categories. The Department of Health had also been monitoring the Hospital's performance after a visit earlier in the year and after a re-inspection visit, were very complimentary about the marked improvement in standards.

It was also so encouraging that each inspection team was very complimentary about the staff, their helpfulness and their good humour. These are very significant achievements, particularly when the Hospital is always under a lot of pressure, and on behalf of the Hospital Board I would like to say a heartfelt **'thank you'** to each and every one of you for your contribution. Your behaviour is reflected in the way our patients are treated and is very much in line with the Poole Approach.

The Hospital Board has Patient Safety high on its agenda and has been greatly reassured by the improvements in the hand washing audits. We are now waiting for that final commitment so that all staff meet the standard set and we continue to see the number of hospital-acquired infections reduce.

Thank you all again for the huge contribution you make and may I wish you a very happy Christmas and a successful New Year.

Peter Harvey, Chairman



► The hospital in Wau

POOLE AFRICA LINK

Continued from page 1

training nurses, clinical officers (akin to specialist nurses) and midwives. However, when war erupted nine years later, the building was closed and ransacked by the desperate, starving local population: the textbooks made excellent fuel to ignite fires to cook with.

Twenty years on, 60 church dioceses throughout the world have united to form the Solidarity Project and have pledged money and personnel to re-furbish the HTI. In October, two new bungalows will have been renovated that allow a permanent core team consisting of two surgeons, a nurse, a midwife and a manager to be permanently stationed there.

Another seven bungalows are under repair for visiting healthcare professionals. New equipment is being bought and new, modern curricula for training clinical officers, nurses and midwives have already been developed.

However, the one vital thing that the centre is lacking is trainers and the training needs of the country are huge and immediate.

The next steps are to begin fundraising to enable Poole to send a team over to Wau in March 2009 on a fact-finding visit to assess the scale of the project and how best to address the needs of the partners.

If you would like to be involved or support the Poole Africa Link through fundraising or sponsorship, please contact Hilary Fenton-Harris using the contact details below.

SUPPLIED BY: [Hilary Fenton-Harris, PAL co-ordinator, x8182, hilary.fenton-harris@poole.nhs.uk](mailto:hilary.fenton-harris@poole.nhs.uk)

New Year, New You!

Kick start your New Year with our weight loss and healthy living programme.

Following on from last year's success, Occupational Health are pleased to offer the ten-week course again.

You will benefit from:

- Weekly weigh-ins
- A motivational talk with the staff counsellor
- Hearing what a healthy diet really is – our dietitian reveals...
- Total Cholesterol Measuring

- Knowing how to incorporate exercise into your busy lifestyle
- Advice from a Physiotherapist
- Sharing healthy lifestyle tips and ideas with fellow members

The programme will run every Tuesday starting 20 January at 10.30-11.30 am. The first meeting takes place in Seminar Room 3 in the Post Graduate Centre.

There's no need to book, just turn up! For more information please contact:

Occupational Health, x2035



The team on the A3 escalation ward

MEET THE A3 TEAM

Escalation ward open for winter months

Our escalation ward A3 will be open for the winter months to provide additional capacity to the Trust for this busy period. It will close in late April 2009. The ward will be headed by Deputy Sisters Caroline Maynard and Lisa Jukes and supervised on a weekly rotational basis by the ward leaders from Medicine.

We have recruited dedicated staff for the ward, as well as several staff who have been seconded from already established wards to support the service, allowing us to employ newly qualified nurses to back-fill those areas. It is our aim to provide excellent nursing care in this challenging environment whilst providing the flexibility to

meet the changing needs of the Trust over the winter period.

We had a team welcoming day on Friday 10 October which was very successful as you can see from the photograph above, allowing the staff to come together for the first time to meet.

It is never easy working in such a challenging environment and we would like to give a special mention to all who are supporting the service, not only nursing but the many additional support services and therapies whose help is essential for the running of this service.

SUPPLIED BY: **Geoffrey Walker, Matron Cardiology and Medicine**

NICU says thanks to knitters

On Friday 7 November, Poole Hospital's Neo-natal Intensive Care Unit (NICU) invited all their 'Knitting Ladies' to an afternoon tea in the Hospital's Dolphin Restaurant, as a show of appreciation for all the contributions and support they have given to the unit's special babies.

It gives all the parents great pleasure to see their babies in the ladies' beautifully hand-knitted cardigans and hats, and each incubator and cot covered by a colourful blanket, and the ladies themselves have said they enjoy many hours of pleasure making these tiny clothes.

Staff Nurse Pauline Freeth thanked the ladies for all their



NICU's 'Knitting Ladies' enjoy an afternoon tea in the Dolphin Restaurant with Neo-natal Consultant Peter McEwan

contributions and continued support to the unit on behalf of Sally House, NICU Senior Sister, and Neo-natal Consultant Dr Peter McEwan joined the tea to express his thanks on behalf of the medical team.

At the end of a very successful afternoon the knitters were each given a Certificate of Appreciation and will receive a copy of the photograph taken.

SUPPLIED BY: **Pam Bell, NICU**

What's On!

In every issue of *Grapevine* from now on, we will include a list of handy diary dates, but we need YOU to tell us what's on! Please email grapevine@poole.nhs.uk with details of sporting activities, training, fundraising events, staff social activities or any other events that you think people might like to know about!

JANUARY 2009

Tuesday 13 January

Core Skills Training Day *
Contact ann.girling@poole.nhs.uk

Tuesday 20 January

Start of Weight Loss Clinic
Contact Gemma Macklin x2452

Friday 23 January

Core Skills Training Day
Contact ann.girling@poole.nhs.uk

Thursday 29 January

Sue Sutherland Team Briefing
Contact Pauline Malins x8745

Thursday 29 January

Core Skills Training Day
Contact ann.girling@poole.nhs.uk

Friday 30 January

Last date for signing up for Wish List charity abseil!
Contact Kim Coleman x8449

FEBRUARY 2009

Monday 9 February

Stock up on your Valentines gifts and cards at the Wish List shop!

Thursday 17 February

Core Skills Training Day
Contact ann.girling@poole.nhs.uk

Thursday 26 February

Sue Sutherland Team Briefing
Contact Pauline Malins x8745

* *Clinical staff, please check the intranet for Clinical Skills training dates*

SEND US YOUR NEWS

We welcome all contributions to *Grapevine* so if you would like to share your news, please contact us by writing to Grapevine c/o Wish List Office or emailing grapevine@poole.nhs.uk

EXERCISES FOR RECOVERY

Physiotherapy video now on Patientline and the public website

A new film to help patients with simple physiotherapy exercise during and after their hospital stay has now been launched via Patientline and the Trust's public website.

The film is designed to empower patients to take ownership for their exercises, with visual clues on how to conduct them if they have forgotten. It shows a physiotherapist teaching a ward patient exercises to practice during their stay in hospital to ensure a speedier recovery. This includes generic breathing exercises, bed exercises, strengthening exercises sitting out in a chair and whilst standing.

They are typically the most common exercises taught to patients and thus are useful to most patients on any ward. There is also useful advice for patients such as having their own clothes brought into hospital so that they can dress and prepare for discharge home.

The film went live on Channel 31 on Patientline on Friday 10 October. Further to this, it can also be viewed online on our website (visit www.poole.nhs.uk/our_services/therapy_services) so that if patients have internet access, they can continue exercising at home. In line with the Poole Approach, we are therefore giving full and relevant

information and education that is easily understood and accessible.

The main thrust now is to increase awareness within the ward environment to maximise the use of this free channel. Posters will be distributed as reminders for both patients and staff to remember which channel to suggest turning on. In the future I will conduct an audit to see how well received and what uptake the video has achieved. Who knows, Poole may be leading the way and other Trusts will follow this simple idea!

SUPPLIED BY: **Louella O'Herlihy, Physiotherapist**



The new film teaches patients gentle exercises that they can use in hospital and once they return home

Audio menus now available

Visually impaired patients at Poole Hospital can now choose their meals from an audio menu thanks to an unusual donation from LV=.

The Bournemouth-based insurance company handed over 150 personal CD players to the Hospital, which have now been put to excellent use on the wards,



LV= donated the CD players that have been used for patient audio menus. Pictured clockwise L-R: Katherine Hart, Val Horn, Kevin Bailey, Louise Jenkins, Charles Lock

giving patients with impaired sight more independence when choosing their meals. The Hospital also supplies menus to patients in large-print and Braille if required.

Kevin Bailey, Catering Services Manager, said: "We would like to thank LV= for their kind donation of the CD players, as well as the excellent work carried out by Dorset Blind Association in creating the CDs and Braille menus. The implementation of an audio menu empowers patients and means they can make their own choices, in their own time. That said, help is always on hand in our wards to assist any patient with the completion of their menu when needed."

Katherine Hart, Social Responsibility Manager at LV=, said: "It is great to see the CD players in use at Poole Hospital benefiting patients. With our head office in Bournemouth we are keen to give back to our local communities and make a practical difference through gifts in kind and other support."

Please contact Kevin Bailey on x2334 for more information on the audio menus.



Your voice on local health and social care

LINKS UPDATE

Have you heard about the new Local Involvement Networks (LINKs)?

LINKs allow everyone to have a say in how health and social care services are planned, developed and implemented.

You can get involved in a way that suits you. You don't have to commit lots of time in order to be involved in LINKs. It can be as easy as making a comment, so register online today at www.makesachange.org.uk

Our interactive website holds information about local events and has online discussion groups & blogs. For people who prefer to talk on the phone, there is also a dedicated phone number with a real person on the other end.

Phone: 0300 111 0102

Email: contact@makesachange.org.uk

DEPARTMENT SPOTLIGHT:

Maxillofacial Prosthetics Service

In our recent survey about *Grapevine*, a lot of people told us they would like to know more what other departments and units within the Hospital do, so each issue from now on we will be featuring a Department Spotlight in which we ask staff to tell us more about their work.

A big thanks to the Maxillofacial Prosthetics Service for starting us off this issue. If you would like us to focus on your department next issue, send an email to grapevine@poole.nhs.uk.

What are the areas of work that your department is involved in?

Our work covers a range of areas, including:

Cancer, predominantly from head and neck: prosthetic rehabilitation

Congenital cases: syndromes, skull and jaw growth problems

Trauma: construction of oral devices to treat injuries caused by road traffic accidents, physical violence, sport injuries

Surgical plannings for jaw osteotomies, facial implant positioning

Breast care: prosthetic rehabilitation of nipples and breasts

Skin camouflage: treatment to disguise scars, flaps, birthmarks

Where are you based?

In the main Hospital building.

How many people work in the department?

Three

What are their job titles?

We are all Maxillofacial Prosthetists. There's Mark Townend, Head of Service; Heidi Silk, Principle/Deputy of Service (on maternity leave); and Carmen Orbaneja, Practitioner

What other departments do you work closely with?

We are part of the Maxillofacial Surgery Unit. We also work with Ear Nose and Throat (ENT), Speech and Language Therapy and Breast Care Units in Dorset.

What other departments could benefit from your work?

Ophthalmology and Dermatology

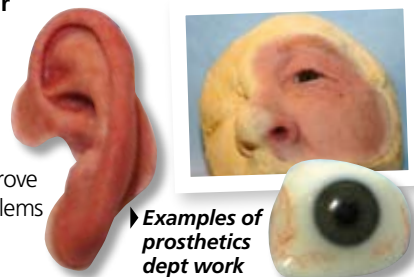
What are the rewards?

When we are able to improve or restore functional problems (for example, swallowing,

masticating, speech, oral hygiene, eyelids closure) and boost patients' confidence as well as self esteem. This is so important when people are going back to their normal routines, their family, work and friends. We help to ease people re-entering society, which is so critical with facial and body disfigurement. Overall, to improve quality of life.

And the challenges?

Accuracy in every case. Retention, tissue mobility and aesthetics for body prostheses.



▶ Examples of prosthetics dept work



▶ Mark and Carmen

NEWS FROM THE LEAGUE OF FRIENDS

We have recently suffered two sad losses and on behalf of our officers and committee, I pay tribute to two very special ladies.

Founder Member Joan Whalley, passed away 20 Sept, aged 91

Joan was always ready to listen to patients, visitors and staff who wanted a friendly, reassuring chat. Over the years she served as Membership Secretary, then ran the Sales Team, until failing health forced her to hand over the reins. She was elected as Vice President – a role she took very seriously by helping out as often as she could, for as long as her health permitted. The last meeting she was able to attend was our AGM in June. Thank you, Joan, for a lifetime of service.

Our much-loved Chairlady Greta Maddock, passed away 12 November, aged 74

Greta became a League volunteer almost 13 years ago and soon agreed to join our committee. She was elected Chairlady some two years later. Her people skills and wonderful sense of humour won her (and by association, the League) friends throughout the Hospital. She was our perfect ambassador and spokesperson over the years, never missing an opportunity to promote the League and our work on behalf of patients and staff. Greta made the best of any situation and was always bright and cheerful to the end. True to our slogan 'We care', Greta always did – greatly. We will never forget her. God bless you, Greta.



▶ Greta Maddock was a great ambassador for the League of Friends.

CLEAN BILL OF HEALTH FOR HYGIENE

The hard work of staff at Poole in maintaining hygiene standards was evident in the results of a recent inspection from the Healthcare Commission. The healthcare watchdog gave the Hospital a 'green light' in every area it was assessed against, making Poole one of the best performing Trusts so far reported on in the national inspections.

The Commission assessed Poole against three key areas and found that the Hospital is meeting all the requirements needed in those areas to keep the risk of infection as low as possible.

The inspectors conducted a thorough assessment of the Hospital's environment, concluding that it provides a clean and appropriate environment for healthcare. They also investigated the systems that the Hospital

has in place to prevent and control infections, and inspected isolation facilities.

Debbie Mead, Operations Manager for the Healthcare Commission, said: "We were pleased with the findings of our unannounced inspection of Poole Hospital. During our visit, we looked at three duties of the hygiene code relating to cleanliness and infection control and found no breaches."

Martin Smits, Director of Nursing and Patient Services at Poole Hospital NHS Foundation Trust, said: "We are extremely pleased with the results of this independent inspection by the Healthcare Commission. It is a tribute to the hard work of all our staff and underlines our commitment to maintaining the highest standards for hygiene and cleanliness."

Greta, I know, would want us to be happy and positive about the future - we have plans and would like to increase our fundraising activities during 2009 so we can play our part in supporting the Hospital's expansion programme. Watch our noticeboard in the New Year for information regarding our fundraising activities, project plans and membership recruitment drive.

Meanwhile, on behalf of the League of Friends officers and committee, I wish you all a very Happy Christmas and a healthy and peaceful New Year.

SUPPLIED BY: **Betty Chapman, Chairman Elect, League of Friends**

Your Christmas messages



THE STAFF OF CARDIOLOGY and Medicine would like to take this opportunity to thank everyone for their help and support over the last year and to wish you all a very Happy Christmas and a great New Year 2009. On a personal note I would also like to thank all the staff in Cardiology and Medicine for the hard work and dedication they have shown over the last year. Without this we would not have been able to deliver the high standards of care that we have.

It is never easy and often we are short staffed. However, the dedication by staff at all levels and all the members of the multidisciplinary team and support services has been exceptional.

Thank you all,
Matron Geoffrey Walker

Wishing all the PHFT staff a very Merry Christmas and Happy New Year from everyone at NICU

Sister Carol Sherman would like to thank the nurses and all the team at Forest Holme for

their hard work and support throughout the year.

The Car Park team would like to thank all staff for their co-operation during the year and to wish everyone a very Merry Christmas and a Happy New Year.

The Wish List team would like to wish all volunteers and staff a very Happy Christmas and thank them for all their hard work and support during 2008.

Happy Christmas to all the staff on Durlston. Thanks to you all for your hard work this year, it is much appreciated. From Sarah Attfield and Denise Heming

Merry Christmas to all of you who come to Durlston Ward for whatever reason. Extra thanks to those behind the scenes - Estates, Purchasing, Porters, Patient Property, EBME, Equipment Library, Phlebotomists etc. The list is endless...

Know Your Greengrocery!

The following varieties relate to a particular fruit, vegetable or salad item but do you know what they are?

- 1) **Batavia, Buttercrunch, Continuity, Romaine**
- 2) **Carlingford, Kennebee, Spunta, Home Guard**
- 3) **Yellow Bird, Turban, Ponca, Honey Delight**
- 4) **Stanley, Friar, Burbank, Sultan**
- 5) **Black Worcester, Bristol Goss, Bosc, Winter Nelis**
- 6) **Yellow Pear, Tigerella, Beefsteak, Large Pink**
- 7) **Fiesta, Splendour, Empire, Juniper**
- 8) **Khoob, Piel de Sapo, Pineapple, Galia**
- 9) **New Zealand, Hoikoido, Jack-be-little, Gele Reuzin**
- 10) **Flame, Colmar, Belgian Royal, Italia**
- 11) **Bing, Nap, Bradbourne, Ranier**
- 12) **Hijiki, Arame, Wakame, Dulse**

Send your answers to Kevin Bailey, Catering Department by Friday 16 January 2008. Lunch for two in the Dolphin Restaurant will go to the first most-correct entry drawn.



Trivia Time!

THE TRUTH ABOUT REINDEER – RUDOLPH IS ACTUALLY RUDAPHNE!

According to the Alaska Department of Fish and Game, while both male and female reindeer grow antlers in the summer each year, male reindeer drop their antlers at the beginning of winter, usually late November to mid-December. Female reindeer retain their antlers until after they give birth in the spring. Therefore, according to EVERY historical rendition depicting Santa's reindeer, EVERY single one of them, from Rudolph to Blitzen, had to be a girl. We should have known... only women would be able to drag a large man in a red velvet suit all around the world in one night and not get lost!

Christmas Recipes

Fruity and spicy – a festive accompaniment for cold cuts on Boxing Day

CHRISTMAS CHUTNEY

(Makes 1.75kg)

- 450g Stoned plums
- 450g Pears, peeled and cored
- 225g Cooking apples peeled and cored
- 225g Celery
- 450g Red onions sliced
- 450g Tomatoes skinned
- 115g Raisins
- 15g Grated ginger
- 30g Pickling spice
- 850ml Cider vinegar
- 450g Granulated sugar

METHOD:

1. Chop plums, pears, apple, celery and onions and cut the tomatoes into quarters. Place these in a large saucepan along with the raisins and ginger.
2. Put the pickling spice into a square of clean, fine muslin and tie with string to secure. Add to saucepan with 425ml of cider vinegar. Stir well. Bring the saucepan to the boil and simmer for 2 hours.
3. Sterilise the jars and lids that you wish to fill with the chutney.
4. Once all the ingredients are tender, stir in remaining vinegar and sugar. Boil until thick.
5. Remove the bag of spices and fill each jar with the chutney. Cover with a wax paper lid and plastic lid.
6. Once opened store in the fridge and consume within a week.

For more festive recipes from Kevin, visit the Hospital intranet

A lighter alternatives to Christmas Pudding

ST STEPHEN'S PUDDING

- 110g White breadcrumbs
- 50g Self raising flour
- 50g Soft brown sugar
- 75g Shredded suet
- 110g Seedless raisins
- 45ml Milk
- 2 Medium Bramley cooking apples, peeled and grated
- 1 Egg
- Grated zest of 1 lemon
- Pinch of salt



METHOD:

1. Sift the flour, baking powder and salt into a bowl. Add the breadcrumbs sugar and suet. Mix together. Then add the raisins, grated apples and lemon zest. Stir thoroughly. Beat the egg into the milk and then add to the mixture in the bowl.
2. Pour the mixture into a 1.3 litre pudding bowl and use the back of a spoon to level the top. Cover the bowl with greaseproof paper and foil pleated in the centre, pulling the sheets down the outside of the bowl. Tie string around the rim and take it over the top and on the other side to make a handle for lifting. Trim off excess paper all the way around, then place the pudding in a steamer fitted over a saucepan of boiling water. Steam the pudding for 2 hours, checking the water level every 20 minutes. To test when the pudding is ready, unwrap and insert a skewer into the sponge. It should come out clean with no trace of raw mixture

WHERE DID THAT PHRASE ORIGINATE?

The English language contains many weird and wonderful phrases which we use every day without ever understanding their origins. Here are a few with some surprising explanations...

Mum's the word

This refers to the sound that is made when someone tries to talk when the lips are pursed firmly shut. In Shakespeare's Henry VI, the speaker commands "Seal your lips and give no words but Mum"

Eating humble pie

In the 17th Century, umbles were the offal of deer and other animals. Eating humble pie - made from the most modest cuts of meat - was a play on words.

Breaking the ice

Before a ship could pass through frozen water the difficult task of cutting a passage through the ice had to be completed. The phrase was borrowed from the seafaring language to mean making the first move in a challenging social situation.

Sour grapes

From the fable by Aesop, of the fox who desires a bunch of grapes but dismisses the fruit as sour when he realises that he cannot reach them.

Pot luck

In the 16th Century it was traditional for every house to have a pot of food on the stove but visitors were never sure of what was cooking. Whether they dined on a choice cut of meat or something less appetising was a matter of chance.

Brass monkey weather

During the Napoleonic wars the brass racks on which a ship's cannonballs were stored were known as monkeys. In cold weather the balls shrank and fell off.



▶ The windmill in the Dorset Cancer Centre garden

The Wandering Windmill

My name is John and I am a volunteer in Ansty Ward. I've been a member of the team for just over five years and in this time have acquired a reputation for being able to do things with wood!

My past career had nothing to do with wood, but my last school report revealed I 'could do better in the 3 'R's' but added that my 'ability in the field of craft and carpentry skills was exceptional' so in my retirement, the interest in wood has been revived.

About two years ago I had an enquiry from within the Hospital relating to the repair of a quarter-size windmill which had been given by another kind volunteer. At the time it was not known who this person was. On making further enquiries, I was able to find our little injured friend, whose residence was in the enclosed garden adjacent to Durlston and Tynham Wards.

The problem was he had very long sail arms which were highly efficient and on very windy days, would take off on a flight of fancy! Being in an area with lots of obstacles, it was inevitable that disaster would come, his sail arms were broken and he was not very happy about his inability to wander any more!

I remade the sails and fitted them back onto his body. Unfortunately, the problems of his wanderings had not been resolved and after two more trips to my workshop, I made further enquiries to find the kind person who gave him to the Hospital.

At last my luck was in! It turned out to be the other volunteer who was assigned to B4 Ward, Patrick being his name, and since then we have got together to stop our little friend's games! Patrick found the solution – not enough food in his body. He required a good feed, so two large bags filled with sand were placed into his lower parts in a painless operation. The result was perfect so no more wanderings and the next time you walk through the garden, you will be able to see the fruits of our labour!

SUPPLIED BY: **John E Patrick, Volunteer**

NHSLA UPDATE

Poole Hospital NHS Foundation Trust is working towards the NHS Litigation Authority Risk Management Standards Level 3 assessment, which will take place in June 2009.

The NHSLA focuses on patient and staff safety against nationally recognised standards of best practice, and means a significant reduction at each level in insurance premiums – money which can then be put back into patient care.

NHSLA looks at our compliance against 50 risk management standards across a whole range of safety related topics. There are three levels of compliance: Level 1 means a Trust must have an approved document or policy in place that complies with NHSLA minimum criteria; Level 2 means the Trust has implemented and is using the document or policy; and Level 3 involves organisation-wide monitoring of the effective use of the above document or policy.

All managers in the Trust are reminded to ensure that all new staff complete the local induction checklist and return it to HR. For further information on NHSLA, please contact Mandy Rann on x8233 or Helen Taylor on x2803.

New intensive care support

Support service introduced for patients leaving ITU

It is now widely accepted that when patients have been critically ill, unconscious or sedated for long periods, this can leave them feeling traumatised either due to the reason they were admitted to ITU and/or being in the ITU environment. Patients can be left with hallucinations, nightmares and vivid dreams, which can be very distressing for them.

When patients are sent to the ward it can be a very difficult period of adjustment for them as:

- They have had one-to-one nursing
- They may still not feel well
- They may be trying to piece together what has been happening to them

As a result of this we are recommending a support service to follow up patients after ITU discharge:

- In order to be able to explain to them what has happened to them during their stay in ITU
- For them to be able to express their fears
- For them to be able to talk about the things that are happening to them in the present

This service commenced in early October, and is available on Monday and Thursday afternoons. If any staff have concerns about ITU patients who may be struggling with issues related to their stay in ITU, please contact me. If I am not available, please leave a message for me and I will get back to you as soon as possible.

SUPPLIED BY: **Sue Chamberlain, Staff Nurse, x2495 or x2617**



▶ Julie Taylor (left) and Margaret Hamilton (right) hand over a cheque to Chris Woodgate at the DBSU.

Table tennis players support DBSU!

Ping-pong playing fundraisers raised £50 for the Dorset Breast Screening Unit as part of Breast Cancer Awareness Month in October. The group, part of the University of the Third Age, dressed in pink to attend their weekly table tennis classes at Merley Community Centre. Each attendee (male and female!) paid a pound, and members Margaret Hamilton and Julie Taylor dropped in to the DBSU last month to hand over the cheque. Thank you!

MESSAGE BOARD

Thank you!

Thank you to everybody who helped the children in the Poole Hospital School Room to make and sell bracelets for Children In Need, and a special thank you to Parker's Jewellery in the Courtyard Craft Centre, Lytchett Minster for their contribution of beads. We raised £108!

Help For Heroes Dinner

A charity dinner will take place on 4 April 2009 at the Durley Hall Hotel & Spa in Bournemouth to raise money for Help the Heroes. Tickets cost £45, to include a drink on arrival and three-course dinner. The evening will also include a raffle and auction, plus live music. For more information, call Stuart Bomidge on 576679 (eves).

World Radiography Day

Poole Hospital Radiotherapy department celebrated 'World Radiography Day' on Friday 7 November with a display in the Dome, advertising radiotherapy as a career. The display included information on training, the role of the radiographer and also showed photographs of the treatment units.



Congratulations to our new Staff Nurse, Sam Peach. She has won the Pre Registration Education and Clinical Excellence Award for this year. Well done Sam, from all on Durlston Ward!

Children In Need 2008

Many thanks to all who gave generously on 14 November for the Children in Need Pudsey Raffle, and many thanks for all the compliments for the Pudsey poster and on the 'sales technique' used! The raffle raised a total of £150.

Number	Winner	Prize
138	Matt	Shah of Persia meal for two
30	John	Bottle of bubbly
40	Dean	Box of Thornton's chocs
144	Alex	Dolphin Restaurant, meal for 2
117	Lynne	Chocolate bear

Many thanks to the Atlantic Bar for the champagne, Thornton's for the chocolates, and The Shah of Persia & Kevin Bailey for the meal vouchers - *Portering Services*

Got a quick message to share? Send it to grapevine@poole.nhs.uk and we will post it on the *Grapevine* Message Board! Whether it's news about staff changes, a congratulatory message, a short news items or simply a note of thanks, just email the message to us (or pop it in the post to Grapevine c/o Wish List Office) and we'll publish it for everyone to read the following issue.

ADVERTISEMENT

POOLE APPROACH

Next issue in *Grapevine*, we will begin a series of articles that demonstrate the Poole Approach in action amongst our staff. If you work with someone you believe deserves recognition for their commitment to patient care and would like to nominate them to feature in the article, please contact grapevine@poole.nhs.uk or call x2269.

The Poole Approach is the unique philosophy that underpins our work and has shaped our development as a hospital committed to putting patients at the centre of their care. It states that we will provide friendly, professional, patient-centred care with dignity and respect for all. It means that our patients receive excellent care and treatment in a safe and clean environment and we:

- Listen to our staff, patients and the public
- Give information that is relevant and accessible
- Safeguard patient privacy, confidentiality and choice
- Welcome and involve families, carers and friends to participate in care
- Treat each other with respect and consideration
- Value and benefit from diversity in beliefs, cultures and abilities
- Continually improve the quality of our services by learning from what we do
- Take responsibility and are accountable for our own actions
- Expect staff and patients to take their share of responsibility for their own health
- Work with and support all organisations who are committed to promoting the health of local people

Staff members featured in the article will also receive a certificate of recognition.

TURN YOUR PICTURES INTO WORKS OF ART



3x vertical split option available - ask for details

CANVAS PRINTS

The ultimate personal present for a wedding, engagement, birthday, Christmas, or why not just treat yourself!

INCLUDES FREE DELIVERY WITHIN THE BH POSTCODE

8"x10"	- £32
12"x12"	- £40
12"x16"	- £46
16"x20"	- £58
20"x20"	- £78
20"x25"	- £90
30"x30"	- £120
30"x40"	- £140
40"x40"	- £160

Phone Nick on 716411

Find Grapevine online at: www.poole.nhs.uk/publications

Halifax staff go ape for children's unit!



Staff from The Halifax in New Milton donated two Nintendo Wiis and a Wii Keep Fit game to the children's unit last month following an adventurous fundraising effort! The group raised the money by taking part in a day out at 'Go Ape', the high rope adventure challenge in the New Forest. The group all completed the challenge, made doubly difficult by the fact they undertook it on the only day of the year that it has snowed! The fundraising event was organised by Lisa Stubbs. Pictured: The Halifax staff come laden with presents to the Children's Unit!



▶ Paralympian Darren Kenny visits our theatres at the open day

Open Day is a success!

Poole Hospital offered visitors the exciting opportunity to see first hand how an operating theatre works at its first ever open day as a Foundation Trust last month.

Over 200 visitors attended the open day, which took place on Saturday 29 November. They took the opportunity to explore a variety of departments, including the breast-screening unit, x-ray, physiotherapy and radiotherapy. They were also able to take part in health checks including blood pressure testing and BMI measurement, and young visitors enjoyed activities including face-painting and play sessions.

The surgery department took visitors through the different stages of an operation, from the point a patient goes under anaesthetic to the moment they come round again, and the non-squeamish were even be able to watch video footage of a real operation!

In pathology, a tour of the cytology labs allowed people to discover more about the information scientists can learn from cells. Visitors also had the chance to look down a microscope and see for themselves how pathologists can diagnose disease.

The event was opened by local sporting hero Darren Kenny, a Paralympic Cyclist who picked up four Gold Medals at the 2008 games, along with the Poole Town Crier, David Squire.

CROSSWAYS

November can be such a sad and difficult month. It begins with All Saints' Day on the 1st and All Souls' Day on the 2nd when Christians remember the dead – saints and ordinary folk whom we have loved and lost. On the 11th we take time to remember the dead of two world wars and those who have died, and are dying, in current conflicts throughout the world.

This year's service seemed especially poignant as we realise that only four men are now left who saw active service in the '14-'18 war; by next year there may well be none. Here in Poole we have many members of the Armed Forces serving overseas and we can gauge the suffering of their families and friends as they wait for news – good but sometimes, sadly, bad.

November was also a sad month for our hospital community, with the loss of several members of staff including the Chair of our League of Friends. All deaths are sad but it feels especially hard when we lose our 'own'. As chaplains, we spend a great deal of time with the dying and the bereaved – it is, in many ways, our core 'business'.

"I'm so frightened", said one patient, "not just about how it will be but what comes after."

What can you say? There are no easy answers, or at least there should not be. For me, as November, the month of death and sadness, draws to a close, we move into Advent and the run up to Christmas. This year, more than many others, I look to its essential message – that in Christ there is not only hope that our living and dying are not in vain but 'Emmanuel' (God-with-us) has real meaning, as we face the challenges of life and death on an everyday basis.

Faith does not let us escape those ups and downs but it can and does transform them. Behind the tinsel and glitter is a real birth and a future death that will offer us New Life.

Despite the sombre tone of this article – the chaplains do wish you a wonderful Christmas and a very happy 2009.

SUPPLIED BY: **Canon Jane LLOYD**

POOLE PEOPLE

FIND OUT MORE ABOUT THE STAFF OF POOLE HOSPITAL IN THIS REGULAR FEATURE

Tom Harrison has been a familiar and friendly face on the trauma and orthopaedic wards for over 10 years.

Tom decided to become a hospital volunteer after his wife was injured many years ago whilst they were on their honeymoon. He saw staff at the hospital she was taken to rally round to help out and arrange visitors to come and see her.

Every Thursday, Tom now spends his time on A3 and B3 running errands, offering patients drinks, taking requests for porters and x-ray and generally assisting with any non-clinical jobs that are needed. With over 10 years experience as a volunteer in the hospital, Tom is able to offer his expertise to new volunteers as they join the Trust too.

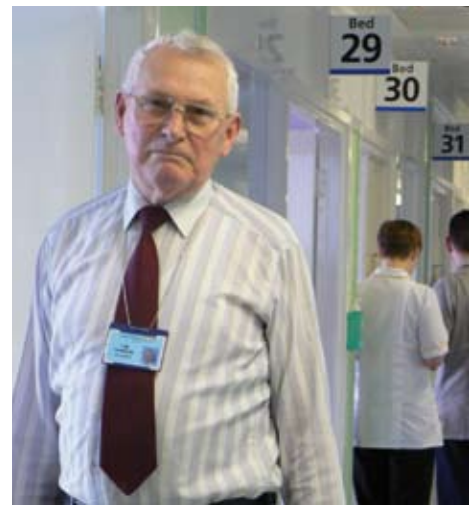
He has also dedicated the last thirteen years volunteering as a Welfare Officer for

the local RAFA, as well as working as the area representative for the RAF Benevolent Fund. He often finds that this work with the RAF crosses over into his work as a volunteer at the Hospital. Following service in the Royal Observer Corps he joined the RAF and sometimes finds that there are patients he meets on the wards who are ex-forces but are unaware that there is support available.

Tom enjoys volunteering on the wards because he likes the contact with others. They are always incredibly busy places and he likes to take the time to sit and talk to the patients who are well enough to want the company.

Tom feels that although people are aware that there are volunteers in the Hospital, most are not sure of what it means to be one. He always keeps a supply of application forms in his bag and takes the opportunity wherever he can to encourage anyone who is interested to apply and find out what they can do to help.

A surprise encounter with a former patient reminds Tom of why being a volunteer is so worthwhile. Whilst selling poppies one year for Remembrance Day, he was suddenly hugged by a passing lady. She explained to him that after having an operation, Tom was the first face she had seen and he had brought her a much wanted cup of tea. His kind gesture had meant a great deal to her and she had not forgotten him.



▶ Tom Harrison, Volunteer

Joy Janati, Volunteer Services Manager, said: "The experience that Tom brings as a volunteer is incredibly important and his feedback is always very useful. He has sensitivity and common sense and really knows what the patients want."

Tom said "It is about making people feel special. If someone is on a trauma or orthopaedic ward then they are often quite unwell and I like to think that I can help out wherever I can to make their stay a little more comfortable."

Infection Prevention & Control

Welcome to the first of our regular slots in Grapevine in which the Infection Control & Prevention Team will bring you up to date with news from around the Trust.

Firstly, thank you to everyone who came to say farewell to Gwen Walker who left in October to take up a post in Bristol. Gwen's enthusiasm for infection prevention knew no bounds and she has left a strong base on which we can now build.

In her place we are delighted to welcome Sue Budden to the team. Sue has worked in the Trust for 22 years, most recently in ITU where she has worked hard to achieve some excellent results in infection control issues. Sue said: "I am really pleased to be joining the Infection Prevention & Control Team to assist with the application of evidence-based practice within clinical areas."

▶ **Sue Budden brings 22 years of experience at Poole Hospital to her new post with the Infection Prevention & Control Team**



HAND HYGIENE

Since April around 40 departments have been auditing compliance with hand hygiene on a weekly basis.

Our aim is to reach 100% for all clinical departments and wards, and each week more teams join the programme. Figures for each Care Group for October are shown below.

In support of the World Health Organisation and National Patient Safety Agency '5 Moments of Care' we have renewed our efforts on hand hygiene training and included the principles outlined in the picture on the right.

Your 5 moments for HAND HYGIENE



▶ **Based on WHO poster 'Your 5 Moments for Hand Hygiene' and reprinted with their kind permission**

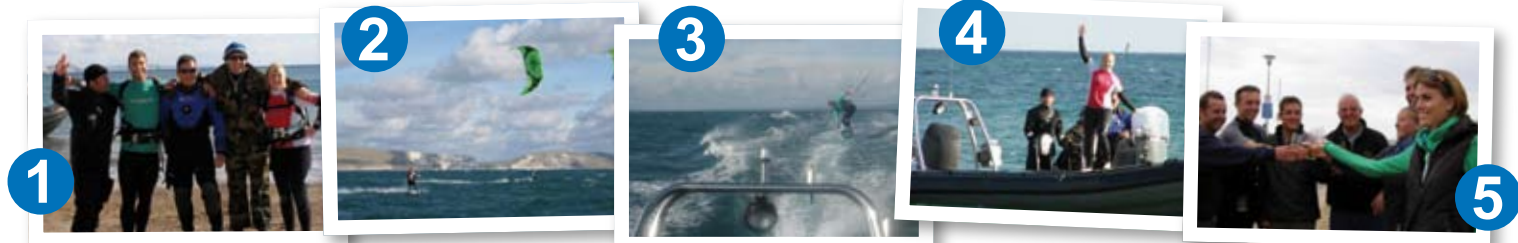
CLINICAL CARE GROUP	HAND HYGIENE SCORE OCTOBER
Trust	92%
Medical	92%
Surgical	92%
Women and Children	84%
Diagnostics	98%

SERVICE WITH A SMILE!

It's not uncommon nowadays to check into a hotel room and find that the toilet has been cleaned and sealed with a tape to demonstrate that it is clean and has not been used.

This simple idea from the hospitality industry has been trialled on Portland Ward in a bid to not only ensure that commodes are cleaned properly but to reassure patients they are being brought a clean piece of equipment. The green tapes use a simple 'post-it note' type adhesive to attach them and leave no residue. Matron Geoff Walker said: "Patients find it reassuring and have been really supportive of this initiative"

The trial will be completed soon and if successful, will be rolled out across the Trust. Please contact the IP&C Team if you would like more information about any of the issues discussed in this article, or have ideas for issues to be covered in the future.



1. Ready to go in Weymouth...
2. And they're off! Enjoying the stunning views of the Jurassic coastline
3. Russell shows off for the camera!
4. Arriving back at Sandbanks, sea-sick but smiling!
5. Back on dry land – a toast to a fantastic fundraising effort

A MIGHTY WIND

It'll be alright on the kite! Weymouth to Sandbanks kite surf raises over £1300...

One summer's evening while chatting about how to raise funds to buy Poole Hospital's CT/MRI department a new 3T magnet, we came up with the idea of travelling the Jurassic Coast by land or sea as a sponsored challenge.

One of the radiologists decided they would walk it, and I decided to go by wind power and kite surf the same distance by sea. Unfortunately, the walk was scuppered by the closure of the Sandbanks ferry, but the kite surfers had already started the complicated organisation!

I roped in a few keen friends who I knew would be up to the challenge, including David Haselden, who kindly offered us the use of his boat and donated the fuel costs to the charity. Russell Hanford and myself both then set about badgering friends and work colleagues to donate money, and between us we raised a total of £1367 before Gift Aid.

We prepared ourselves by kiting from Poole to Hengistbury Head on several occasions and twice took the boat out for safety practices.

We watched the wind constantly and 19 October looked favourable for wind and tide.

On the day, David and Andy Judd made an early start with the boat from Poole and

battled against the wind and tide to meet us in Weymouth. We had congregated with the support of family and friends in a café on the quay for breakfast. The boat arrived and we all decided it would be better to start off sooner rather than later.

We set off as the wind was quite light but once we had passed the lee of Portland Bill we were flying at an average speed of 30km/h. We started to relax and enjoy the views of the Jurassic coastline as we sailed along on the breeze. The boat crew, consisting of David (driving), Andy (safety watching) and Dave Farmer (photographer) were excellent at keeping us on course. About 1.5 hours into the journey I started to get tired. Russell, however, being younger and fitter than myself, was having a brilliant time showing off for the camera! 2.5 hours into the journey, Russell rounded Old Harry's Rocks and was spotted by the waiting crowd at Sandbanks. He easily finished the last three miles, arriving to the sounds of rapturous applause.

Meanwhile, I was floundering just the other side of Old Harry, exhausted, sea-sick and cold. The conditions were rough, with the swell 2m or more. My hydration rucksack had filled up with water, making it heavy – I had to get rid of it.

Andy heroically swam from the boat to collect it from me. I carried on for another half a mile or so but my determination had begun to crack, and I started to make mistakes and spend a lot of time in the water.

After numerous falls I began to feel weak and dizzy and reluctantly decided the safest thing would be to get on the boat. The crew steered it into a position where I could land the kite and being too exhausted to wind in the lines, I was reeled aboard like a giant seal. I immediately began to throw up with sea sickness and miserably arrived back at Sandbanks on the boat.

The waiting crowd cheered that I had done my best and applauded as I dived off and swam to shore. An hour later, warm with a couple of hot chocolates inside me, I felt proud of what I had achieved. I would like to make a special thanks to my parents and Rachael Hurley who participated by driving vehicles back from Weymouth, my splendid boat crew and everybody who encouraged and supported us on the way.

If you would like to support me by donating my web address is www.justgiving.com/christineyoung2 and Russell's is www.justgiving.com/russellhanford.

SUPPLIED BY: **Christine Young, Radiographer**

LOTTERY WINNERS

Congratulations to the winners of the Staff Lottery for September and October 2008, who are:

SEPTEMBER

1 st	£300	Karey McCormish
2 nd	£150	Anita Ellins
3 rd	£25	Paula Cook
4 th	£25	Graham Whittaker

OCTOBER

1 st	£300	Michael Soper
2 nd	£150	Heather Beatty
3 rd	£25	Deborah Forkin
4 th	£25	Amanda Legg

Please contact Sarah Horn at sarah.horn@poole.nhs.uk if you need further information

Staff Discounts

Did you know that as an NHS employee, you are eligible for a wide range of discounts?

In our recent staff survey, a lot of people told us they would like to know more about the discounts and special offers available to them, so in each issue in *Grapevine* from now on, we will bring you details of special offers available to NHS employees.

A great place to start looking for NHS promotions and discounts is the NHS Discounts website at www.nhsdiscounts.com. Registration at the site is free, and gives you access to savings and discounts from over 150 high street brands. The site contains offers on goods across a range of departments, including fashion, travel, homeware, electrical goods and more. Discounts are available to NHS employees, their families and other allied health professionals.



NEXT ISSUE

The next issue of *Grapevine* will appear in February. Please send contributions to *Grapevine* c/o Wish List Office, Main Corridor or email them to grapevine@poole.nhs.uk by 6 February.

Poole Hospital NHS Foundation Trust, Longfleet Road, Poole, Dorset BH15 2JB

ADVERTISING Whilst every effort has been made to ensure the accuracy of advertisements contained in this publication, the Poole Hospital NHS Foundation Trust cannot accept liability for errors and omissions. The Poole Hospital NHS Foundation Trust cannot accept responsibility for claims made by advertisers and their inclusion in *Grapevine* should not be taken as an endorsement by the Poole Hospital NHS Foundation Trust.

Poole Hospital 
NHS Foundation Trust

View this newsletter online at www.poole.nhs.uk/publications
© Poole Hospital NHS Foundation Trust