

# GRAPEVINE



**GOOD SPORTS!**  
Members of the AFC Bournemouth football squad dropped in to Poole Hospital's children's unit in December to bring a little festive cheer to the young patients. The local sports stars took a break from training to hand out Christmas presents on the unit. The entire squad – totalling over 20 players – took the time to visit the Hospital, and the patients (and staff!) were delighted to meet them. Pictured left, Katherine Hennessy with a few of the visitors.

## TRAINING GETS OFSTED APPROVAL

**The standard of training at Poole Hospital was recently given the seal of approval by the education audit body Ofsted.**

The Hospital's 'Train to Gain' provision was scrutinised in the audit, and congratulations go to everyone involved in the successful outcome. Carol Flynn, the team of peripatetic assessors, the clinical staff and the students involved were all instrumental in the success of the audit.

All staff involved provided the evidence required for the audit and central to our success was the good working relationship between Education and Practice. The Learning & Skills Council, with whom we have our contact for Train to Gain provision, has recently contracted Ofsted to undertake all its required audits. This was not only a first for the Trust but also for the region - we were the first Trust in the South West to undertake this audit.

The audit report is available on Ofsted's website at [www.ofsted.gov.uk](http://www.ofsted.gov.uk). If you would like any more information about Train to Gain, please contact Carol Flynn on x8474.

## Join the Wish List abseil!

**Do you have a head for heights and the stomach for a challenge?!**

The Wish List is offering Poole Hospital staff and their friends and family the chance to take part in an adrenaline-charged 130ft abseil from Parkstone House to raise money for much-needed equipment for the Hospital.

The event will take place on Sunday 15 March under the expert supervision of Hamworthy Outdoor Education Centre staff, and will be a fantastic experience for both abseil enthusiasts and those who fancy trying an abseil for the first time.

The challenge is open to anyone over the age of 11 years and people can take part in teams of ten or individually. Each participant is required to pay a registration fee of £15 and there will be prizes available on the day for the highest fundraisers.

We would encourage people to apply as soon as possible as places are limited. To register or find out more information please contact



the fundraising team on x8449 or [fundraising@poole.nhs.uk](mailto:fundraising@poole.nhs.uk). Final registration for the event closes on Wednesday 4 March 2009.

Image kindly supplied by Seeker Photography

# CHIEF EXECUTIVE'S COLUMN



Sue Sutherland returns this issue for her regular column...

**Despite the busiest and coldest winter that we have experienced for many years, we are still delivering all of our targets and maintaining the quality of our services thanks to everyone working so hard.**

Whilst our ward bed occupancy has been around 98% even with ward A3 open, our outpatient, day case, theatre, radiology and endoscopy services have been equally busy whilst we cope with our emergencies and continue to reduce waiting times for our routine patients.

We are currently seeing and treating most of our patients within 13 weeks of their referral, which is fantastic given that during last year, it was 18 weeks. Seeing more patients more quickly means that we have to increase our capacity whilst working more flexibly. As far as capacity is concerned we are employing more staff, building an eighth theatre during the year and increasing capacity in the endoscopy department.

We are also consulting on a ward reconfiguration in an attempt to ensure that patients can be treated on the ward appropriate for their admission rather than be an 'outlier' on an inappropriate ward.

In addition, we are working towards increased flexibility which means providing services in the evening and weekends, such as outpatients, and making sure that support services such as pharmacy and radiology are available for longer periods of time in evenings and over weekends so emergency patients can be treated more efficiently.

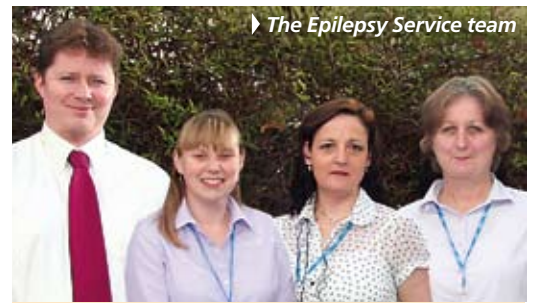
**Very many congratulations** are due to all staff in the Emergency Department, as it has been rated by the Healthcare Commission one of the best in the country for the quality of care it provides.

71% of patients who responded to the Healthcare Commission's latest survey rated the overall care they received at Poole as 'excellent' or 'very good', placing the Hospital in the top ten Emergency Departments nationwide. The Hospital was also rated as one of the best nationally for treating patients with dignity and respect, with 78% of respondents stating that they were treated with dignity at all times, again ranking Poole in the top ten trusts nationwide.

The economic position means that we will have to continue to be extremely prudent with our expenditure but we are expecting our plans for the maternity hospital, the extended emergency department and the day case unit to go ahead as we had envisaged. This year will also see the refurbishment of Tyneham and Brownsea wards thanks to very generous local benefactors.

These last two months have also been remarkable for the number of thank you letters that have been received, which is a great credit to everyone. Even when the hospital is incredibly busy we can still treat our patients and their relatives with the 'Poole Approach'. As always, my thanks to you all for your continuing hard work and your contribution to maintaining and improving the profile of Poole Hospital.

Sue Sutherland, Chief Executive



## Dorset Epilepsy Service Launches

The new Dorset Epilepsy Service was officially launched at Poole Hospital on Friday 9 January. This Dorset-wide service will provide people over the age of 16 who have epilepsy with the support and education they need to manage their condition. Clinics will be held across Dorset, in hospitals and community settings.

The launch event featured a series of talks from health professionals on epilepsy management and care, with the Epilepsy Service team on-hand to meet with visitors. Currently, the team consists of Aideen Tarpey and Michelle Knight (Epilepsy Specialist Nurses), Dr Rupert Page (Consultant Neurologist) and Vivien Littlewood (PA).

Epilepsy is the most common serious neurological condition in the world and affects 456,000 people in the UK, of all ages and from all walks of life. It is estimated that 70% of the population with epilepsy in the UK could be seizure free with optimal treatment. Currently only 52% of the population of people with epilepsy are seizure free.

1,000 people every year in the UK die of epilepsy-related causes, and 370 of those deaths are young adults or children. 400 of the deaths per year are avoidable.

The Epilepsy Specialist Nurses will be taking referrals from Consultant Neurologists as part of the new service. A telephone advice line will also be provided for patients, carers and health professionals to contact the service. The Epilepsy Specialist Nurses are happy to provide training to healthcare professionals and can be contacted via Vivien Littlewood on 01202 263049.

SUPPLIED BY: **Michelle Knight,**  
Epilepsy Specialist Nurse

## Support the Wish List marathon runners

**Five staff from Poole Hospital will be taking part in the London Marathon on 26 April to raise money for The Wish List, Poole Hospital's charity.**

The runners have been training hard with the generous support of Fitness First in Poole. Beth Legesse, Donna Peace, Jackie Nicklin, Karen Hollocks and Kim Coleman are running in aid of The Wish List and each have to raise in excess of £1000. If you would like to support the Wish List Marathon Team, please visit one of the following websites or pop into the fundraising office by main reception:

[www.justgiving.com/bethlegesse](http://www.justgiving.com/bethlegesse)  
[www.justgiving.com/donnapeace1](http://www.justgiving.com/donnapeace1)  
[www.justgiving.com/karenhollocks2](http://www.justgiving.com/karenhollocks2)  
[www.justgiving.com/kimcoleman1](http://www.justgiving.com/kimcoleman1)  
[www.justgiving.com/jackienicklin](http://www.justgiving.com/jackienicklin)

We would love to hear from anyone who has a London Marathon place and would like to run to support The Wish List. We can provide you with a fundraising pack and t-shirt. For more details please call x8449 or email [fundraising@poole.nhs.uk](mailto:fundraising@poole.nhs.uk).



Fitness First are generously supporting our runners

# OPEN DAY WINNERS

**Congratulations to the winners of the Open Day's 'Most Engaging Display' competition, who were Outpatients/Cardiac Rehab/Maxillofacial Prosthetics and Day Theatres.**

The displays were judged on the day by Chief Executive Sue Sutherland, Chairman Peter Harvey and Governor Jamie Pride and although all involved in the event on 29 November put in a huge amount of work to provide interesting and accessible information, the panel felt the two winning groups put on exceptional displays.

The Outpatients department hosted stands from Cardiac Rehab and Maxillofacial Prosthetics, as well as their own, with activities including blood pressure testing, eye tests and BMI measurement. Day Theatres provided visitors with a 'walkthrough tour' of the various stages of an operation, from the point a patient comes goes under anaesthetic to their recovery after surgery.



▶ Staff from Outpatients/Cardiac Rehab/Maxillofacial Prosthetics



▶ Staff in Day Theatres

## Poole Africa Link

### Can you design a logo for us?

The New Year brings further exciting progress to the Poole Africa Link (PAL) with Wau hospital in Southern Sudan.

Fundraising is gathering momentum to support the Trust's long-term commitment to providing medical support and training in this poverty-stricken country. The immediate focus for fundraising is to enable a small fact-finding party from Poole Hospital to visit Wau in March to assess the scale of the needs of the staff and their desperately ill-equipped hospital and healthcare training centre.

In order to raise awareness of the project and Poole Hospital's commitment to this partnership with Southern Sudan, the PAL committee is inviting you to get

actively involved by designing an instantly recognisable logo for all our publicity and fundraising materials.

The competition is open to all Trust staff and family members and should represent the commitment to our partnership with Southern Sudan. Inspiration for the logo could be drawn from the colours or meaning of its flag, the desire to share medical and nursing expertise, or just the developing partnership between Poole and Wau. The acronym 'PAL' may be incorporated into your design.

The competition will be judged by members of the Link committee and the winner will receive a small prize. The winning logo will be announced

and published in the next edition of *Grapevine* and on Poole Hospital's intranet.

Please send your logo submissions either by email in a Word document or as a hard copy, including your name and contact details, to Andrea Moxham, Acting Lead Cancer Nurse c/o PAL Committee, Dorset Cancer Centre or email [andrea.moxham@poole.nhs.uk](mailto:andrea.moxham@poole.nhs.uk). Entries must be in by 6 March. Good luck!

### Fundraising Concert

Dorset Police Male Voice Choir will be giving a concert in support of the Poole Africa Link on Saturday 25 April.

The event will take place at 7.30pm at St Michael's Church in Hamworthy, Tickets cost £7 and are available from Helen Watkins on 01202 448478, Katie Gardner on 01202 442898 or the Wish List Shop.

## 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 us at [grapevine@poole.nhs.uk](mailto:grapevine@poole.nhs.uk) or call x2269 with details of any sporting activities, training, fundraising events, staff social activities or other events that you think people might like to know about!

### MARCH 2009

#### Tuesday 3 March

Dining Room stand: Fitness First

#### Monday 9 March

Dining Room stand:  
Penny Miller Cosmetics

#### Saturday 14 March

LINKs stand in Dolphin Centre  
10am-3pm

See [www.makesachange.org.uk](http://www.makesachange.org.uk)

#### Sunday 15 March

Wish List charity abseil off  
Parkstone House  
Contact Kim Coleman x8449

#### Tuesday 31 March

Sue Sutherland Team Briefing  
Contact Pauline Malins x8745

### APRIL 2009

#### Friday 3 April

Deadline for submitting articles  
for the next *Grapevine*  
Contact [grapevine@poole.nhs.uk](mailto:grapevine@poole.nhs.uk)

#### Friday 3 April

Dining Room stand: Fitness First

#### Saturday 4 April

Help for Heroes dinner,  
Durley Hall Hotel  
Contact Stuart 01202 576679

#### Monday 6 April

Dining Room stand:  
Penny Miller Cosmetics

#### Saturday 25 April

Dorset Police Male Voice Choir  
concert in aid of Poole Africa Link  
Contact Hilary Fenton-Harris  
x8182

#### Thursday 30 April

Sue Sutherland Team Briefing  
Contact Pauline Malins x8745

### NATIONAL ELF SERVICE!

Staff on B4 brightened up Christmas Eve for their patients by donning elf outfits to bring a little festive cheer to the ward. Pictured are NA Chris Ballingall and SN Tracy Lees. If you have a photo you'd like to share with others, just attach it to an email and send to [grapevine@poole.nhs.uk](mailto:grapevine@poole.nhs.uk)



## 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](mailto:grapevine@poole.nhs.uk)

# PRODUCTIVE POOLE!

## New initiative will allow more time for care

**As a nurse, have you ever considered how much time you spend on direct patient care?**

Would you be surprised to know that it could be as little as 25 to 30 per cent? The rest of your time is spent in motion (physically moving between tasks and patients) and devoted to paperwork and administration, handovers with other staff and 'hunting and gathering' equipment.

However, this could be set to change. 'The Productive Ward', part of a series designed by the NHS Institute for Innovation and Improvement, is coming to Poole Hospital! By working through its modules, it is possible to make simple yet effective changes to enable nurses to spend more time with patients. 'The Productive Ward - Releasing Time to Care' has been piloted in four trusts and there are 10 learning partners, one in each SHA. The pilot sites have achieved some spectacular results:

- **Amount of time nurses spend on patient care has doubled**
- **Handover time reduced by a third (yet quality increased)**
- **Medicine round time reduced by 63 per cent**
- **Up to £400 of stock returned to central stores**
- **Reliability of patient observation increased by 70 per cent**
- **Meal wastage rates cut from 7 per cent to 1 per cent**

We'd like to replicate these fantastic results by implementing this project across all adult wards in the Trust. But this change isn't a 'top down' approach, nurses on each ward will be able to look at how their ward is organised and make changes. Although this will require time and effort from ward staff, feedback from Trusts has shown that staff became empowered to make challenging changes to the way they work.

The Productive Ward is organised into 11 modules and comes complete with a toolkit to ease implementation. In addition, I will be guiding wards through the implementation as Project Facilitator. Often the changes made are very simple ideas, such as altering patient handover time, reorganising storage facilities and making better use of data. We



hope that by adopting Productive Ward principles, wards can achieve fewer patient complaints, calmer wards, improved morale and most importantly, spend more time nursing at the patients' bedside.

Director of Nursing Martin Smits, Executive Lead for the project said: "This is a great opportunity for us to really enhance patient care using a proven set of projects. Not only will the programme deliver more clinical time to work with patients but it will also resolve some of the things that really irritate clinical staff. It is an exciting project and I am sure all of us involved in it will quickly appreciate the benefits."

If you would like more information, have any questions or would like to nominate your ward, please email [maria.smith@poole.nhs.uk](mailto:maria.smith@poole.nhs.uk). Information can also be accessed on the Institute for Innovation and Improvement website at [www.institute.nhs.uk/productiveward](http://www.institute.nhs.uk/productiveward).

SUPPLIED BY: **Maria Smith, Productive Ward Project Facilitator**



▶ **The Productive Ward initiative will free up nurses to spend more time on direct patient care**

## NEW ED SYSTEM LAUNCHED

A new patient record system has been introduced in Poole Hospital's emergency department, designed to reduce waiting times by bringing information together in one place and reducing administrative work for staff.

The new system, Symphony, provides a comprehensive means of monitoring the stages of a patient's visit to the emergency department, from their registration at the desk to their discharge or admission into hospital. This means that delays can be easily identified and resources then allocated in the right way to avoid unnecessary waits for patients.

Symphony also provides a secure means of storing information electronically. Patient notes will be held safely on the system, giving doctors and nurses instant access to information.

Steve Frost, Matron for Emergency Care Services at Poole Hospital said: "This new system will help us to run a more efficient emergency department at Poole and will reduce the administrative burden on our staff, allowing them to focus on the quality of the care that they give."

The new system is the first step in building an improved emergency department at Poole Hospital. Other initiatives include capital developments to improve the physical environment of the department and accreditation as a Practice Development Unit, which the department is working towards achieving in 2009.



▶ **Kellie Cox and Sue Barclay are now working as dietetic assistants to support the dietitians**

## New roles for dietitians department

**Some of you will have already seen Sue Barclay and Kellie Cox on your wards.**

They are our new dietetic assistants and will be supporting the dietitians' role by reviewing the nutritional intake of patients, assisting with nutritional talks and training, and liaising with catering/pharmacy

Sue has worked in the department for 13 years as an admin assistant and has been in the NHS for 15 years, so has gained her valuable experience from working as part of the nutrition and dietetic team. Sue's post will be part-time and she will work three days a week.

Kellie has a degree in Sports Studies and an MSc in Nutrition, and has worked in Elderly Care for the past six years. Kellie's post is full time.

This is a first for Poole Hospital and we look forward to expanding the roles further.

SUPPLIED BY: **Catherine Jones, Nutrition and Dietetics Deputy Manager**

## DEPARTMENT SPOTLIGHT:

# Cardio-Respiratory Department

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

The department performs diagnostic tests within Cardiology and Respiratory. In Cardiology these include echocardiograms (echo), pacemaker implantation and follow-up check, myoview scans, exercise treadmill tests, ambulatory ECG and blood pressure monitoring and ECG.

The echo service is currently meeting the four-week wait required with a large demand for both outpatient and inpatient requests. Within echo we also perform transeosophageal echo and stress echo.

Since April 2008 the permanent pacemaker implant and follow-up service has started. The implant service is operated from a new purpose-built pacing theatre located on CCU. Once a patient receives a permanent pacemaker they need to have regular follow-up appointments.

There is also considerable ongoing research in the department. We have recently discovered a novel technique for the assessment of transplanted tissue following maxillofacial cancer resection and this is being published. We are also investigating the effects of hypoglycaemia on the heart which is highly detrimental when it occurs after heart attacks. This is forming the basis an MD thesis for one of our research fellows.

The procedures performed within Respiratory are detailed breathing tests, skin-prick allergy tests, respiratory muscle function tests, challenge testing, oxygen assessment and overnight oximetry studies. The Respiratory Function Suite has recently been opened by Dr Millar and has been recognised by the Daily Echo for the expansion of service it has allowed.

### How many people work in the department?

There are 18 physiologists

### What are their job titles?

Within cardiology we have seven Cardiac Physiologists, three Student Cardiac Physiologists and five Cardiographers. Within Respiratory we have one Respiratory Physiologist and one Respiratory Physiologist student and a Respiratory ATO.

They draw professional opinions from four Cardiologists and an Associate Specialist in Cardiology and three Respiratory Physicians as necessary.

We also draw support from the Cardiology Secretariat, Cardiographers and the Consultants Junior Teams.

### What other departments do you work closely with?

We perform tests on inpatients from all the



wards within the Hospital but work particularly closely with Nuclear Medicine, MAU and CCU. Pacemaker implants take place in the Pacing Lab on CCU and a number of our tests involve the work of a CCU nurse too.

### What are the rewards?

Rewards come from providing useful information to assist with a diagnosis or future patient management. Within pacemaker implantation or follow-up you can often see an almost instantaneous improvement in the patient.

### And the challenges?

The challenges are keeping up with demand for the services provided, keeping to a two-week wait whilst maintaining a high standard of implementation of tests and reporting and planning for a seven-day wait.

### What's your department's best kept secret?

We perform over 20,000 diagnostic tests per year – that's a diagnostic test for one in every eight Poole residents!

If you would like to feature in the next Department Spotlight, please email [grapevine@poole.nhs.uk](mailto:grapevine@poole.nhs.uk)

## MATERNITY UNIT SAYS GOODBYE TO FAMILIAR FACES

**After 23 years of service,** Consultant Obstetrician & Gynaecologist John Edwards retired from Poole and Wimborne Hospitals at the end of November. John joined Poole in 1985 and in addition to spending much of his time caring for expectant mothers and leading the colposcopy service, he also found time to become contraceptive adviser to Monkey World. Despite his best efforts, the monkeys still had their 'monkey business' as a result of which a female baby chimp was affectionately named 'Jonny' in his honour.

John's retirement functions brought together many faces from the past and present including a tale or two from Jonathan Scott to help him on his way. John was presented with a garden bench and model boat and Kate Edwards with a bouquet of flowers. John will be greatly missed by all his friends and colleagues; however, we all wish him a very long and happy retirement.



**After many years as the maternity unit porters,** Dave Helseldem and Perry Crook have transferred to work on the main site. At a thank you lunch, Flo Goodman spoke of all the staff's appreciation and thanks for all their hard work and commitment to their roles as vital members of the maternity team. She emphasised how we have all relied on them both for support in emergency and difficult situations over the years, which they have always given.

Dave and Perry were then each presented with HMV vouchers and wine from all the staff. We will miss them both but hope they will visit us sometimes.



## The time is right for Radiotherapy team!

### Having trouble getting your staff to be bare below the elbow?

This is a picture of the Radiotherapy department at Poole doing their bit for Infection Control. As agreed by staff, fob watches were purchased for them out of the staff fund so they could all adhere to the bare below the elbow policy. The department has maintained high results in the Hand Hygiene audits - well done guys!

If you're bored with your plain old fob watch, why not get on the web to [www.funkyfobz.co.uk](http://www.funkyfobz.co.uk).

SUPPLIED BY: [Jane Giddy, Deputy Head of Radiotherapy](mailto:Jane.Giddy@poole.nhs.uk)

# STAFF EXCELLENCE AWARDS 2008

Staff achievements are celebrated at annual Meggitt excellence awards

2008 was the eleventh year that Meggitt PLC has generously funded our annual **Staff Excellence Awards** and sponsored the **Meggitt Bursary**. It was also our first year as a Foundation Trust so to mark our new status, we gave a new look to our excellence awards, to better reflect the Hospital's values and make the awards more accessible to all staff. We also wanted to give recognition to the invaluable work done by our volunteers so included a new 'Volunteer of the Year' category.

The awards were judged by a panel representing a cross-section of the Hospital and including, for the first time, one of our non-executive directors and a governor, both of whom were very impressed with the quality of the nominations.

The awards were presented to winners and runners-up by Philip Green, Meggitt Group Corporate Affairs Director, on Friday 28 November, together with 25-year long service awards to 21 staff and a new 40-year award to four staff. Special awards were also made to 14 staff in recognition of the excellent care they give their patients.

## Employee of the Year

**"For an individual who consistently makes an outstanding contribution to the organisation"**

Our first ever 'Employee of the Year' was Mike Rowe of the Portering Department. Mike was chosen for his dedication to his work and the Hospital. This dedication shows itself not only in the cheerful service he provides to patients, visitors and staff but also in his social and fundraising activities on behalf of staff and the Trust.

The judges decided to award 'Highly Commended' to two staff - Jacki Holland, PA to Dr Selwyn Richards in the Rheumatology Department, and Kelly Lampert, Activities Coordinator on Kimmeridge Ward. Jacki was chosen for her reliable and professional approach to her work, her consistently positive attitude and the empathetic manner in which she deals with patients and colleagues - as her nomination said, she "epitomises the Poole Approach". Kelly was chosen in recognition of her inspirational work in providing activities for patients to enhance their rehabilitation and restore their confidence.



## Customer Service

**"For an individual who has consistently met or exceeded their customers' expectations of service. A customer is anyone using a hospital service - a patient, a member of the public or a member of staff"**

The judges chose Senior Sister Helen Parker of the Paediatric Community Nursing Team as winner of the individual award, for her outstanding leadership and management skills, coupled with her vision and enthusiasm for service improvement. Together these have achieved tremendous benefits for young patients and led to a truly family-centred service.

Prem Fade, Consultant in the Department of Medicine for the Elderly and Chairman of the Ethics Committee was awarded 'Highly Commended' in recognition of her work and commitment to clinical ethics. The judges felt her leadership has encouraged the Trust to engage with ethical decision-making and enabled us to deal with sensitive and difficult issues on behalf of our patients.



## Volunteer of the Year

**"For an individual who consistently makes an outstanding contribution to the organisation"**

The judges chose Patrick Dawson as the Hospital's first 'Volunteer of the Year'. Patrick has been a volunteer on Ward B3 for five years and was described as unfailingly reliable, cheerful and kind-hearted. The ward staff say they are privileged to be beneficiaries of his time and generosity.

## Meggitt Bursary Award

The total value of the Meggitt Bursary is £1,500 and it is awarded to fund travel to other healthcare sites to further healthcare-related studies. This year's winners were the Adult Cystic Fibrosis team who plan to use the award to fund team visits to other sites of cystic fibrosis clinical excellence and to attend the European CF conference in June 2009.

## Patient Safety

**“For an outstanding contribution to the safety of our patients, whether through clinical care, hygiene/cleanliness or improvements to services or processes”**

Staff Nurse Sue Budden of the Intensive Care Unit was chosen as overall winner in this new category in recognition of her innovative work on infection prevention and control and in managing the Critical Care Minimum Data Set. Her work in both these areas in particular has made a substantial contribution to patient safety.



▶ Sue Budden

## Service Improvement

**“For improved service delivery. This could be improving the quality of care or services, or improving efficiency and use of resources”**

The judges chose the Transitional Services Team (Senior Sister Karen Fernley, Dr Antoinette McAulay, Deputy Sister Viv Turner, Matron Geoff Walker and Dr Liz Williams) as winners in this category as they felt this was an outstanding example of what can be done to improve our services to patients through persistent team effort. In this case it was to improve the process of transition from child health to adult services for young people with long-term conditions. The judges were particularly impressed at the way this was achieved by working with our young patients, to determine exactly what their needs and wishes are for their own treatment and care.

Sue Greenwood & Marion Renshaw of the PICC Team were awarded ‘Highly Commended’ for the enormous improvement to the whole patient experience of the insertion of cannulae that this new service has provided. The PICC service has also improved the planning and coordination of hospital or home intravenous lines.



▶ Geoff Walker, who is part of the Transitional Care team

## Team Award

**“For a team that has consistently met or exceeded their customers’ expectations of service”**

The team award went to the Elderly Care Secretariat for the professional service they provide, and the level of support they give each other and the other members of the Department of Medicine for the Elderly, whilst at all times maintaining patience and empathy when dealing with patients and their relatives/carers.

The Children’s Unit staff were awarded ‘Highly Commended’ for the truly caring and professional service they provide to young patients and their families. As their nomination said, “True customer care is about treating everyone with empathy and respect”, which is exactly what the whole children’s unit exemplifies.



▶ Elderly Medicine Secretariat

## Long Service Awards

**A long service award was awarded to the following staff for 25 years service in the local NHS:**

Jane Armstrong, Staff Nurse, Acrewood Ward  
Elizabeth Austin, Staff Nurse, ITU/HDU  
Frances Clowery, Senior Radiographer  
Rita Duncan, Financial Services Supervisor  
Sue Fenwick, Midwife, Transitional Care  
Darcy Goode, Consultant Clinical Oncologist  
Angela Gray, Radiographer  
Lesley Harvey, Staff Nurse, A&E  
Valerie Jewer, MLA, Biochemistry  
Brian Kennedy, Sister/Charge Nurse, A&E  
Carol Kennedy, Staff Nurse, Ansty Ward  
Vicky Nowogrodzki, Midwife, Transitional Care  
Jenny Pulley, PA to Dr Shortland, Child Health  
Jonathon Scott, Consultant, Obstetrics & Gynaecology  
Gillian Smith, Senior Paediatric Physiotherapist  
Jane Spinney, Superintendent Radiographer  
Carrie Stone, Legal Services Manager  
Vanessa Walker, Senior Staff Nurse, ICU  
Anne Williamson, Technical Instructor  
Alexander Wood, Chief Biomedical Scientist  
Margaret Young, X-Ray Assistant

**This year we also had four staff who had completed over 40 years service in the local NHS:**

Joy Bartlett, Obstetric Health Records Clerk  
Jane Brennan, Sister, X-Ray Department  
Mike English, Senior Biomedical Scientist  
Mike Tiller, Dosimetry Technician, Radiotherapy Physics

## Special Recognition Awards

Special recognition awards were made to Jackie Spendlowe, Claire Doole, Maria Neylen, Jan Dunning, Jackie Chivers, Rosalind Norman, Mary Bragg, Emma Selby and Julie Wynes of Tyneham Ward, Claire Clark, Linda Olde, Carole Plumb and Olivia Nicolas of Cerne Ward and Amanda Saltmarsh of the HDU.

All photography by Louisa Bentman

# Blood Transfusion Update

## Transfusion Practitioner

A new Transfusion Practitioner has been in post from September 2008, Vikki Chandler-Vizard. Vikki has worked at Poole Hospital for 12 years in the Haematology Department as a Biomedical Scientist and has an MSC in Haematology and Transfusion Science. She is enjoying her new role as Transfusion Practitioner providing training and education. She can be contacted on x8727 or bleep 0063 for advice.

## Training and Competencies

**Transfusion Training** – This is to be completed annually and is now part of the 'Core Skills' mandatory training for clinical staff. We can also attend Clinical Governance meetings if this is preferable for your directorate. Any member of staff involved with the transfusion process must have annual training.

**Transfusion Competencies** – The National Patient Safety Agency (NPSA) has developed competencies for specific transfusion processes:

1. *Obtaining a venous sample*
2. *Collecting blood products for transfusion*
3. *Organising receipt of blood products*
4. *Administration of blood products*

These must be completed every three years by all staff that perform these tasks. We are able to provide the specific 'tool' for each one – contact Vikki for details. The NPSA have said 50% of staff must be competency assessed by May 2009 and 100% by November 2010.

Vikki recently emailed the Modern Matrons asking for support in their areas. Senior members of nursing staff have been provided with the appropriate 'tools' as this is a Trust responsibility for completion. Vikki will be keeping records of assessments completed. Reports will be requested by the NPSA as to our assessment status in the near future. It is proving more difficult to progress this with the

medical staff as is evident by the lack of completed assessments from this group of staff. The chair of the Transfusion Committee has written to all clinical leads recently concerning the NPSA requirement

Thank you all for the hard work associated with this massive directive.



## Blood Tracking

The NPSA have indicated that Electronic Blood Tracking should be in place by July 2009. We are in the process of validating a new Blood Tracking system, TRAKLOGIC, which will track blood from delivery at Poole from the National Blood Service to its final fate eg the patient. Training sessions will be scheduled in February for those involved. The whole program will be rolled out over three phases during the next six months. Managers in all areas will be involved with the scheduling, training and implementation process. This is a very exciting time for us as TRAKLOGIC provides a new approach to Blood Tracking utilising Radio Frequency Identification (RFID). The exercise will be challenging whilst we implement this system to improve patient safety during the transfusion process. We are intending to arrange "drop in" awareness sessions from 10-13 March. Information will be provided nearer the time.

## Inspection by Medicines & Healthcare Products Regulatory Agency (MHRA)

The blood transfusions laboratory had an intensive and challenging inspection by two MHRA inspectors on 20 January 2009. The department was congratulated on its very good performance. This was achieved thanks to the enthusiasm and hard work of all members of the transfusion team over a significant period of time.

SUPPLIED BY: **Sue Redfearn, Blood Transfusion Manager**

# NHSLA UPDATE

**Poole Hospital NHS Foundation Trust continues 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.

A quick reminder about some key points for the NHSLA assessment:

## Being open

- If an adverse event occurs ensure that you talk to the patient and document the discussion in the patient's notes
- Don't forget to tick the Patient Notified box on the yellow airs form
- Complete the Being Open Questionnaire and forward to Carrie Stone, Legal Services Manager

## Attendance at formal meetings

- Make your attendance count, sign the meeting attendance sheet
- If you can't attend a key meeting nominate a deputy to attend on your behalf
- Monitor attendance at all key meetings. Are levels of attendance compliant with the terms of reference?

For further information on NHSLA, please contact Mandy Rann on x8233, Clive Thorp on x8409 or Helen Taylor on x2803

## CROSSWAYS

### They say that as you grow older, time speeds up.

It certainly seems to! One of my now very elderly friends suggests that it is because, when you are one, a year represents your whole life, when you are 10, it is down to 10%, and should you make it to 100, then it is only 1%. I am hovering at 2% and falling!

Certainly our communications are speeding up. I can now receive an answer to an email within a minute from someone thousands of miles away. I even managed a quickfire email conference when the recent snows prevented a trip to Yeovil. It took half the time of the real thing including travelling but felt far less satisfying!

I am concerned about our need for speed and quick, slick responses for two reasons.

Firstly as an introvert, I need time to work out my response before I give it to you (extroverts do things much more quickly but don't necessarily take time to think things through) and secondly, good wine takes time to mature; whiskey that was distilled yesterday will be much less acceptable to the palate than the twelve year old single malt that has been matured in oak casks. I take it on the good authority of my significant other!

Just a reminder – if you need a chaplain urgently please use the bleep system (bleep 0400 for me and bleep 0612 for Declan) as we don't always get to our PCs every day.

One of the joys of working with my colleagues in the Chaplaincy Team is that many of them have been carefully matured over a number of years. We shall shortly have the joy of welcoming Alice Bousfield on placement with us from Moorlands College in

February/March for five weeks – at 20 she's going to lower our average age by quite a bit. At the other end of the scale we have Margaret Rostron who has volunteered with us for 50 years, give or take twelve months. I recently nominated her for a Civic Award and was invited to attend the Civic Reception on 16 January to see her receive her Poole Pottery plate from the Mayor.

What a record, what faithfulness, what devotion! And what a witness to Margaret's faith, that she has turned out regularly to help patients attend chapel on Sunday mornings for all that time. She's now retiring from 'pushing' but I want to publicly thank her for all that she has given to the Hospital, to the Chapel, and to me over my time here. I am grateful to all our volunteers but not many can clock up quite such a record!

SUPPLIED BY: **Canon Jane LLoyd**

# A BUSMAN'S HOLIDAY

Tim Salter recounts his experiences of orthopaedic work in South Africa

I have been able to spend a six week working visit in Mpumalanga province, South Africa as a guest of Professor Rankin, who is senior specialist in Orthopaedics at Rob Ferreira Hospital, Nelspruit, and at neighbouring Themba Hospital. As Poole's sabbatical leave policy is currently being sorted out I took a mixture of study, annual and unpaid leave to experience at first hand the African trauma scene.

Both these are state run hospitals and since 1994 fully integrated, offering care to black and white patients. Previously care was segregated.

As in the UK there is a parallel private system, but unlike the UK a lot of trauma surgery is done in the private sector for patients with insurance, often available



Professor Rankin with the orthopaedic junior doctors and Charge Nurse Jacob in Themba Hospital

through work. It's unusual in South Africa for consultants to work in both sectors.

There are many differences from the trauma practice at Poole, but perhaps surprisingly some of the same problems that we encounter.

The main difference is the age of the patients. Typically trauma victims here are much younger than in the UK, the majority injured in road accidents. Many patients are hurt while riding in minibus taxis, fractured femurs and pelvises being common. Many could be prevented by seat belt use. Pedestrians hit by vehicles often sustain open fractures of the tibia. There are more violent injuries, gunshot wounds present once or twice a week.

Infections of all kinds are very common, with HIV frequently reducing patients' immunity. HIV carriage is estimated at 13% overall and 1 in 5 adults, but most clinicians believe the rate to be much higher.

As Nelspruit acts as a regional centre the surgeons here deal with cases which in Poole we would refer to spinal or plastic surgeons.

The similarities are the organisation of the hospitals, which is very like the British model, and the methods of treating fractures, which follow exactly the same principles.

There are difficulties getting patients to theatre due to lack of theatre time, staff shortages, lack of rehab facilities, familiar in the UK, although all these problems are worse in Nelspruit.

Most hospital work is done in English although this is not usually the first language of staff or patients. There has been a serious problem recruiting senior medical staff, which has not been such a problem in Poole.

For me personally the range of practical experience was unparalleled, I have seen pathology that before I have only read about, and did as many femoral nailings in a week as in a year in Poole.

Outside the hospital there wasn't a lot of time for travel but I was taken to see the Kruger Park and was lucky to see many animals including rhinos really close (and crocodiles not too close).

Prof Rankin and his wife Joyce's standing in South Africa is such that two hours after my arrival (in the clothes I'd slept in) I was a guest at the ninetieth birthday party of Albertina Sisulu, a leading figure of the fight against apartheid, and the guest of honour was none other than Nelson Mandela himself.

I would like to thank the Orthopaedic department for allowing me the time off and Messrs Geoff Walker, Farrar and Southgate for signing all the forms. I am grateful to the World Orthopaedic Concern for supporting the visit and for their generous sponsorship. Most of all thanks to Prof Rankin, Dr Kevin Steyn and the staff at Themba and Rob Ferreira Hospitals for the warmth of their welcome and hospitality.

SUPPLIED BY: **Tim Salter, Associate Specialist, Orthopaedic Department**

## NOMINATE A COLLEAGUE FOR REGIONAL AWARDS

Do you know a colleague or team who has made an exceptional contribution to healthcare and gone the extra mile to make a real difference to patients?

If you do, now is the time to show how much you value them, by nominating them for a prestigious award.

The 2009 South West Health and Social Care Awards have been organised to recognise the outstanding work of doctors, nurses and other NHS and social care staff who have made an exceptional contribution to people's care.

Staff in hospitals, GP practices, mental health, ambulance services and social care teams are being invited to nominate individuals or teams who have delivered excellence in their work. As well as nominating others for awards, you can also nominate yourself or your own team. The application deadline is 6 March 2009.

For more information on the awards, or to make a nomination, please log onto [www.healthandsocialcareawards.org.uk](http://www.healthandsocialcareawards.org.uk) and click on 'South West'.

**Well done HCAs**  
Congratulations to HCAs in Outpatients Lorraine Burrridge, Peter Cole and Lynne Hayes who have all achieved NVQ level 3. Well done!  
- Sister Sonya Flynn

**Good Luck Judy!**  
Best wishes to Judy Jansson, who left Poole Hospital at the end of 2008 after over 20 years of service. Judy did a fantastic job as the Trust's Health Information Manager and will be greatly missed. Good luck for the future, Judy!

**Books needed**  
Please support the Wish List bookstall, which runs every Wednesday and Friday in the corridor by main reception. Drop by to pick up a bargain or drop in your unwanted and used books for others to enjoy. All profits from the stall go towards funding equipment for wards and departments across the Hospital. Books can be donated at the Wish List office or shop any day of the week and all books are welcomed, both fiction and non-fiction. Thank you!

Got a quick message to share? Send it to [grapevine@poole.nhs.uk](mailto:grapevine@poole.nhs.uk) or pop it in the post to Grapevine c/o Wish List Office and we will post it on the Grapevine Message Board

Find Grapevine online at: [www.poole.nhs.uk/publications](http://www.poole.nhs.uk/publications)



▶ **Poole Hospital's Staff Governors. Pictured L-R: Lynn Cherrett, Chris Tickell, Jane LLOYD, Diana Calcraft**

## Staff Governors

Our Staff Council of Member Representatives (COMRs) have had a name change! With immediate effect, the Staff COMRs who sit on our Foundation Trust Council will now be known as Staff Governors.

The Council is currently made up of 22 Governors, four of whom are staff representatives. It is their job to ensure that staff have a voice in the Council, and they are:

- Jane LLOYD, Head of Chaplaincy
- Lynn Cherrett, Lung Cancer Specialist Nurse
- Chris Tickell, Head of Midwifery
- Diana Calcraft, Sister, Kimmeridge Ward

If you would like to get in touch with the Staff Governors to discuss an issue that you feel should be considered by the Council, you can contact them confidentially by emailing [ftstaffreps@poole.nhs.uk](mailto:ftstaffreps@poole.nhs.uk).

### What Do Our Governors Do?

Because Poole Hospital is a Foundation Trust, we have a Council of Governors who work alongside the Board of Directors to help guide decisions about the future provision of Hospital services.

The Governors represent our members – both public and staff – and ensure that the views of those members are taken into account when decisions are made about the Hospital.

They meet four times a year at meetings that are open to all public and staff members. There are also several sub-groups within the Council who meet separately to discuss particular issues, including staff communication, membership development, charitable giving and the future plans and priorities of the hospital. These groups feed back to full Council meetings to keep all Governors informed.

# Training Opportunities

The following courses are just a few of the training options on offer at Poole...

### Appraisal Skills

A one-day course which provides participants with the skills and knowledge to carry out performance appraisals with their staff.

12 March	9.30 – 16.30
14 April	9.30 – 16.30
23 June	9.30 – 16.30

### Coaching Skills

This half-day workshop provides participants with an in-depth knowledge of the GROW coaching model and an opportunity to practice using it.

23 March	9.30 – 12.30
17 June	9.30 – 12.30

### Customer Care

Gain a greater understanding of different types of customers and learn skills and techniques to tackle situations with the customer in mind.

4 March	9.30 – 16.30
6 April	9.30 – 16.30
7 May	9.30 – 16.30
3 June	9.30 – 16.30

### Managing Performance

This one-day course assists managers in identifying a variety of ways and opportunities to manage performance. Learn to deal with individuals whose performance is below expectations and identify a course of action.

25 March	9.30 – 16.30
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### Recruitment & Selection

The aim of this two-day course is to take participants through

the whole Recruitment and Selection process, including the legal framework, the paper work and the skills.

20-21 April	9.30 – 16.30
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### KSF/Appraisal Workshop

A half-day course to describe the key elements of the new Appraisal Policy and complete the new Corporate Appraisal Documentation.

24 Feb	9.30 – 12.30
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### Assertiveness

A one-day course aimed at providing participants with some tried and tested assertiveness techniques.

6 May	9.30 – 16.30
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### BTEC Level 3 Award in Management

This three-day Management Programme is aimed at anyone who is new to managing staff, or who has been a manager for some time but without any specific training.

1-3 April	9.30 – 16.30
4-6 Nov	9.30 – 16.30

### BTEC Level 5 Certificate in Management Studies

A one-year course designed to help you to undertake the job of a manager effectively, coping with people and problems, plans and projects, motivation and staffing, conflicts and controls.

Next course begins in September 2009.

For availability on all these courses, please contact x8026. A Training & Development Booking Request Form is required for each course – to access this, please visit the old intranet and browse to Staff Information/Staff Learning & Development.

### New Training Prospectus Available Now!

The new Poole Hospital Training Prospectus for 2009/10 is out now! It provides details of the many training and development opportunities across the organisation that are available to staff.

Copies were sent out to all Wards and Departments during January and February, but if you haven't received a copy and would like to know more about the training opportunities available to you, please call in to reception at the Lloyd Adams Staff Development Centre.



## Patient Information Scheme

**The Department of Health (DH) is developing an Information Accreditation Scheme (IAS) to improve the quality of health information available to patients and the public.**

The aim is to have a nationally recognised standard or 'quality mark', achieved through an assessment and certification process. The DH intends that the standard

would apply to all organisations producing written or scripted health and social care information that is made available to the public. This includes the public, voluntary and commercial sectors.

The focus of the scheme will be on the quality of the process for producing information, for example, how we involve patients and reference evidence.

Organisations which meet the standard will be able to display a quality mark on their leaflets which will be recognised throughout the health and social care sectors.

The IAS is currently in its testing stage. Poole Hospital is one of 40 information providers that have been selected to participate in the testing phase.

Adopting the standard will help ensure that we meet the standards for patient information required by other national organisations such

as the NHSLA. We are currently reviewing our Patient Information Policy, guidelines and processes to ensure they meet these standards. We are due to undergo a pre-assessment on Friday 27 February 2009. It is anticipated that any remedial work and first assessment should be completed by the end of April 2009. Interested in knowing more? Contact Amanda Colman x8003 or Pauline Malins x8745.

SUPPLIED BY: **Pauline Malins, Director of Comms & Marketing**

# POOLE PEOPLE

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

**Poole Hospital's Dolphin Restaurant serves up some 2,300 meals a day to hungry staff, visitors and patients – a task that takes a lot of organisation from the hard-working staff in the kitchen and dining room.**

On-hand to make sure things run smoothly is Dining Room Senior Supervisor Liz Brown,

who has worked in the catering department at Poole for 22 years.

A familiar face to most staff who visit the Hospital dining room, Liz says her role as supervisor is "really just to make sure everything is running properly".

"The girls know what they're doing!" she adds.

After gaining catering experience in Tesco's staff restaurant in the Arndale Centre (now the Dolphin Centre), Liz joined Poole Hospital in 1987 as a Catering Assistant. She recalls that things were a little different then: "The hospital was much smaller – there was no Philip Arnold Unit or Ladybird Unit. We used to take a trolley around to all the clinics back in those days, because the staff couldn't always take breaks to come for food. And the

consultants used to eat separately in the Post-graduate Centre and be served at their tables!"

So what has kept Liz at Poole for 22 years? "It's just such a nice, friendly place to work. People are very courteous and no-one stands on ceremony. The dining room has such a lovely outlook too, it's very pleasant."

Outside of work, Liz swaps her catering hat for a motorcycle helmet and enjoys trips out on the back of her husband's bike. "Last year we travelled over 1000 miles on a round trip through Spain and Portugal," she explains. She also enjoys making jewellery, and is a keen gardener. "I make wine with fruit from the garden in my shed," she tells *Grapevine*. "You could say I have a shed-load of wine at home!" she laughs.



► **Service with a smile! Dining Room Snr Supervisor Liz Brown**

**If you would like to nominate a member of staff to feature in Poole People, please email [grapevine@poole.nhs.uk](mailto:grapevine@poole.nhs.uk)**

## INfection Prevention & CONTROL

### Introducing Rosie Connell, Associate Nurse Specialist

For many of you Rosie will need no introduction. Having joined the infection control team in May last year, Rosie has spent much of her time supporting ward staff and delivering training.

She originally started working at Poole as an auxiliary in the trauma directorate, and returned after her nurse training to work on the intensive care unit prior to taking up her current specialist role.

Rosie said: "Joining the infection prevention and control team has provided me with lots of challenges. I find it very rewarding showing staff how changing simple steps in their practice can improve patient care and help prevent infections."

#### Look after your hands

With lots more emphasis on hand hygiene it is very important to look after your hands to prevent the contact dermatitis that can be associated with frequent washing.

Remember these simple tips which apply to both men and women, at home and at work.

- Always wet hands before applying soap
- Rinse and dry well
- Apply moisturiser through the day and at the end of your shift

Be alert for the early signs of dermatitis including dryness, itching and redness and seek help from occupational health or infection control if you are concerned.

#### Norovirus

It can't have escaped anyone's attention that the Trust has been affected by Norovirus quite severely this year, like many other hospitals in the region.

As you know, although a ward may be closed to admissions the existing patients continue to require care and we would like to thank all those staff – nursing, medical, cleaners and physiotherapists to name a few – who continued to work in closed wards under difficult circumstances.

No-one wants to catch Norovirus and the hard work and dedication of staff on closed wards should not be underestimated. Thank you.



## Practice Development in Emergency Care Services

**The Emergency Department (ED), Emergency Assessment Unit (EAU) and Urgent Care Service (UCS) are well on the road to becoming accredited as a Practice Development Unit (PDU).**

Our Health Check was held on 28 November, during which Fiona Cowdell, Practice Development Consultant from Bournemouth University spent a morning with us.

Presentations were given on some of the work currently underway in Emergency Care Services (ECS). Snr Nurse Practitioner Laura Jukes gave a very interesting talk on the minor injuries nurse training course and spoke about the development of the nurse practitioner course.

ED Consultant Simon Bell spoke about the excellent induction programme he and his colleagues have put together for new SHOs in ED, HCA Richard Tobias described the induction programme he has introduced on the EAU for healthcare assistants and EAU Acting Deputy Sister Hayley Bonner gave her award-winning presentation on a survey she carried out to identify patient satisfaction in relation to mixed sex bays.

Fiona was then given a tour of emergency care services and was filled in on many other developments taking place in all three units. She was able to observe first-hand one of the first days of Symphony going 'live'.

In her feedback report Fiona thanked us for our "interesting and excellent Health Check" and stated that we "are clearly ready to progress to PDU accreditation".

The date for accreditation has been set for 27 April 2009. We are now working hard towards preparing for this date and keeping up the momentum in relation to practice development.

Working together as one Practice Development Unit has been hugely beneficial to the working relationship of all staff across emergency care. It has given staff across the three units an opportunity to get to know each other and to work more as a team for the benefit of our patients.

Thank you to all the staff in ECS for your continued commitment to practice development.

SUPPLIED BY: **Sandra Tan, Practice Development Co-ordinator, Emergency Care Services**

# TISSUE VIABILITY: A NEW BEGINNING

Andrea Graham introduces  
the new tissue viability  
service for Poole Hospital

I have worked in Poole Hospital for over 20 years, with the last 15 years spent as the Clinical Nurse Specialist for Tissue Viability. I am very pleased to announce that Sue Morley and Libby Whittaker have been employed as Assistant Tissue Viability Nurse Specialists with Jane Lockyer, who is new to the Hospital, providing secretarial and administration support.

Tissue viability is the term used to describe the process of preserving and/or restoring human skin integrity. It is an umbrella term which refers broadly to the prevention and management of tissue damage.

The team will provide a strategic service across the hospital to all clinical specialities and patient age groups. The tissue viability service aims to direct and monitor patient care based upon evidence-based practice, national clinical guidelines and local expertise.

The prevention of pressure ulcers is the priority for the tissue viability nursing team in 2009. The role of the team will be to support, educate and empower staff in the early identification, monitoring and prevention of pressure ulcers and to offer expert advice on individual cases when required.

The continuing support for clinical staff dealing and caring for patients with complex wounds will be maintained through education and advice. Sue Morley

in collaboration with Irene Clark from dermatology will provide an in-patient leg ulcer service to support the implementation of the hospital leg ulcer policy. Libby Whittaker will take the lead on tissue viability equipment, and this will compliment her dual role as Equipment Nurse Trainer/Assistant Tissue Viability Nurse Specialist.

One of the key changes for the service will be the emphasis on a proactive strategic approach to improving tissue viability patient care, and a fundamental role for us will be to work more closely with the hospital agents for nutrition and tissue viability (ANTs), matrons, consultants and local primary care trusts. In addition I will be ensuring Poole Hospital remains at the forefront of tissue viability innovation and practice development as I continue to work closely with the Dorset Tissue Viability Nurse Specialist Collaborative, and also this year on a national and political level as the new chairman for the Tissue Viability Nurses Association (South).

I am looking forward to another busy tissue viability year, for 2009 I envision further improvements in the quality of tissue viability care by the emphasis on proactive teamwork both locally and nationally.

SUPPLIED BY: **Andrea Graham, Tissue Viability Nurse Specialist**

**NHS** discounts.com  
...and more

## Staff Discounts

This month, *Grapevine* has teamed up with the website NHS Discounts ([www.nhsdiscounts.com](http://www.nhsdiscounts.com)) to offer one lucky reader the chance to win a chart CD of their choice.

NHS Discounts is a great resource for NHS staff and their families, offering discounts on a range of products including fashion, travel, homeware, electrical goods and more.

To stand a chance of winning, answer this easy question (clue: the answer is inside *Grapevine*!)

WIN!

**Q: How many physiologists work in the Cardio-Respiratory department at Poole Hospital?**

Email your answer to [grapevine@poole.nhs.uk](mailto:grapevine@poole.nhs.uk) or send it via the internal post to Grapevine c/o Wish List Office. Entries must be submitted by 24 April 2009 and the winner will be the first correct entry drawn. Please include the title and artist of the top 40 CD you would like to win with your entry, as well as a second choice.

A new Staff Discounts section has now been set up in the Staff Information section on the Hospital's intranet. Visit [www.intranet.poole.nhs.uk/staff\\_information/staff\\_discounts.aspx](http://www.intranet.poole.nhs.uk/staff_information/staff_discounts.aspx) to read about special offers available to staff at Poole Hospital.

## STAFF LOTTERY WINNERS

Congratulations to the winners of the Staff Lottery for November and December 2008, who are:

### NOVEMBER

1 <sup>st</sup>	£300	Carol Sequeira
2 <sup>nd</sup>	£150	Rebecca Lees
3 <sup>rd</sup>	£25	Samantha McMullen
4 <sup>th</sup>	£25	Carol Riggs

### DECEMBER

1 <sup>st</sup>	£300	Tanya Finch
2 <sup>nd</sup>	£150	Kate Mogg
3 <sup>rd</sup>	£25	Cynthia West
4 <sup>th</sup>	£25	June Spencer

Please email the HR Advice line if you require any further information

## Catering Quiz Answers **Answers to last month's catering quiz:**

- |            |           |            |           |            |             |
|------------|-----------|------------|-----------|------------|-------------|
| 1. Lettuce | 2. Potato | 3. Squash  | 4. Plum   | 5. Pear    | 6. Tomato   |
| 7. Apple   | 8. Melon  | 9. Pumpkin | 10. Grape | 11. Cherry | 12. Seaweed |

Congratulations go to Barbara Peirce in the Library who was the first all-correct entry drawn

### 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](mailto:grapevine@poole.nhs.uk) by 3 April.

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

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