BACK OF THE NET!
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MEMBERS EVENT
Youngsters learn about the hospital

A&E ALTERNATIVES
Choose the right service

BABY SAFETY CAMPAIGN
New leaflet launched with fire brigade

Your Foundation Trust Member News is on pages 10-14
Welcome to the second edition of Connect, the newsletter for staff and Poole Hospital foundation trust members. Feedback on the first edition has been fantastic – staff and our members alike have enjoyed keeping abreast of our latest news.

As you will know, discussions with colleagues at The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust continue as we explore merger. Formally coming together as one organisation will mean that the full benefits of the Clinical Services Review can be fully realised. It’s the view of both boards of directors that all of these benefits can only be delivered as one organisation.

We have long enjoyed a close working relationship with our colleagues at the Royal Bournemouth, and the prospect of merger will mean even closer ties. Following the clinical commissioning group’s (CCG’s) decision that Poole Hospital will become east Dorset’s planned care hospital, and the Royal Bournemouth the area’s major emergency hospital, this relationship will be more important than ever.

We welcome the end of the uncertainty that the CCG’s decisions on the clinical services review has brought, and our role now is to work with colleagues in health and social care in Dorset to design and deliver the very best services possible. This is a great example of partnership working, and one that will directly benefit patients – read more on the opposite page.

I mentioned recruitment and retention earlier. We are fortunate to have some incredibly committed and expert members of staff, and it was my great pleasure to recognise the vital role that our healthcare assistants and maternity support workers play at a special celebration event in November – find out more on page 7.

Lastly, it was a pleasure to welcome players and coaching staff from AFC Bournemouth in December, who once again thrilled younger patients – not to mention many staff – with their annual Christmas visit. Details are on page 4.

I hope you enjoyed the festive period, and my best wishes for a healthy and prosperous new year.

Debbie Fleming
Chief executive

IN TOP SIX NATIONALLY FOR A&E CARE

Poole Hospital has been named as one of only six hospitals in the country providing emergency care better than expected by patients, a new report has found.

Based on surveys of patients using accident and emergency services, regulator the Care Quality Commission found the hospital to be among the top performing in the country.

Patients were asked a range of questions, including their overall experience of emergency departments.

Respondents gave the department a rating of 8.6 out of 10 for their overall experience there. Patients also rated the service 9.3 out of 10 for being treated with dignity and respect.

Geoffrey Walker (pictured), matron for emergency services at Poole Hospital, said staff are delighted with the feedback.

“We’re a busy department seeing more and more patients, so to receive this verdict is fantastic news,” he said.

“We work hard on providing a service that we would be proud to offer to our own friends and family and it is extremely rewarding that patients have given us this rating.

“arne among the best six A&E departments in the country for patients’ overall experience is an outstanding achievement.”
PATIENT DISCHARGE SERVICE OPENS

A new Integrated Discharge Services (IDS) bureau has been officially opened. Since the introduction of the IDS Bureau earlier this year, the hospital’s delayed transfer of care rate has greatly improved, freeing up more beds in the hospital every day.

On average the hospital discharges between 75-100 patients a day, with the IDS bureau managing up to 25 complex discharges daily. These are patients who need an ongoing package of care at home, placement in a care home or transfer to a community hospital for rehabilitation or ongoing care.

The multi-agency service is supported by all the hospital’s key health and social care partners across the county, and was officially opened in November by Professor Chris Ham CBE, chief executive of The King’s Fund, an independent think tank working to improve health and care in England.

“What I see here is an example of how care should be delivered in the future,” said Chris. “The IDS Bureau works using multi-disciplinary teamwork centred on the needs of patients, making sure they’re getting the right care in the right place at the right time.

“It will be particularly beneficial to the growing number of elderly and frail people in our hospitals who have complex needs that can only be addressed by a multi-disciplinary team.”

“The bureau demonstrates the partnership working between the NHS and local authorities of which people are striving to achieve in the rest of the country.”

Debbie Fleming, chief executive, Poole Hospital NHS Foundation Trust, said: “This new facility is a great example of partnership working that is making a real difference to patients’ lives,” said Debbie.

“By working together we have put in place an improved package of care and support for our patients.

“This in turn is improving their overall experience by ensuring that their stay is as short as possible.”

ALTERNATIVES TO A&E

There are a range of alternatives to a visit to A&E, which should only be used in an emergency for life-threatening injuries or serious illness.

Walk-in and minor injuries units can be found across the county, and many patients will be seen sooner than in A&E departments.

A full list of minor injuries units can be found on our website, www.poole.nhs.uk

Accessing the right care in the right place supports hospitals to provide life-saving emergency care by ensuring only those that need A&E do so.

Dr Gary Cumberbatch, consultant in emergency medicine at Poole Hospital, said: “We are encouraging people to make sure they choose the right service when they need care.

“There are many alternatives to A&E where people’s health needs may be met more appropriately, and which could offer faster access to care.”

Other alternatives to A&E include:

- Seeing your doctor: for medical advice, prescriptions and examinations and for persistent illness. You should be able to get an appointment with your surgery as soon as possible, Monday to Friday.
- GP out of hours service: if your local practice is closed, listen to the answerphone message which should advise you how to contact out of hours services. Advice can also be sought by calling 111 (see below).
- NHS 111: if you are unsure of your symptoms and want expert advice, dial 111.

The service is open 24 hours a day, seven days a week and the call is free. You will be assessed and advised on the best course of action to take and whether or not you need to seek professional help.

- Pharmacy: pharmacies offer more than just prescriptions. They can advise on bugs and viruses, coughs and colds, aches and pains, tummy upsets and allergies.

The public is also reminded about responsible visiting in order to help restrict the spread of illnesses like norovirus. Information on this can also be found on our website, in the ‘Preventing infections’ section under ‘Patients and visitors.’

READ ONLINE AT: www.poole.nhs.uk/about-us/publications.aspx
Premier League stars from AFC Bournemouth called in to meet younger patients at Poole Hospital just before Christmas.

Club captain Simon Francis was joined by first team stars Jermain Defoe, Charlie Daniels, Asmir Begovic, Drew Surman and Marc Pugh as well as assistant manager Jason Tindall and assistant first team coach Steve Fletcher. The visit was organised by former player Jimmy Glass, player liaison and match day host for the club.

They spent around an hour meeting and greeting children and their families in the playroom and handing out gifts, before touring the rest of the children’s unit to meet other children too unwell to leave their beds.

“Each year the visit by AFC Bournemouth is eagerly anticipated by children and their families, as well as staff,” said Karen Fernley, matron for child health at the hospital.

“They are so generous with their time and make a real effort to get around the whole unit to see as many younger patients as possible.

“Their visit is definitely one of the highlights of the year, and we’re very grateful that they have once again made time in their busy schedule to meet our younger patients.”

Simon Francis, AFC Bournemouth club captain, said: “I think the visit is very important and it’s the perfect time of year to come and hopefully cheer a few faces up in and around the hospital.

“It’s become a yearly thing for us to visit Poole Hospital at Christmas, which is such an important time for family, and it’s an opportunity for us to show that we’re all together and united.

“AFC Bournemouth is such a community and family-based club so we’re more than happy to come and visit - it’s one of our ways of saying thank you.

“It’s great to come here and take our mind off football for an hour or two and to put a smile on people’s faces.”

Cover stars: AFC Bournemouth club captain Simon Francis is pictured with two-year-old Oliver Merritt, a patient on our children’s unit.

Forest Holme Hospice Charity has been busy over the festive period.

Staff were invited to dance through the decades at the Forest Holme Hospice Christmas party, playing hits from the 50s to the 90s. The party also included a raffle and a two-course meal with two glasses of wine.

The hospice also held a Christmas-themed walk, the Santa stroll, passing through the scenic town of Wimborne Minster and the Iron Age hill fort, Badbury Rings. Each stroller received a free Santa hat.

Corfe Castle Village Hall played host to the Forest Holme Christmas Fayre. The free event had a variety of stalls with festive items and Christmas food and drink on offer as well as a raffle.

Debbie Fleming, chief executive, welcomed hundreds to the Poole Hospital Carol Concert at St Aldhelm’s Church, Branksome, in late December. Attendees were in fine voice and treated to Christmas songs from the Funky Little Choir as well as readings from Trust chairman, Steve Erksine, and hospital chaplain, Declan McConville.

Poole Hospital Charity hosted the night of celebration that reflected on the spirit of Christmas and the theme of gratitude. The event was a huge success and is a firm favourite in the hospital’s festive calendar.
A new leaflet on baby safety developed by Poole Hospital with Dorset and Wiltshire Fire and Rescue has been launched.

Created by St Mary’s maternity unit maternity support worker Amanda Wilson, the new guide features a thermal strip to show the temperature in a room, as well as lots of practical advice on how to keep a baby safe.

The leaflet will be given to all new mums as part of their discharge pack when leaving hospital.

Amanda approached the fire service with the idea earlier this year, keen to ensure new mums had a handy information source on safety when leaving hospital.

The leaflet advises on the risks to babies of adults smoking in homes and how best to prepare a baby for sleep and what to avoid, as well as information on fire safety. The leaflet also gives details of the fire service’s Safe and Well scheme, a free service in which a fire and rescue officer will visit people in their homes to provide safety advice.

Firefighters helped mark the launch of the leaflet in late November when they paid a visit to St Mary’s maternity hospital, complete with fire engine.

“TI’m really pleased with the leaflet and really grateful for the fire service’s support in developing it,” said Amanda.

“It’s a brilliant resource for new mums, in addition to the other information they’re given when they leave hospital.

“The response from mums so far has been really positive.”

Stuart Topp, green watch crew manager at Poole Fire Station, said the fire service was pleased to support the new initiative. Not only is smoking bad for health, it and smoking related items, like lighters and matches, are the most common factor in property fires.

“We were keen to support the midwifery team on the guidance on smoke free homes and how mums and families can protect their baby,” he said.

“I would encourage everyone, not just new mums, to think about safety in the home and would recommend anyone with concerns or questions contact Dorset and Wiltshire Fire and Rescue.”

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Perfect Week putting patients first

We held a Perfect Patient Pathway Week in December, aimed at making a range of clinical pathways more efficient and to support patients to leave hospital in a timely way.

Staff across many specialties targeted a number of actions, including reducing the time between request and diagnostic test time for stroke patients, using the nurse-led medical investigations unit as an alternative to admitting some patients to a ward bed, reinforcing the need for effective, regular board rounds and adherence to the SAFER patient flow bundle, and identifying ways in which the pathway for patients with fractured hips could improve.

Highlights from the week included:

- Visiting wards to identify patients who could be seen or treated on the medical investigations unit, instead of being admitted to a ward bed, worked very well
- Many specialties reported better communication between teams and services
- Surgery allocated staff to specific roles at board rounds, helping to progress patient care
- A number of differences in patient pathways between wards in trauma, particularly for patients with a fractured hip, were identified
- A sharp reduction in the number of children remaining on the children’s assessment unit for more than six hours.

Our partners in health and social care throughout Dorset have also been holding their own perfect weeks and supporting our efforts.

Clive Hunt, Building on the Best transformation manager, talks staff through the new electronic rapid discharge pathway for patients in their last days of life, launched during the week.

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READ ONLINE AT: www.poole.nhs.uk/about-us/publications.aspx
As part of a series of events at Poole Hospital, consultant microbiologist Dr Liz Sheridan is helping to raise awareness of the importance of using antibiotics appropriately during World Antibiotics Awareness Week.

Inappropriate use of the drugs is leading to an increase in bacteria resistant to them. Antibiotics are vital part of healthcare, and make possible advances in medicine, including organ transplantation and chemotherapy.

Without effective antibiotics, even minor surgery and routine operations could become high risk procedures if serious infections can’t be treated.

“Antibiotics are lifesaving and that’s what they should be used for – the serious, life-threatening conditions like sepsis, pneumonia and meningococcal meningitis,” said Liz, pictured with a petri dish showing the effects of five different types of antibiotic on bacteria.

The Sepsis Trust charity estimates that 44,000 people die each year from the condition. Antibiotics are one of the key ways the condition is treated. And the World Health Organisation says that globally there are nearly 500,000 cases of antibiotic resistant tuberculosis diagnosed annually.

“They are an incredibly useful treatment and have made possible major surgery and transplants, as well as improving the safety of a wide range of more routine healthcare,” continued Liz.

“But as we see more bacteria demonstrating resistance to antibiotics, what can potentially happen is a reduction in the number of cancer treatment options we have available, for example.

“Antibiotics might not be available to fight complications around surgery and intensive care and treatment plans.

“My advice is only to use antibiotics if they are prescribed to you by a medical professional – that way you keep everybody safer.

“Taking antibiotics when you don’t need them means they are less likely to work for you in the future.”

A new information pack specifically for fathers of babies admitted to neonatal units has been created by a consultant neonatologist.

DadPad Neonatal was conceived by Professor Minesh Khashu complements the existing DadPad guide for new dads. It’s thought to be the first resource of its kind aimed at fathers of babies on neonatal units.

The pack of laminated cards contain practical information including what dads can do to support themselves and mum, the range of feelings and emotions they may experience and how to find support, as well as more practical advice on holding and handling a premature baby. It’s hoped the tool will significantly improve a dad’s understanding of their baby’s care and treatment and will also help in conversations with healthcare professionals on a range of topics.

“DadPad is such a good idea for new dads, bringing together a range of information in a handy and convenient pack,” said Prof Khashu.

“Having a sick or preterm baby is a very stressful time for parents. It can get even more stressful for dads who may have to go back to work quite quickly and may not be able to spend as much time on the neonatal unit as they would wish to.”

“I hope that other neonatal units will adopt it and benefit from the support it offers.”

DadPad Neonatal will shortly be available at Poole Hospital, initially free thanks to charitable funding.

For more information visit www.thedadpad.co.uk/neonatal

BE RESPONSIBLE: DOCTOR WARNS PUBLIC ON ANTIBIOTIC USE

NEONATAL CONSULTANT DEVELOPS NEW RESOURCE FOR DADS
Renowned health and care guru Professor Don Berwick visited Poole Hospital to find out more about the innovative work taking place here.

Professor Berwick has been touring the country visiting vanguards to find out more about what they have achieved so that the learning can be shared.

As part of the visit, Professor Berwick gave valuable insight into how best to move forward with improvements to services to clinicians and managers from across the NHS in Dorset.

Professor Berwick was accompanied by King’s Fund chief executive Professor Chris Ham, who chaired a very interesting discussion between local NHS leaders about how Dorset’s Accountable Care System will evolve, before taking a tour of our paediatric unit.

Our visitors were taken on a tour of the hospital’s paediatric unit and heard a presentation from our stroke leads.

Professor Berwick was appointed an international visiting fellow at the King’s Fund in October 2015 and contributes to the Fund’s broader work to improve health and care in the NHS.

In 2013 he carried out a review of patient safety in the NHS on behalf of Prime Minister David Cameron. Recognised as a leading authority on health care quality and improvement, he has authored or co-authored more than 160 scientific articles and six books.

The invaluable contribution healthcare assistants and support workers make has been recognised at special celebratory events.

Healthcare assistants, maternity care assistants and theatre support workers play a vital role in supporting patient care across all wards and departments.

The events were an opportunity to recognise and thank staff, as well as to provide information on apprenticeships and career progression.

More than 70 staff attended one event in November, with goody bags containing a thank you poem and treats, handed out.

There was also a raffle with that was won by CT/MRI assistant, Linsey Rose, who received a hamper including a bottle of champagne, confectionary and pampering cosmetics.

Meanwhile, the role of maternity support workers (MSWs) was marked as part of November’s Maternity Support Worker Month.

MSWs help keep our maternity department a welcoming, well run, clean and safe place to help mums bring their new babies into the world. They include porters, cleaners, housekeepers, medical secretaries, records staff, ward clerks, PAs, rota staff and those giving direct care to our women.

Selfies taken with MSWs with midwives and doctors were displayed St Mary’s, accompanied by an explanation of just why the member of staff appreciates the MSW they work with.

The event also raised awareness of a new support worker advocate role. Members of staff Amanda Wilson and Emma Gorman have taken on the role of MSW advocates, and are the first point of contact for MSWs with ideas or concerns.

Chief executive Debbie Fleming thanked all support workers across the trust for the vital role they continue to play.

“Our healthcare assistants and support workers are brilliant,” she said.

“They connect with our patients and make them feel safe, welcome and comfortable when they are in our care.

“The board, the executive team, colleagues and patients all appreciate everything they do.”
Mr Robert Talbot stepped down from his role as medical director after almost 10 years in December. With 43 years' service in the NHS – 28 of these at Poole Hospital – Robert, 66, reflects on his journey into medicine, the origins of specialisation, the hospital's pivotal role in developing colorectal surgery nationally and life after the Trust.

"My father was an obstetrician in the army so it was natural for me to follow his footsteps and go to medical school, which I did straight from school," he said.

"As a teenager I had my doubts about being a doctor because if I cut my hand or fingers I would feel faint. As it turned out this was just my blood and my fingers and I had no problem operating on patients, although even to this day I don't like hand injuries.

"I was attracted to Poole Hospital because the advertisement was looking for a general surgeon with a special interest in colorectal surgery, which was innovative for the time as specialisation was just beginning. Over the years I was able to develop a colorectal unit which can match anywhere else in the country.

"At the same time it was frustrating because we didn't have the volume of patients or the high profile those centres had. But we can be very proud of what we achieved. Poole Hospital was a leader in developing national guidelines and national audit in colorectal cancer.

"What was always inspiring was going to national and international conferences and realising that my team and I were up-to-date with the innovation and developments, like multidisciplinary team meetings in cancer care or adopting new operations or introducing new practices to provide better outcomes, as were the larger university centres.

"There have been sad times, too. Two of my colleagues died at a young age whilst in their surgical prime. These were difficult times when we all pulled together as a team."

Robert believes a key challenge facing the NHS today is an ageing population, often with complex health needs.

"In the future, the danger is the NHS being overwhelmed with frail elderly patients with multiple comorbidities. More care in the community – the NHS' current direction of travel – is the right but expensive way to deliver care. I think we need to bring back personalised care – one-to-one continuity of care, designed around the patient, not the organisation. It's vital we keep that one-to-one relationship between a patient and clinician, who doesn't necessarily need to be a doctor."

Looking ahead, Robert intends to use his retirement to travel, and spend more time with his family. "I have three grandchildren and twins on the way and I'd like to spend more time with them, they are growing up so fast.

"I'm looking forward to doing more travel, spending quality time in other countries and not just dipping in and out on a tight schedule. "I spent my elective as a medical student in Rhodesia, now Zimbabwe. We are never happier than when we are in Africa – and I would like to contribute to animal conservation efforts there. But there are so many fascinating places in the world that it will be important not to be too focussed on one continent. I might even combine my passion for watching cricket by going to some matches abroad."

And looking back over his distinguished career, Robert says he feels honoured to have been a surgeon.

"It has been an honour to operate on people - it has been challenging and exciting," he said.

"I've loved my career and wouldn't want to do anything differently - it's been hard work but so rewarding.

"I would encourage teenagers thinking about going into medicine to follow their dream. Being a doctor is an exciting job but it is a vocation and a way of life. There's an area of medicine for anybody."
Prestigious Spotlight for Teams

We had not one but two entries shortlisted in this year’s prestigious Health Service Journal awards.

Our play specialists and MRI team were shortlisted in the acute sector innovation category, in recognition of the introduction of play preparation for children requiring an MRI scan - nearly three quarters of children referred to the play specialist team required no general anaesthetic for the diagnostic procedure.

Dr Rupert Page and the Dorset Epilepsy Service worked with partners to develop an innovative smartphone app that beams health data from a patient’s wearable device directly to the hospital, and were shortlisted in the supported self-care category. For more on this project, see the main article on this page.

Maternity Safety Project Finalists for Safety Award

A maternity safety project was a finalist in the patient safety improvement category of the national Nursing Times magazine awards recently.

‘Spotlight on safety’ encompasses a range of initiatives helping to keep women and babies safer and healthier.

These include the introduction of a midwife with specific responsibility for reducing smoking rates for mums-to-be in pregnancy. Smoking when pregnant is known to reduce a baby’s development in the womb and increases the risk of still birth.

Ms Service is Team of the Year

Congratulations to the Dorset Multiple Sclerosis Service, named team of the year at the 2017 QuDoS Multidisciplinary awards.

The service is based at the trust and the team was presented with the award in November.

QuDoS is a multiple sclerosis recognition programme that is delivered in partnership with the Multiple Sclerosis Trust and supported by a number of pharmaceutical companies.

The programme highlights innovation and excellence in multiple sclerosis management and service delivery and also recognises the valuable contribution of individuals and teams in improving the quality of life and experience of care for those with multiple sclerosis.

Neonatal Team Win Prestigious Award

The team behind our neonatal service were named ‘outstanding team’ at this year’s Zenith Global Healthcare Professionals Awards, sharing the award with the liver transplant service at Kings College Hospital, in London.

The award was made in recognition of the neonatal service’s impressive performance and feedback from families.

Professor Minesh Khashu, consultant neonatologist and professor of perinatal health, said: “We work hard as a team – doctors, nurses, advanced neonatal nurse practitioners, therapists, pharmacists and dieticians, together with our administration support and management – to give the best service possible and we’re delighted to have been recognised in this way.”

Innovative App Wins Tech Award

An innovative smartphone app that works with wearable technology and developed with Poole Hospital’s Dorset Epilepsy Service has won a prestigious national award.

The myCareCentric epilepsy tool uses a smartphone app that supports patients to self-manage their condition, linking to a patient’s medical record and improving the ability of hospital teams to monitor patients with epilepsy.

Data collected includes sleep patterns, exercise, heart rate, temperature and sweat levels and can be used to identify when a seizure is taking place and what may be behind it. Patients can also enter information themselves.

The technology was named best app for patients and carers at the national e-Health Insider Awards, supported by NHS England and NHS Digital and which seek to recognise innovation in IT to improve healthcare.

“This project is all about delivering better care for patients,” said Dr Rupert Page, consultant neurologist and clinical lead for the Dorset Epilepsy Service.

“Patient safety is at the heart of this so it’s great to see our work recognised at a national scale.”

“This technology helps us understand how epilepsy affects an individual, as well as giving us a better understanding of the nature of their seizures and impact of treatment.

“It also means that we can more easily provide expert advice and support to the patient on a timely basis.”

The project was also shortlisted in the ‘supported self-care’ category of the Health Service Journal’s awards.

READ ONLINE AT: www.poole.nhs.uk/about-us/publications.aspx
I hope everyone had a peaceful and restful Christmas and that you were able to enjoy time with family and friends. As we move into the New Year the hospital has again been very busy and the board and governors are very grateful to all of our teams for ensuring that we continue to deliver excellent patient care.

It was really good to see so many members at the recent event held at Poole High School. The afternoon proved to be a great success with people having the opportunity to hear more about our Women and Children’s services, as well as personal stories on ‘why I chose the NHS’ from Debbie Fleming, Chief Executive, Patricia Reid, Director of Nursing, and Sophie Marriott, Usmaan Maqsood and James Mawdsley, three medical students currently at the trust. It was also a great opportunity to engage with young people at the school as part of our drive to engage with staff of the future.

You will see in the Chief Executive’s welcome that work continues to design and deliver the very best services possible following the Dorset Clinical Services Review (CSR). We are working closely with our colleagues at The Royal Bournemouth Hospital to build services that will provide great care over the two sites.

In December the hospital’s Medical Director stepped down after ten successful years in post. Robert Talbot completed 28 years’ service at Poole Hospital and 43 years in total with the NHS. Robert dedicated his working life to the NHS and been loyal servant to its principles. I would like to thank Robert, on behalf of the Board, for his dedication, commitment and unerring focus on patient care and wish him well in the future.

We also say farewell to Paul Miller, our outgoing Director of Strategy. Paul has been with the Trust since 2014 and has worked hard to ensure we are well placed on the development of the Poole Hospital site and in our relationships with strategic partners. Our thanks and best wishes go to Paul.

Finally, I would also like to thank Hugh Marshall for his diligent work as he steps down from his role as Non-Executive Director on the board and to welcome Stephen Mount in his place. Stephen is a Fellow of the Institute of Chartered Accountants in England & Wales, and until recently was a senior partner at PricewaterhouseCoopers LLP. He brings with him a wide range of experience including strategic change, operational effectiveness and service improvement.

As I look ahead I have no doubt that the New Year will be another extremely busy and challenging one as we deal with on-going operational pressures and enter into a period of potentially significant organisational change. However, the Trust has strong foundations in place and through the continued commitment of our people we will remain focused on being an excellent provider of services to our patients. Thank you very much for your continuing support for Poole Hospital and I would like to wish you health and happiness in 2018.
I have worked at Poole Hospital, as a diagnostic radiographer in CT/MRI, for over 20 years. During this time I have seen the specialties expand, the building change dramatically and the strategic staff planning put under immense pressure. Throughout, I have been proud to practice and promote The Poole Approach and to see its worth to our patients.

I understand the values that are important to staff and patients and expect to see, that despite an up-coming period of great change, Poole Hospital will continue to provide excellent healthcare services whilst being an innovative place to work and build a career.

I have been lucky with my career at Poole, I have been able to undertake Masters level study in medical imaging, a BTEC qualification in Healthcare Management, as well as a post graduate study that qualifies me to undertake CT Brain Image Interpretation. At the recent members meeting at Poole High School it was excellent to see and hear the expanding opportunities for apprenticeships. I learned that a 12 week ‘Bridging Skills’ award is available at Poole Hospital, allowing staff with vocational qualifications to access university courses. The meeting also provided an insight into how a Consultant, our Director of nursing and Chief Executive all followed very different pathways through the NHS.

I was honoured to be voted onto the Council of Governors just over a year ago. In my election statement I pledged to ‘bring enthusiasm and dedication to the role’ and that has certainly been easy to maintain. I have been absorbed and inspired by the diversity of the meetings; from patient experience stories, clinical innovation and public recognition of our staff excellence, to fundamentals of business strategy and finance.

My duties as a Staff Governor are bound by strict terms of reference and the Hospital Constitution. I have attended meetings of the Board of Directors, which are impelled by formality and confidentiality. I was part of the interviewing panel for the appointment of our new Chairman, Steve Erskine. The staff governors also have regular informal meetings with the Chief Executive and Chairman where we can informally discuss ‘shop floor’ issues.

The Dorset Clinical Services Review (CSR) has dictated changes and challenges ahead for all of us. Of course the proposal of a merger between Poole and Royal Bournemouth hospitals will necessitate the building of a new Council of Governors. I believe we should view the changes pro-actively whilst maintaining the best interests of all staff. I will relish the opportunity to listen to and uphold the opinions of the staff I represent. I hope to be able to support the Board in taking the trust forward and providing an outstanding workplace of which we can continue to be proud.

ELECTIONS 2018

We will be holding an election, which will take place in March 2018 for the following seat on our Council of Governors.

- Purbeck, East Dorset and Christchurch x 1

Please contact the membership office if you would like to be considered for election. Those members who have previously expressed an interest in becoming a governor will be written to separately with details of the election.

You can also view our website for details on the role of a governor and how to put yourself forward.

WHAT’S NEXT?

The official notice of elections will be on 14 February 2018 where full details will be found on the Trust’s website and notice boards across the Trust. Members wishing to put themselves forward for election will be required to complete a nomination form and return the form as detailed on the notice by Thursday 1 March 2018.

If you are interested in standing for election to become a Governor or have any questions regarding the election, please contact Nicola Gray, Assistant Company Secretary, at nicola.gray2@poole.nhs.uk or 01202 442895.

Later in the year we will be holding elections for the following seats on our Council of Governors.

- Poole x 3
- North West Dorset, Weymouth, Portland and the Rest of England x 1
- Bournemouth x 1
- Purbeck, East Dorset and Christchurch x 1

WHO CAN STAND FOR ELECTION?

You must be a member of Poole Hospital NHS Foundation Trust and you must be aged 16 or over. Public Governors must live in the geographical area that they wish to represent. Staff and volunteers cannot stand as public governors while they are employed by the trust. However, they can stand as candidates for a staff governor role.

Public Governors are elected by you – our members – they are there to represent your views on the Council of Governors.

YOUR PUBLIC GOVERNORS

POOLE CONSTITUENCY
- CHRISTINE COONEY
- JOHN DANIELS
- SARAH HOLMES
- CAROL MORGAN
- RICHARD NEGUS
- LINDA NOTHER
- SEAN PERRIN
- SANDRA YEOMAN

BOURNEMOUTH CONSTITUENCY
- JAN HANLON
- BRIAN NEWMAN

NORTH AND WEST DORSET, WEYMOUTH, PORTLAND AND THE REST OF ENGLAND CONSTITUENCY
- JAMES MYLES

PURBECK, EAST DORSET AND CHRISTCHURCH CONSTITUENCY
- GEOFFREY CARLETON
- MARILYN OSNER
- SUBRATA SEN

If you would like to talk to one of the governors or have them present at a meeting in future please contact the membership office. Please note that governors are not able to comment or assist in any operational matters or outstanding patient advice and liaison services (PALS) enquiries or complaints.
John Daniels, public governor for Poole, talks with Jenny Williams, head of patient experience, about the role her team performs in improving care and services for patients, carers and visitors.

**John: What does the patient experience team do and how does this benefit patients and the hospital?**

Jenny: Patient experience is as much about how care and treatment is delivered as what care and treatment is delivered. The team encourages patients, carers and families to share their experiences of receiving care at Poole Hospital to help us understand what’s going well and where we could do better.

We advise and support people with their concerns and coordinate the complaints process to ensure that investigations are open and thorough and that people receive an appropriate response regarding what happened. This helps the hospital to learn and improve services.

We also work with clinical teams, to find different ways to involve patients in helping us to design, deliver and evaluate our services. This is an exciting way of ensuring we develop services in a way that reflects what best suit our patients.

**What have been the biggest challenges so far?**

Our biggest challenge is time! Expectations in our society mean that people now expect instant or next day delivery of a variety of goods and services. I think it is more important to ensure we look thoroughly at all the concerns the public has and ensure we provide them with a response that fully answers their queries. We are working hard to try to reduce the amount of time this takes and always try to keep the people involved updated with the progress of their complaint.

**How is feedback communicated to staff and what effect does this have?**

In the Friends and Family Test, around 96 per cent of our patients would recommend or highly recommend Poole Hospital if they needed care or treatment - this is a great credit to our staff. This feedback is shared with the teams, together with the positive feedback comments we receive.

However, we know we don’t get it right all of the time and sometimes this can hit individuals hard. Staff are offered a range support, and my team are also available to talk things through. Importantly, we all need to view all complaints as a new opportunity to learn and improve.

**Can you give some examples of how feedback has improved care or the patient experience?**

Some recent examples include:

Our maternity service recently set up a birth ‘after thoughts’ service, enabling parents to talk about their experience with a midwife. This was after new parents, especially if the birth of their baby had been more difficult than expected, told us they wanted the opportunity to talk about their experiences.

Carers who are actively involved looking after a loved one whilst in hospital can feel forgotten about, so we now offer more opportunities for carer support, including open visiting, badges to aid recognition, and discounted meal vouchers and parking.

We recruited volunteers to help guide visitors from the dome, in recognition that the hospital is difficult to navigate and patients often don’t know where to go.

**How do people contact the team?**

The patient experience team is based in the PALS building next to the multi-story car park. We welcome visitors between 9.30am-4pm, and can also be contacted by phone on 01202 448409 or by emailing patientexperienceteam@poole.nhs.uk
EVENTS FOR MEMBERS

The next clinical presentation – Pharmacy Services – Dena Godward will be taking place on **Thursday 1 February 2018 at 2pm in the Board Rooms**. Spaces are limited so if you wish to attend you will need to reserve a place by calling 01202 448723 or emailing us at memberscontact@poole.nhs.uk. Places will be allocated on a “first come first served” basis.

Clinical presentations for the remainder of the year to note in your diaries:

- **Thursday 26 April 2018 at 2pm**: Advances in Respiratory Services, including EBUS – Dr Ravi Purwani, Consultant Respiratory Physician
- **Thursday 26 July 2018 at 2pm**: Acute Kidney Injury – Dr Craig Prescott, Consultant Anaesthetist
- **Thursday 1 November 2018 at 2pm**: Cardiology – Dr Chris Steadman, Consultant Cardiologist.

The next member event is taking place on **21 March 2018 between 1pm and 4pm** at Wareham Town Hall, Wareham, BH20 4NS.

**CONTACTING US**

For all membership queries, bookings of events and to contact a governor please contact the membership office on 01202 448723 or e-mail us at memberscontact@poole.nhs.uk. Thank you.

**MEMBERS MEETING 6 DECEMBER 2017**

Another successful member event was held in December with the support of Poole High School to help educate schoolchildren on careers in the NHS as well as providing updates on the Trust’s clinical services to the members. The event was held in the Sixth Form at Poole High School with everyone enjoying mince pies and refreshments at the beginning of the evening.

Dr Steve Wadams, Clinical Director for children’s services, Mr Daniel Webster, Clinical Director women’s services, and Jillian Ireland, Professional Midwifery Advocate, all delivered presentations to more than 100 students and members who were in attendance. Debbie Fleming, Chief Executive, and Patricia Reid, Director of Nursing also explained why they chose a career in the NHS. There was also an engaging audience Q&A session facilitated by Jacqueline Cotgrove, Director of Workforce and Organisational Development, with Sophie Marriott, Usmaan Maqsood and James Mawdsley, three medical students currently at the trust. The pupils and members spent time viewing the informational stands that were present and also had the opportunity to ask 1-2-1 questions at the end of the evening.

**DIARY DATES 2018**

**JANUARY**

30 JANUARY
Board of Directors’ meeting 10:15am, Board Rooms of Poole Hospital

**FEBRUARY**

1 FEBRUARY
Clinical Presentation 2-3pm, board rooms of Poole Hospital (reservation needed)
1 FEBRUARY
Council of Governors’ meeting 4:30pm, board rooms of Poole Hospital

**MARCH**

21 MARCH
Member event (see ‘Events for members’ for details, above right).
28 MARCH
Board of directors’ meeting 10:15am, board rooms of Poole Hospital

**APRIL**

26 APRIL
Clinical Presentation 2-3pm, board rooms of Poole Hospital (reservation needed)

26 APRIL
Council of Governors’ meeting 4:30pm, board rooms of Poole Hospital

You are welcome to observe the public meetings of the Council of Governors or the Board of Directors. Please refer to our website www.poole.nhs.uk for agendas, supporting papers and confirmed timings.

If you have received this copy of Connect through the post we do not hold a current email address for you. If you would be happy to receive this publication electronically please let us have your e-mail address.
Kate Jones is our dementia lead nurse, joining the hospital in 2012. She works closely with Lynsey Moore, lead for dementia training, and Georgina Allen and Iona Goldsmith, dementia screening nurses. Each year, around 2,000 patients are admitted to Poole Hospital with a confirmed diagnosis of dementia – many more are admitted with confusion and cognitive impairment.

Here, Kate outlines her role at the hospital, as well as her voluntary work with Dorset Search and Rescue.

“Dementia is a growing challenge,” she said. “As the population ages and people live longer, it has become one of the most important health and care issues.

“The biggest risk factor for dementia is age – the older you are the more likely you are to develop the condition, but it is not an inevitable part of ageing.

“About one in 50 people aged between 65 to 69 have dementia, and this figure rises to one in five for those aged between 85 to 89.

“Being in hospital can be a disorientating and frightening experience for a person with dementia, and they may require a lot of support from carers, family and friends.

“Not receiving stimulation and emotional support, or being left isolated and alone, can cause a person’s condition to become worse.

“We’re indebted to the support provided to carers of patients with dementia in hospital from Lizzie Adams, our carers support lead, who has championed the role of the ‘active carer’ in hospital.

“I’m delighted that dementia is the focus of a major fundraising appeal, Consider Dementia. With limited funding available, both locally and nationally, the appeal aims to raise money and awareness to help us make positive changes at Poole Hospital.

“These will include making improvements to the environment, resources and training, as well as patient activities and therapies. Our fundraising team has been instrumental in moving this forward.”

Away from Poole Hospital, Kate is a member of Dorset Search and Rescue, known as DorSAR. Their teams of highly trained volunteers work with the police, coastguard and other emergency services, as required, in the search and recovery of missing persons, rescues in swift water and floods, the search and recovery of significant objects, as well as providing support at major incidents. Kate is qualified to search in lowland conditions.

“I joined the DorSAR last November,” she said. “After around six months of classroom and practical training I became an operational search and rescue technician the following July.

“All missing people DorSAR is tasked to search for will have been assessed by the police as high risk and vulnerable. An important aspect of this will be looking at the missing person’s common patterns of behaviour and person types, which can include people with dementia, mental health difficulties, learning disabilities, and children and young adults.

“Teams are multi-disciplinary and led by a qualified team leader - the rest of the team consists of search technicians who undertake specific roles during the search, for example a medic, navigator and radio operator. All search technicians are trained to national lowland standards.

“There are more than 300,000 instances of missing persons each year in the UK, and whilst the majority will return safely within a short space of time, a significant number will remain outstanding and will require a focused police response. This is when the police may request additional practical help from organisations like ours to assist them in their search.

“Inevitably, some searches are involved with will have a sad outcome, however each and every new search is approached with fresh optimism and positivity in which the team work together with a shared goal of locating the missing person.

“I commit around a day a month to practical training, usually at weekends, then the amount of time spent on live searches depends on your availability and what is happening. We’re called out by text message, and you never really know when the next one will arrive.

“I feel an overwhelming sense of pride to my DorSAR colleagues who have dedicated their time and skills for many years. Through being a professional volunteer, I feel I’ve challenged myself to do something different, I have learnt and developed lots of new skills and made some great friends along the way.

“I see it as an extension of my role at the hospital, and another way I can make a difference to people and their families.”

If you would like to find out more about volunteering with or donating to DorSAR, visit www.dorsar.org.uk.

● For more on the Consider Dementia appeal visit www.poolehospitalcharity.co.uk
WILL WEEK SUPPORTING POOLE HOSPITAL CHARITY

Remembering Poole Hospital Charity in your will has never been easier, thanks to a local firm of solicitors.

Coles Miller Solicitors LLP is offering 100 people the opportunity to make or amend their will for free, with a donation to the charity encouraged.

They will have the chance to make a standard single will, usually costing £150, or joint will, usually £250, for a suggested donation of £50 and £75 respectively.

The offer is open to the first 100 people to book an appointment during Will Week, from 19-23 February. Speak to a member of Coles Miller’s wills and probate team in the dome area of the hospital during Will Week, or alternatively contact them on 01202 673011.

Last year, Poole Hospital Charity used vital gifts and legacies to fund equipment such as bladder scanners and radiotherapy equipment for patients with cancer.

Making a will is hugely important if you care what happens to your dependants, money and your belongings after you die. Whatever the size of your estate, you should always leave a clear and legally binding statement of your wishes. Making a will is the only way of guaranteeing that your wishes are respected and likely to be one of the most important documents that you will ever sign. It is recommended to speak with a solicitor to ensure you receive the best advice about your estate planning.

Farah Batchelor, Fundraising Manager, said: “It’s easy to put off making a will, but if you have dependants or assets it’s about time to make sure your wishes are fulfilled after you pass away. We’re hoping this Will Week will really motivate people to get their appointment booked and have peace of mind.”

To take advantage of this offer contact Coles Miller Solicitors during Will Week and quote ‘Poole Hospital Will Week’. If you would like to make an appointment to see a Coles Miller specialist wills and probate solicitor outside of Will Week call them on 01202 673011.

GRASS IS GREENER AS FESTIVAL RAISES NEARLY £11K FOR CANCER CARE

An annual music event held in the memory of a mother who died from cancer has raised nearly £11,000 for Dorset cancer services. Party in the Paddock, held in Tolpuddle in July, is now in its fourth year.

Sam Kerslake organised the first Party in the Paddock in 2013 after the death of Louise in late 2012. Louise was treated at the Dorset Cancer Centre, at Poole Hospital, before being referred to the Royal Marsden Hospital in London.

This year’s event has raised an incredible £10,700, which will enable the Dorset Cancer Centre to buy an extra bladder scanner. The device allows radiotherapy treatment to be targeted more accurately, meaning less exposure to radiation.

“Each year the party has gone from strength to strength, I know that Louise would have been delighted to see the event flourish, and for so much money to be raised for a worthy cause” said Sam.

Karen Bew, head of therapy radiotherapy at the Dorset Cancer Centre, said the team is indebted to Sam and her family.

“Almost everyone knows someone who has been touched by cancer in some way, like Sam and her family, and their contribution will allow us to give even more specialist treatment for people facing the condition,” she said.

AS LONG AS YOU’VE GOT YOUR ELF…

We had a fun-filled festive period thanks to the community throwing their support behind Poole Hospital Charity’s Poole Elf Service, raising funds for five projects, including a baby transportation pod, reclining chairs and a bereavement support group.

Highlights in December included 100 elves dashing round Poole Park, Brittany Ferries staff sitting in a bath of Christmas dinner, Morebus drivers ‘elfed up’ on their routes and local pubs and restaurant hosting various festive evening to raise money for the hospital.

We have been overwhelmed by the support from staff and local groups and businesses, helping us to raise thousands of pounds.

• For more information on our Poole Elf Service campaign visit our website.

Call 01202 448449 • Email fundraising@poole.nhs.uk • Visit www.poolehospitalcharity.co.uk
Our urgent primary care centre has opened as part of a new GP ‘streaming’ service.

The five room centre is designed to improve patient access to GPs and to ease pressure on both our emergency department and GP practices in the area.

Patients who arrive at the emergency department will be ‘streamed’ into the urgent primary care centre if it is decided that their treatment would be better suited for a GP rather than emergency staff.

A GP is available to see patients 12 hours a day, seven days a week. There will be two streaming slots an hour and the centre will be run by locality GPs until 6.30pm on weekdays, while at evenings and weekends it will be staffed by the South Western Ambulance Service NHS Foundation Trust.

Patients will either come from the emergency department or from booked appointments by local GP practices - it isn’t available as a drop-in service. The centre will be supplemented by planned walk-in centres in Wimborne and Swanage.

Currently the centre offers access to one GP, with plans to have nurse practitioners available in the future.

Hayley Bonner, pathway transformation manager, said that the opening builds on the hospital’s history of collaborative working.

“GP streaming will provide a better service for patients by taking demand to the right places.”

Eight cushions have been donated to the hospital to help breast cancer patients who have had lymph nodes removed.

Shaped like the crustacean, the pink shrimps are worn between the breast and the arm to improve comfort especially on a long journey or at night.

The pink shrimps are shared between the breast prosthetics department and the lymphedema service based in Forest Holme and more are set to arrive early this year.

They were donated by Creekmoor with Oakdale Women’s Institute, who wanted to give something back after some of the institute’s members were treated at the hospital.