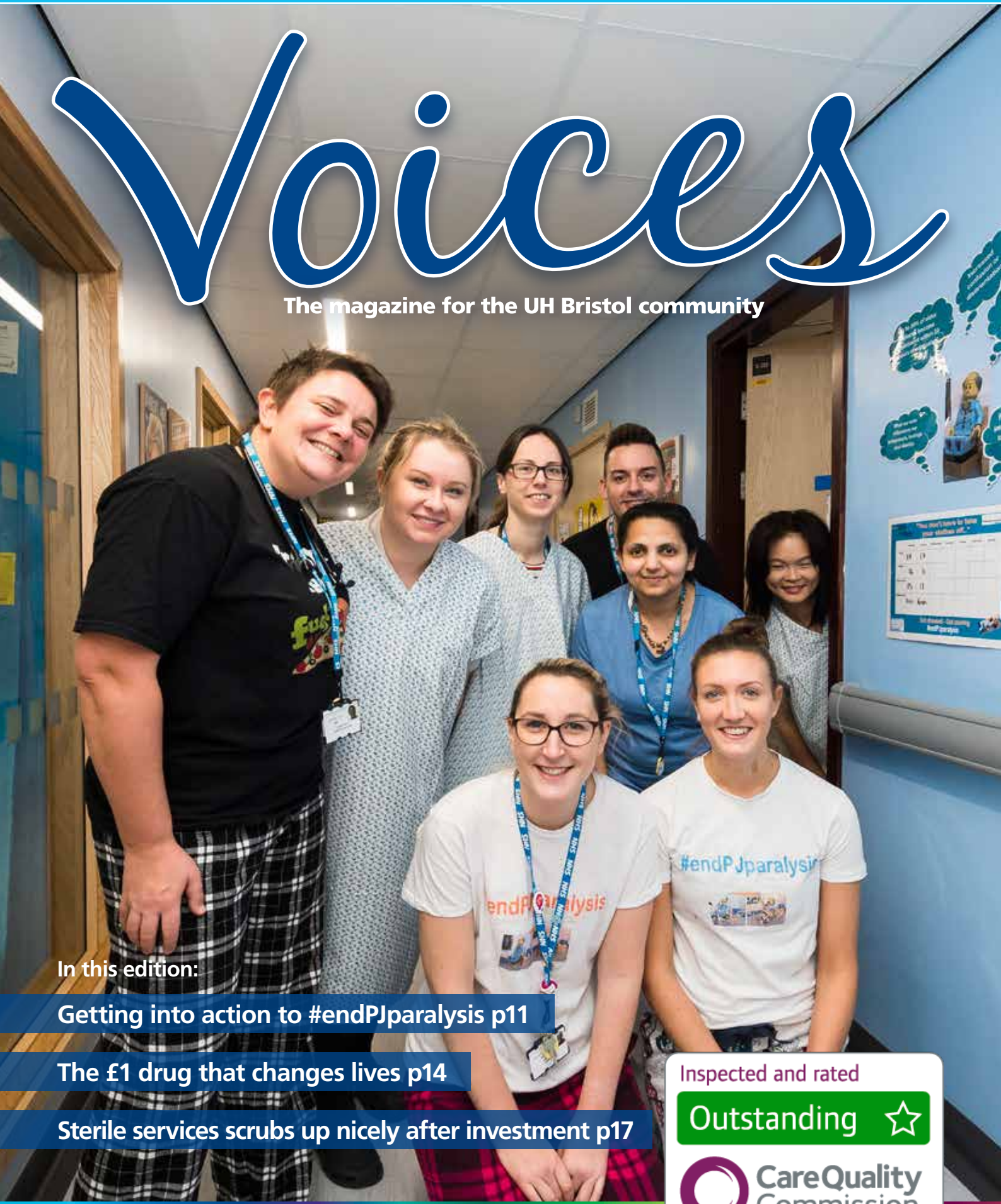


Voices

The magazine for the UH Bristol community



In this edition:

Getting into action to #endPjparalysis p11

The £1 drug that changes lives p14

Sterile services scrubs up nicely after investment p17

Inspected and rated

Outstanding ★





Welcome to the January/February edition of **Voices**, the first edition of 2018 – the year in which the NHS turns 70.

During the year we will be looking at how treatments and services have changed, and what the NHS means to patients and staff, but in this edition we cover a variety of topics that demonstrates the lengths that staff and services are going to improve practice and ensure our patients have a good experience.

The discharge lounge improves the process of being discharged from hospital for patients; the rheumatology department is helping patients with osteoporosis to reduce the likelihood of fractures; wards in the Bristol Royal Infirmary (BRI) and Bristol Heart Institute (BHI) are helping patients to maintain a normal routine in hospital so that they recover as quickly as possible; and the Trust is working with the West of England Academic Health Science Network to give mums a £1 drug that protects premature babies from developing cerebral palsy.

Enjoy this edition and let us know if there is anything you would like us to cover in the future.

Fiona



Fiona Reid
Head of communications

Chat to us:

@UHBristolNHS using our hashtag #ProudToCare
University Hospitals Bristol NHS Foundation Trust

- Hayley Peters** @hayleypeters
Sharing the ED patient safety checklist #Southdons - proud to have this in place @MusgrovePark, thank you for leading the way @UHBristolNHS #safecare
- Nolwenn Luke** @thefrenchgirl71
Brilliant care from @UHBristolNHS today. Nothing but kindness and compassion for me and the boy. Now safely home to recover. #NHS #grateful
- Chris Thurling** @ChrisThurling
Heartfelt thanks to the amazing & dedicated staff at Bristol children's hospital @UHBristolNHS for the care you gave my son yesterday. I am in awe of the work you do #lovethenhs
- Dan Kelly** @dnlchriskilly
Thanks to Alicia at @UHBristolNHS Royal Infirmary A&E. Was taken in last night with severe sinus/eye pain - quick to be seen, lovely, now just waiting for Eye Hospital to open

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Children battling heart disease surprised with special visitors



In the lead up to Christmas, British Heart Foundation (BHF) ambassador Pippa Middleton and television presenter Ulrika Johnsson paid surprise visits to children who suffer with a congenital heart disease.

The two visits, hosted by UH Bristol, were organised in support of the BHF's Christmas Appeal to raise money for babies who are diagnosed with congenital heart conditions in the UK. Ulrika's daughter Bo was diagnosed with a congenital heart disease before she was born, having her first closed heart surgery when she was six days old.

Prof Massimo Caputo, BHF Professor of Congenital Heart Disease said: "Congenital heart disease is drastically under-researched. While there has been great progress in the treatment of heart conditions in young patients, there are still thousands living with the burden of these terrible conditions, and hundreds each year who sadly don't survive."

Prof Caputo has previously operated on 11 year-old Calum who had his first operation when he was just ten days old. Calum's mum Nicola said: "Calum has been coming to the hospital since he was born, and has since had four open heart surgeries. We couldn't be more grateful for the service we have received and to live close to a truly amazing facility."

Holly and Mark's daughter, Ivy, was found to have a congenital heart disease at Holly's 20 week scan. Ivy had open heart surgery at the Trust just days after being born. Holly said: "Right from my 20 week scan, the service and support



we've received has been absolutely incredible."

The Trust is supported by the South Wales and South West Congenital Heart Disease Network, which provides comprehensive congenital cardiology and cardiac surgical services for patients in the two regions. In November the network hosted an evening attended by around 30 young people and their families to meet the adult congenital heart disease team in preparation to transfer to the adult services. The team consists of Caitlin Marnell, network manager, Dr Andy Tometski, clinical lead, and Sheena Vernon, lead nurse.

The aim of the network is to provide high quality equitable care for all patients with congenital heart disease in South Wales and the South West. This year the network is launching a new website, which will be a valuable resource for patients, families and staff.

To find out more about the BHF's Christmas Appeal visit: christmas.bhf.org.uk/

In brief

New voluntary role involving baby cuddling to be piloted at the children's hospital



A new ward volunteer role will be piloted at the Bristol Royal Hospital for Children, which involves cradling babies and young children who are in need of nurture and support.

The role was suggested by Mark Goninon, head of nursing, to look at new and innovative ways to immerse the volunteer workforce into clinical areas. Mark said: "Cuddling babies can help lower their stress levels when a parent or carer cannot make it to the hospital, or needs to leave the ward for any reason, for example a meal."

The idea came after a staff visit to Great Ormond Street Hospital, which has specific baby cuddling volunteers called 'Baby Buddies'.

Volunteers at the children's hospital are valued members of the teams they support and this role will also be an integral part of the ward team. Mark added: "We are excited about this new venture and the value it can add to the patient and family experience."

NHS Improvement urges national use of patient safety checklist developed by UH Bristol



A safety checklist developed by AUH Bristol's adult emergency department has recently received backing from NHS Improvement, which is advising emergency departments nationwide to implement the checklist.

The checklist, which has previously been rolled out to emergency departments in the region, is now provided as a resource on NHS Improvement's website. The patient safety tool outlines the clinical tasks that should be completed within the first hours of a patient's admittance to the emergency department using a simple time-based framework.

Lead consultant Emma Redfern says: "We are extremely pleased that its use is being encouraged in other trusts. Thanks to the team's dedication to patient safety we are able to help other trusts to deliver best care."

Bristol Royal Infirmary stoma nurses scoop Fab Change Week Champion award

UH Bristol "Fab Change" Ambassadors **Natasha Rolls and Liz May** were crowned Fab Change Week Champions at an awards ceremony held in November.

Fab Change is an NHS initiative set up for staff to embrace the chance to share best practice, share their ideas and solutions to have a positive impact on patients, visitors and staff. The special Fab award

came after the pair led Dr Terri Porrett and Roy Lilley, the faces behind the initiative, on a tour around the Trust. They met with staff who had made Fab Change Week pledges to improve our services, patient quality, safety or staff wellbeing. Natasha explained: "Fab Change Week has enabled colleagues at UH Bristol to share original ideas that can make a big difference to the way we work."



Read more about Fab Change by visiting: fabnhsstuff.net/fabchangeweek

The Grand Appeal reveals highly anticipated secrets for its next trail!



Running from Monday 2 July until Sunday 2 September 2018

Way back in February last year Bristol children's hospital charity **The Grand Appeal** announced that together with Aardman, they would be launching a new arts trail in Bristol. After months of planning and preparation, the charity has unveiled the long awaited secret of which iconic Aardman character will take to the streets of Bristol this year. In its third major arts trail with the Academy Award®-winning animation studio, not one, but three characters will be taking to the streets of Bristol this summer.

Returning to the city for his second starring role in the charity's upcoming sculpture trail is Nick Park's much loved character Gromit, but this time he's not alone... The loveable canine

will be joined by his pal Wallace and arch nemesis Feathers McGraw!

The criminal mastermind penguin is on the loose again and the dynamic duo is out to track him down! Gromit is raring to go, but Wallace can't resist having a nice sit down to soak up the iconic Bristol scenery, and enjoy a cuppa at every opportunity.

Gromit Unleashed 2 will raise money for the children's hospital and the special care baby unit at St Michael's Hospital. Trail fans will have the opportunity to hunt down over 60 original sculptures of Wallace, Gromit and Feathers located throughout Bristol.

For all the latest trail updates, visit gromitunleashed.org.uk.



Our children's emergency department Looking after children and one another

Treating sick and injured children from the whole of the south west of England, the emergency department (ED) at Bristol Royal Hospital for Children (BRHC) is one of the busiest paediatric EDs in the UK. Following their win at UH Bristol's Recognising Success Awards, Abigail Evans found out what makes them Clinical Team of the Year.

The children's ED has had a fantastic year winning not only a staff award, but also healthcare team of the year at the Bristol Post Health & Care Awards 2017, and was the only children's ED in the country to be shortlisted for a Royal College of Emergency Medicine annual award in 2017.

The department has six core values that it encompasses, in its aim to be a world leader providing the best urgent care for children: caring for children is placed at the centre of everything the team does; research and education; innovation; leadership; staff wellbeing; safety and quality of care.

Dan Magnus, paediatric emergency department consultant, explains that they achieve this not only by being committed

to the children they care for, but also caring for one another as a team.

The department, which is undergoing a refurbishment funded by The Grand Appeal, has recently piloted a wellness week evolving into a full wellness programme to look after its staff.

"Everybody has something to contribute and in this sometimes stressful environment, the whole team pulls together for the good of children and their families. The team's capacity to do this in an exceptional way is evident in the successes it continues to achieve.

"As a paediatric major trauma centre for the south west of England, we're demonstrating some of the best outcomes

for child trauma nationally thanks to amazing team work, great speciality departments and fantastic coordination throughout the hospital as a whole."

Attendance figures for the department are showing no sign of slowing down, leading them to review every part of their service to ensure it is as streamlined as possible. Not ones to be complacent, the team is constantly striving for new ways to innovate and improve, such as introducing a children's version of the patient safety checklist and ensuring that patients and their families are listened to and their feedback is taken on board.

Dan Magnus added: "The department also has a vibrant education and training programme and has one of the most successful paediatric team simulation programmes in the UK.

"We think big, look to the future, and push boundaries on digital health, patient experience and optimising safety."








On winning the Trust's Recognising Success for Clinical Team of the Year, lead consultant for the children's ED, Anne Frampton, said: "Winning this award means a huge amount to all of us in the children's ED, not just because it is a great honour to win among the many fantastic teams working in UH Bristol, but because it acknowledges the hard work and commitment that all our staff show to the children and families of Bristol who come to the ED."

Health Matters – your views matter

We want to hear what you think about our care and the services we provide. In 2018 we will be hosting more 'Health Matters' events than ever before on a variety of health topics – and we hope you will join us to hear what we have to say, share your views and meet your governors and members of staff from across our hospitals.

Health Matters events are free talks hosted by consultants or senior managers on specialist areas of health or on issues affecting the Trust. They are an opportunity for our Foundation Trust members to meet Trust staff, ask questions and give feedback, and are also open to the public.

If you are not already a member of University Hospitals Bristol NHS Foundation Trust, and would like to keep updated on what's happening around our hospitals, you can fill out a simple form on the website www.uhbristol.nhs.uk/membership or call the membership team on 0117 34 23764. It is free to join. You can also come along to any of the talks and sign up on the day.

 Hearing Loss	Wed 21 Feb	5-6.30pm	Common causes, associated disorders and current treatments
 Living with Cancer	Tue 6 Mar	6-7.30pm	Recovering from cancer, self-care and advances in care
 What Next for UH Bristol?	Thu 12 Apr	6-7.30pm	What will our hospitals look like in five years' time? An opportunity to have your say on the future direction of our Trust
 Heart Care	Wed 9 May	6-7.30pm	Why does high blood pressure matter and what can I do about it? How to prevent strokes, dementia and heart failure
 Dental Health	Tue 19 June	6-7.30pm	Common dental conditions, how to identify early symptoms, management and treatment options
 Psychiatry and Physical Health	Wed 18 July	6-7.30pm	Exploring the links between physical and mental health - an evening with the adult liaison psychiatry team
 Annual Members Meeting	Thu 13 Sept	5-7pm	A chance to hear from our Board and Governors about the highlights of the past year and plans for the next

All events take place in Lecture Theatre 1, Education and Research Centre, Upper Maudlin Street, Bristol, BS2 8AE. Everyone is welcome to attend. Doors will open 30 minutes before each talk to give you the chance to talk to other members over refreshments. To book your place and for any updates or changes to the programme, please visit our website: uhbristol.nhs.uk/healthmatters.

Contact your governors

Our UH Bristol governors have been elected to represent your interests and are an important link between membership and the Trust Board - one of the ways to get your voice heard. You can attend our quarterly Council of Governor meetings or contact your governors via foundationtrust@uhbristol.nhs.uk or go to uhbristol.nhs.uk/governors for more details.



This is my first 'Voices' article since becoming the new chair of the Trust in December and I would like to start by thanking all our staff for their continued hard work in the most challenging of times for the NHS. Winter is always our busiest time, and a time in which public, media and political scrutiny are heightened – this year is no exception.

My first month as chair of the Trust has been a busy one getting to know the people that make the organisation tick, but equally importantly it has given me the opportunity to let people know who I am and what I stand for.

Fairness and respect - not only for the people we serve - but for all our staff is at the heart of my values and is something you will see me reinforcing in the year ahead. I have found your positive and professional attitude inspiring and I am proud to have joined a great team.

I mentioned in my message to staff before Christmas the experience I had on my first day, which for me, epitomised the way we deliver our services. I was standing outside the Bristol Royal Infirmary (BRI) proudly wearing my shiny new NHS lanyard, when I was approached by a man, who had no idea who I was, but clearly

just wanted to tell someone about the treatment he had just received. I guess we are always a bit nervous when things like this happen, but I need not have been. He told me about how he had woken up that morning feeling unwell and had attended the BRI. He was glowing with praise for the treatment, care and support he had received despite having been diagnosed with a lesion on his brain. He finished by pointing at the sign for the BRI and saying: "This is a brilliant hospital, brilliant".

I might have expected experiences such as this to be rare, but in the last six weeks stories like this have been evident everywhere I have been.

On my travels some of you have asked me what the role of the chair involves. A good question, and something I'm starting to work out for myself, but obvious areas that I will be working on include governance and scrutiny of the executive team, leading and coordinating our governors and setting the strategic direction for the years ahead, but I have asked myself how I can add further value. I am not a clinician, but I do understand how a large and complex organisation works, particularly in challenging financial times. So with that in mind, the coming year for me will be focused on building stronger and

I will do my best to be visible, engaging and listening to your views and trying to remove the blockages to the delivery of excellent service wherever I can.

more productive relationships locally and nationally and enhancing the reputation of this trust as one of the best performing trusts in the UK.

I will do my best to be visible, engaging and listening to your views and trying to remove the blockages to the delivery of excellent service wherever I can.

Jeff Farrar, Trust chair

Next steps home...

How our discharge lounge helps patients prepare to leave our hospitals

Hospital services are under pressure and we are working hard to ensure that we provide the best care to patients while working efficiently and maintaining the flow of patients through our hospitals. The discharge lounge in the Bristol Royal Infirmary (BRI) is helping us achieve this. John Kirk finds out more.

The discharge lounge on level 5 of the BRI looks after some of our patients on the day they leave our hospitals. The lounge not only provides them with a comfortable environment but also helps free up beds, contributing to the smooth running of the hospital.

"The discharge lounge is the best place for patients who are ready to go home or to the next stage of their care because it is a comfortable environment for them to rest whilst they await transport, medication or relatives to collect them," said Sarah-Jayne Knowles, discharge lounge lead nurse.

"I've led the team since July and we've worked hard to encourage more use of the discharge lounge to help support our patients who no longer need hospital care, and to also help ensure beds are available on our wards for patients who need them.

"Our team ensure patients are comfortable, provide meals and refreshments and oversee the last parts that are needed before our patients can go home. We also have a TV, radio, magazines and quizzes for our patients to use whilst they wait with us. The feedback we have received from patients about the lounge has been excellent."

Since Sarah joined, the discharge lounge has had a dedicated team which has helped to increase its usage, resulting in more patients benefiting from its service and also freeing up beds on wards sooner for patients who need them.

Further improvements were made at the end of September with a pharmacist now part of the team.

The pharmacist is based in the discharge lounge from 11am until 3pm every day to oversee same day requests for medication for patients to take home or to the next stage of their care.

Sarah said: "The introduction of a pharmacist has been excellent. It has led to greater use of the discharge lounge and means medication is available far more quickly than it was before."

Glen Cooper, specialist clinical pharmacist, added: "Having a pharmacist based in the lounge means we spend more time with our patients to discuss their medication and ensure that any questions they may have are answered. It's also reduced the amount of time patients are waiting to be discharged."



Jim Isaacs used the discharge lounge in January 2018 after breaking his wrist. The 48-year-old is married with four children and lives in Bristol.

"I used the discharge lounge for a few hours after surgery whilst waiting for my medication.

"I understand the need to move patients off wards and into the discharge lounge when they're ready to go home as it means a bed is free for another patient who needs it.

"Moving me to the discharge lounge was really positive because it took me away from a clinical environment and into a relaxing environment for a few hours before I went home.

"I was really impressed by all the staff who cared for me during my time in hospital and the whole experience was quite pleasant."

.....

UH Bristol's community tube feeding service celebrates 20 years

UH Bristol's community tube feeding service has recently celebrated its 20th anniversary. Known as the Home Management Service (HMS), the HMS works in partnership with hospitals and NHS partners to support and facilitate the safe discharge of patients who need to be tube fed but don't need to stay in hospital.

The service provides training and support to empower patients, parents and carers to manage a feeding tube at home, and helps them when there are problems with a feeding tube so that they don't have to go back to hospital.

The HMS supports patients like eight-month-old Sophie Johnston-Leach and her mum Helen. Sophie was born at just 33 weeks alongside her identical twin Rebecca. Neither of the twins had an easy start to life, both suffering with twin transfusion syndrome where blood flows unevenly between the twins in the womb. Sophie was then born with three holes in her heart, spending her first six weeks in the neonatal intensive care unit (NICU) and being fed using a gastric tube.

Helen tried to both bottle and breastfeed Sophie but she found it too difficult to take any milk and had to continue using the tube, but then Helen was told Sophie could be discharged from hospital and take the feeding tube home. Helen said: "It was fantastic news that she could come home and join her sister Rebecca, but it

was a little daunting as we were so used to all the staff in NICU being on-hand.

"But at home we were given so much support from various medical professionals, and in particular Sophie's dietitian Gareth Barnstable.

"We had ups and downs with Sophie's feeding; she didn't like the nasal tube but Gareth's support and expertise gave us confidence and guided us through it. He helped us get Sophie to eventually feed from a bottle, and now at eight months old she's on solids and making steady weight gains.

"Without the service we'd be lost; Gareth has provided us with support from day one, coming to our house on regular visits and always being on the end of the phone."

Gareth said: "Helping people like Sophie and her family through a particularly vulnerable time is a pleasure. We can support people for many years and the challenges of fitting tube feeding into somebody's life, through the inevitable ups and downs, is very rewarding."

Twenty years ago the HMS was the first community tube feeding service in the UK to simplify the process so that families no longer needed to get a prescription from their GPs. The service's dedicated



With the support from the HMS, Sophie was tube-fed at home but is now on solid foods.

team of dietitians is able to decide on the appropriate nutritional fluids for patients, and order them to arrive at the patient's home within two days if required. Originally designed to see up to 125 patients, the HMS currently supports 690 patients, and in 2016/17 the service received 223 referrals.

The team works closely with GPs, consultants and also with speech and language therapists, who collaborate with the HMS's dietitians to determine whether a patient will be able to safely swallow their food, therefore reducing their reliance on the feeding tube. The service currently works in partnership with an external provider, Nutricia, which supplies and delivers patient prescriptions as well as a vital nursing service. HMS also works holistically with the patient support group PINNT (patients on intravenous and nasogastric nutrition therapy) to empower patients and carers by providing advice on self-care.

Claudia Jemmott, lead for nutrition and dietetic services said: "Adult Therapies Services are very proud of our team of dietitians, assistants and clerical staff members, all of whom are excellent professionals but also practically minded, which enables all our patients to achieve the best outcomes from tube feeding."



The HMS team are based at the Trust's Central Health Clinic.

Supporting patients to look after their bones

Broken bones in adulthood, often the result of osteoporosis, are painful for patients and result in increased hospital admissions. Staff in UH Bristol's rheumatology department set up the Looking After Your Bones sessions to provide advice to patients with osteoporosis about how to improve their bone health. Robin Jones attended to learn more about the project and practice some Tai Chi.

Exercise and specific bone treatments have been shown to effectively reduce the likelihood of fractures in high risk patients. Yet, according to the National Osteoporosis Society (NOS), one in two patients who experiences a fracture, gives up physical exercise altogether. This is believed to be, in part, due to patients' lack of knowledge of the condition, treatments and the benefits of physical activity.

With the help of NOS volunteers, Terrie Stocker, osteoporosis clinical nurse specialist (CNS), distributed a questionnaire to patients attending osteoporosis outpatient clinics at UH Bristol to find out how they could support UH Bristol patients to take more exercise. It became clear that some had lost confidence or needed help understanding their condition and how they could manage it in the long term. "The results indicated that many patients knew physical activity was important but didn't know what type of exercise they could do," said Terrie. "They were worried they might have another fracture if they did the wrong thing."

In response, a multi-disciplinary team, made up of consultant rheumatologists, CNSs, physiotherapists, occupational therapists and dietitians, set up Looking After Your Bones; twice-yearly osteoporosis public events and a six-week course for those patients who felt they wanted more support.

Four public events have now taken place giving patients an overview of osteoporosis, treatments, physical activity and dietary aspects of the condition. Nearly 200

people have attended and feedback shows that they would recommend it to others. All agreed they knew more about how to improve their bone health.

Alongside the public events, the Looking After Your Bones course consists of six hour-long sessions. Each session is split between osteoporosis information and physical activity demonstrations in exercise regimes like pilates and Tai Chi. Surveys, completed at weeks one and six, indicated a 75% increase in knowledge about exercise and a 60% increase in understanding of osteoporosis and treatments.

"The course has made me think much more about regular exercise," said one attendee, having completed the six-week course. "Very close observation was useful and helped if doing an exercise incorrectly," commented another, "I will try to incorporate what I've learned into my new exercise routines."

October saw the first annual review meeting of the group, with all 61 participants invited to attend. "We expected 20 people at most to come along so were pleasantly surprised when 37 arrived," said Terrie. "Everyone enjoyed a review of the group, feedback and an update on osteoporosis by the lead osteoporosis consultant Dr Shane Clarke."

The group goes from strength to strength and later this year, the team hopes to produce an abstract for an international osteoporosis conference.



Some of the Looking After Your Bones team posing next to their anatomical model skeleton

Getting into action to

#endPJparalysis

Maintaining a normal routine while in hospital is an important way to help patients recover more quickly. John Kirk found out how nursing staff at UH Bristol are encouraging patients to get up, get dressed and get moving.

Staying in bed for a long time can lead to problems, particularly for older people, and it is important patients are supported to stay mobile and maintain their daily routine while in hospital.

Staff on wards A400 and A528 at the Bristol Royal Infirmary (BRI) and C808 at the Bristol Heart Institute (BHI) are playing their part to help patients who are able get to out of bed and into their own clothes by introducing the national #endPJparalysis initiative.

Originated by Prof Brian Dolan, #endPJparalysis encourages patients to get up, get dressed and get moving whilst in hospital.

"This helps to prevent the complications of being immobile, including chest infections, muscle degeneration and blood clots; as well as shifting patient's perceptions from 'I'm sick' to 'I'm getting better'," said Imogen O'Toole, supervisory ward sister on A528.

"Maintaining a normal routine whilst in hospital is really important. The initiative highlights the importance of patients



Staff on ward A528 making a statement in their pyjamas to #endPJparalysis

who are able wearing their own clothes during the day and getting out of bed to maintain their normal routine."

The three wards launched the initiative at UH Bristol in style in September as nurses, sisters and other staff wore their pyjamas to work for the day.

Alice Kershaw, ward A400 sister, said: "So many of our staff wore their pyjamas on the launch day and this highlighted this important initiative in a fun and eye-catching way and it's something we want to continue to grow."

Maureen Liu, sister on ward C808, said the initiative was important as staying in bed while in hospital could lead to problems, particularly for older patients.

"For example, for people over 80, ten days in bed ages muscles by ten years," she said.

"Other harms of bed rest include higher risk of thrombosis or delirium, pressure sores, infection or loss of muscle usage, loss of confidence, and greater dependence.

Maintaining a normal routine can help:

- ✓ prevent loss of muscle strength
- ✓ reduce stay in hospital
- ✓ avoid high risk of infection
- ✓ assist a quicker recovery
- ✓ encourages a normal routine
- ✓ return patients home sooner.

"It can also cause incontinence - by too often resorting to catheters, pads, or bedpans - or constipation, instead of assisting and encouraging patients to go to the toilet as they usually would.

"I'm delighted that we've launched this initiative at the Trust as it's an excellent way to prevent potential issues patients can experience if they stay in bed."



...for all your support in 2017!

We'd like to say a huge thank you to all UH Bristol staff who went above and beyond for our hospitals in 2017.

Here are just a handful of our wonderful supporters! These dedicated and passionate staff members have rowed, cycled and skydived to make a difference to more than 840,000 patients and the millions of family and friends who visit them.



Dragon Boat crew

Thank you to the team at Bristol Adult Cystic Fibrosis Centre (pictured) who fundraised throughout the year and competed at the Dragon Boat Race Festival in September. Though they were unable to retain their title they represented Above & Beyond like true champs!

UH Bristol staff once again joined members of the public and the business community to pedal the 430km from Bristol to Paris in April. **Alison Cloote, Patricia Weir, Daniela Ivan, Amelia Pickard, Steve Sale**



The Flying Nurses

and **Paul Rossiter** (Bristol Royal Hospital for Children - BRHC - theatre team); **Lisa Balmforth** (HR business partner); **Tracey Arthur** (sister, Bristol Haematology and Oncology Centre); **Katherine McCarthy** and **Carly Palmer** (Estates); and **Ken Hull** (community nurse, BRHC) helped raise over £100,000 to refurbish the Major Trauma and Rehabilitation Unit at BRHC.

Skydiving proved popular with staff in September. While **Emma Davey** (nurse, Bristol Dental Hospital) braved the jump

alone, **Andrea Bennett** and **Emily Hewson**, nurses from the BRHC outpatients department, teamed up to raise over £4,200 for a sensory waiting area. **Lucie Aplin, Zoe Hubbard** and **Vaishnaruby Sriskantha**, aka The Flying Nurses (pictured), raised an amazing £2,375 to improve facilities and provide toys in the BRHC emergency department.

If you'd like to take on a challenge event or do your own fundraising, visit aboveandbeyond.org.uk or call 0117 927 7120. Thank you.

Above & Beyond is the local charity raising funds for patients, families and staff in Bristol city centre hospitals ★ 0117 927 7120 ★ aboveandbeyond.org.uk

The difference our supporters make

Thanks to all our generous donors Above & Beyond has been able to support funding initiatives and projects that create welcoming hospital environments, provide world-class facilities and the latest equipment, support staff training and development, and fund innovative research.

- ★ Young patients are benefitting from a state-of-the-art interactive app system in the BRHC. 'Magic Carpet' projects educational apps and games onto the surrounding environment and encourages children to remain active and engaged during stays in the hospital.
- ★ In the Bristol Heart Institute (BHI), 12 modern telemetry cardiac monitors now enable patients to remain mobile, while being closely monitored by specialist staff.
- ★ Above & Beyond is supporting the Recognising Success Awards from 2018 to 2020, to thank you, our committed and highly valued staff for the outstanding patient care you provide.



If you'd like to know more about the work Above & Beyond have supported please visit aboveandbeyond.org.uk.



Bristol Twenty supports our hospitals

We have an exciting new partnership with Bristol Twenty Tea & Coffee Co.

The team has produced a special blend in honour of the company's founder, Roy Ireland, to say thank you for the care he received in the Bristol Royal Infirmary. A contribution from each pack sold will be donated to Above & Beyond.

You can buy this special blend from The Redland Bakery or via bristol-twenty.co.uk/shop.

Knit for our Bristol Heart Institute Appeal



For the past few months our wonderful volunteers have been knitting colourful hearts for our BHI Yarn Bomb.

Every knitted heart will help raise money for the BHI Appeal to ensure that the hospital continues to provide the very best care for some of the UK's sickest patients.

We will be using the hearts to decorate the BHI's atrium. Everyone will be

invited to make a donation to hang a heart with a message of love, support, hope, remembrance or thanks. More information about how to donate for a heart is available on aboveandbeyond.org.uk.

If you or your family and friends would like to knit for the BHI, you can download our free knitting patterns from our website: aboveandbeyond.org.uk/fundraise or contact **Lydia McGovern** on 0117 927 7120.

New Above & Beyond merchandise



Above & Beyond has launched a range of charity merchandise to support Bristol city centre hospitals.

The merchandise includes Above & Beyond branded hoodies (discounts available for NHS staff), travel mugs, jute shopping bags and teddy bears.

You can buy the merchandise in our fundraising hub in the Bristol Royal Infirmary Welcome Centre. We're open Monday-Friday, between 10am-5pm, we would love to see you!

The drug that changes lives



A simple treatment that protects premature babies from developing cerebral palsy has been integrated into maternity care pathways at St Michael's Hospital and is about to be expanded across the UK thanks to a £3.5million improvement programme.

The treatment involves giving mothers who go into labour before 30 weeks magnesium sulphate (MgSO₄) via an intravenous drip. The dose costs just £1 per patient but the effects are astonishing – it reduces the chances of a preterm baby developing cerebral palsy by 40%.

While the National Institute for Clinical Excellence (NICE) recommends administration of magnesium sulphate in preterm deliveries to reduce the risk of cerebral palsy, uptake of magnesium sulphate in the UK remains relatively low, compared with leading countries in the developed world.

To ensure that more mothers and their babies could benefit from it, the Prevention of Cerebral Palsy in Preterm Labour (PreCePT) initiative was developed by the Trust in collaboration with the West of England Academic Health Science Network (AHSN).

PreCePT was rolled out to five maternity units in the West of England:

St Michael's, Gloucestershire Royal Hospital, Great Western Hospital in Swindon, Southmead Hospital at North Bristol NHS Trust and the Royal United Hospital in Bath.

It is estimated that this first phase of PreCePT has so far prevented five to ten cases of cerebral palsy across the region, representing potential lifetime healthcare savings in the region of £5million and substantially more when including social care costs over a lifetime.

Now the PreCePT project has been selected by the Health Foundation to be one of seven projects to benefit from an ambitious £3.5million improvement programme called Scaling Up. It will receive £0.5million to help a further ten hospital trusts around the country to implement PreCePT in their maternity units.

The National Institute for Health Research Collaboration for Leadership in Applied

Health Research and Care West (NIHR CLAHRC West) will carry out a full evaluation of the wider roll-out of PreCePT and it is hoped that this will inform future spread across all maternity units. If rolled out nationally, it is estimated that up to 14,000 low birthweight babies could benefit from this intervention each year.

Dr Karen Luyt, a consultant in neonatal medicine at St Michael's, has been the project lead for PreCePT since it was first launched in 2014. She said: "Magnesium sulphate is a very cost effective way to prevent brain injury in babies that are born early. We have already demonstrated that this evidence-based intervention can be put into practice rapidly and be sustained when supported by quality improvement methodology.

"Our aim with PreCePT2 is to scale up across the UK, ultimately making this potentially life-changing intervention consistently available

for every eligible preterm baby." The Trust will work with several organisations as part of Scaling Up, including NIHR CLAHRC West as an evaluation partner, People in Health West of England (PHWE) to facilitate patient and public involvement, West of England AHSN for quality improvement training and support and the Innovation Agency AHSN to support the roll out to maternity units in the North West of England.

Integrating PreCePT into maternity patient pathways

It took just six months to train 600 midwives and other maternity unit staff in how to identify patients who would potentially benefit from the PreCePT intervention.

The project team created a brief training package for midwives and engaged them in 'tea trolley training', which involved taking the learning into the workplace during both day and night shifts.

Midwives were trained on the wards using tablets and once they had

completed the training, they were given a PreCePT lanyard so they could be easily spotted, which also contained a quick reference guide.

A specially designed preterm labour pro forma was developed, which includes a section on magnesium sulphate. This is completed and stored in the patient's notes.

To accompany the paperwork, quick reference guidelines were published for staff, along with awareness posters and a magnet that can be used by ward staff to easily identify and remind them which expectant mums could benefit from magnesium sulphate on the patient admission whiteboard.

A new patient leaflet was also designed (pictured) with the help of parents who had experienced a preterm birth to help mums-to-be decide whether they wanted to be given the magnesium sulphate treatment.

What is cerebral palsy?

Cerebral palsy is the name for a group of lifelong conditions that affect movement and co-ordination, caused by a problem with the brain that occurs during or soon after birth. It affects about 75 babies each year in Bath and North East Somerset, Bristol, Gloucestershire, North Somerset, South Gloucestershire, Swindon and Wiltshire. Just under half of babies affected by cerebral palsy are born prematurely.

How does it affect babies?

One in three babies with cerebral palsy will be unable to walk

One in four will be unable to talk

One in four will have epilepsy

Three in four will experience pain

One in two will have intellectual impairment

UH Bristol recruits 1,500 patients into five-year cataract research programme



The cataract programme research team

UH Bristol has recruited its 1,500th patient into a study that aims to help patients with cataracts make better informed choices about having surgery.

The 'Predict-CAT' study captures detailed clinical assessments of the patients' vision and eye health before and after cataract surgery, identifying the factors which are associated with a better or poorer surgical outcome.

The study is part of a large £2million National Institution for Health Research (NIHR) funded research programme, which began in 2013 and is due to finish in 2018. Surgical treatment for cataract is the most frequently undertaken procedure on the NHS, with around 400,000 treatments annually in the UK.

The participants are asked to answer a questionnaire which helps identify key changes in their lifestyle before and after having cataract surgery.

The questionnaire was developed at the beginning of the programme by the research team and was tested with over 800 typical cataract patients in four NHS service settings in England.

The outcome of these earlier phases will influence the next phase in the research, which will focus on developing a

decision aid for patients to provide more detailed and personalised information on patient-reported benefits and harms after surgery.

The research team has also analysed data on over 600,000 cataract procedures from 34 NHS trusts spanning a 15-year period, which allowed an examination of patterns in complications and a better understanding of the potential risks of visual harm resulting from surgery.

The research is spread between four NHS cataract surgery sites: Bristol, Cheltenham, Torbay and Brighton, led by chief investigator Prof John Sparrow, consultant ophthalmologist at the Bristol Eye Hospital. He said: "Our programme addresses key decision-making issues related to cataract surgery.

"The questionnaire we developed early on has been well received and the Healthcare Quality Improvement Partnership (HQIP) has commissioned piloting its use in the National Cataract Audit.

"It remains a privilege and a pleasure to lead such an outstanding and dedicated

team of researchers, every one of whom understands the importance of high-quality research evidence to guide modern healthcare."

Planning for the final phase of the programme is currently underway, and is anticipated to begin in the summer of 2018. This will look at testing the decision aid in clinical practice and assess the feasibility of a full-scale randomised controlled trial in the future.

"It remains a privilege and a pleasure to lead such an outstanding and dedicated team of researchers, every one of whom understands the importance of high-quality research evidence to guide modern healthcare."

Prof John Sparrow,
consultant ophthalmologist

Sterile services scrubs up nicely after investment



On completion of a four-year refurbishment programme to renovate Kingsdown's sterile services, Anette Giles, head of the Central Sterile Services Department (CSSD), tells Hannah Allen how this will transform the way the team works, as well as their contribution to patient care.

Responsible for cleaning and sterilising the majority of reusable medical devices for all departments across the Trust, and supporting other external services, it is essential the sterile services environment and equipment is modern and compliant with industry standards. This enables the service to be responsive to the Trust's needs as well as continuing its aspiration to be an outstanding service.

"We are delighted to have finally completed this refurbishment that has been carried out in a 'live environment' around our staff who remained onsite throughout the maintenance works," says Anette. "We have worked closely with a number of key contractors to upgrade and modernise a 25-year-old environment following a Trust investment of £2.8million. The department now boasts seven new and efficient washer-disinfectors, seven steam sterilisers, one plasma low temperature steriliser with innovative technology and

a clean room ventilation system that is compliant with current Health Technical Memoranda (HTM) standards."

Anette explains: "We need to clean and sterilise medical instruments as quickly as possible so that we can return them to departments for use. If delays occur in our department, this can impact on services throughout the Trust, with the potential to increase patient waits for operations and treatment. The new facilities have resulted in a dramatic decrease in decontamination processing times, making our services more efficient. For example, the new washer-disinfectors that clean and disinfect dirty instruments, now take only 45 minutes - 30 minutes faster than the previous machines.

"The newly installed air handling system has significantly improved the working environment for staff, particularly in the clean room where

temperature management was previously very challenging.

"New flooring, tinted windows, PIR LED lighting, new racking and high-low tables, along with refitted and upgraded staff facilities have all also contributed to improving the working environment for staff. The use of bold colours has made the department pleasing to the eye and staff have commented on how much nicer the environment is to work in."



Anette adds: "Overall the project has been a huge success and has delivered an improved environment that is fit to see the team provide a valuable service for the next ten years."

Preparing future doctors to be dementia aware

Fourth-year medical students at UH Bristol are guiding patients with dementia to the specialist dementia support café as part of their student timetable.

Students are tasked with identifying a patient with dementia and asking them if they would like to be taken up to the café, where the student can interact with the patient in a welcoming and informal environment amongst other patients, carers, visitors and trained staff.

The idea was piloted last year and familiarises students with patients in a way that is non-clinical and friendly, equipping students with the social skills and experience needed to deliver best care to patients with dementia.

Michael Williams, fourth year medical student at the University of Bristol, attended his first dementia support café in December. He said: "It's great that the academy have found a way that we can connect and engage with patients that's not clinical."

"It's also really nice for patients to be able to get out of the ward. The fact that we actually have the café scheduled into our timetable means that we have time set out to spend time with the patients in a way that staff might not."

The programme benefits patients by providing them with a regular opportunity to leave the ward, to socialise and interact in a relaxed environment, with specialist dementia support and resources readily available.

First year students also receive a week-long dementia awareness course before they



start at the Trust and have lectures on dementia in their first and second years.

The café was set up in 2015 to offer support to patients, carers, staff and visitors who are affected by dementia. The twice-a-month event takes place in the Bristol Royal Infirmary (BRI) and is attended by trained staff, including Rachel Price, dementia lead. Rachel says: "It's great to see the different generations interacting together, over a cup of tea. The project has helped to improve engagement

with patients and their carers, as well as raise awareness of dementia."

The café is supported by the Carer Liaison Service and the Bristol Dementia Wellbeing Service, which has a navigator attending the café once a week. The support and presence of the services in the café means that specialist information and advice is readily available.

Molly the Pets As Therapy dog and her owner Andy are also regulars at the café.

Another dementia support café is held at South Bristol Community Hospital, which runs once a month.



There are currently 850,000 people living with dementia in the UK, and this number is set to rise to over one million by 2025.



A sign of good communication



Chloe is able to use Makaton to communicate with Rachel, who is a patient in the children's hospital

Learning new skills is essential to provide best care to patients. Staff on the paediatric intensive care unit (PICU) at Bristol Royal Hospital for Children have made their own pledge to learn a new skill, Makaton, to improve the overall experience of patients and visitors with communication needs. Hannah Allen finds out more.

Developed on the gestures used in British Sign Language (BSL), Makaton is designed to support spoken language and the signs and symbols are used with speech. Makaton can help children and adults communicate straight away using signs and symbols, and are often dropped as speech develops. Chloe Hammond, paediatric critical care co-ordinator and initiator of the unit's pledge says:

"Communicating effectively with patients is important to us, respecting everyone's needs and ability to share information and have a conversation."

"PICU can be a particularly scary place for patients and visitors because admissions to the unit are often unexpected. Although a host of specialists support us in overcoming communication barriers with patients and visitors; I felt it important to make the unit more accessible for patients and families with additional communication needs by encouraging all staff to learn basic Makaton signs."

Anne Middelburg, matron on PICU, says: "We are very supportive of Chloe's initiative to teach all colleagues in the unit



basic Makaton signs. Patients and families that come into our care, and the care of other teams across the Trust, may have additional needs that require expert skills.

"Learning Makaton is a simple, yet effective way in which we can further develop trust and respect from our patients and their families, who may struggle to communicate with us for many reasons. This method encourages patients to share information with our staff about, for example, whether they are hungry or need to go to the toilet, making their experience easier and their needs more understood."

As part of the team's commitment to learning Makaton, they pledged to the national NHS Fab Change initiative which supports innovation and change across the NHS. "I have posted basic sign pictures across PICU for all to see and learn," says Chloe. "The aim is to communicate effectively with patients already using Makaton, or teach patients who may benefit from using it."

"Even if patients cannot remember the signs, they can point to them on the walls. With this initiative in place on PICU, and staff already learning the basics in a fun and easy way, I hope more wards and departments across the Trust can do the same."

Kate Parraman

Deputy director of finance



How long have you been in your current role and what is your background?

I've always worked in the public sector. I started with the Audit Commission and did my accountancy training with them, then worked at University of the West of England as the management accountant. I joined the NHS as head of management accounts for Phoenix NHS Trust, Bristol, which was responsible for caring for people with learning disabilities. We worked to close the long stay hospitals and provide care in the community, which taught me a lot about managing change for staff and patients. I've worked for this Trust for 18 years, starting as the finance manager for the children's hospital, St Michael's, adult mental health and community services. I moved into the corporate finance team as head of management accounts, then head of accounting services before taking my current post.

You recently became a Freedom to Speak Up advocate for the Trust. Can you tell me about this role?

Having a culture where staff feel able to raise things that are important to them, knowing they will be listened to, and before they become too great an issue, is important. Having undertaken many investigations and chaired grievances and disciplinary panels across the Trust, I have seen examples of when better communication earlier in the process may have helped. My role as a Freedom to Speak Up advocate is to raise awareness, offering support and advice to staff wanting to raise concerns, encouraging them to do this at an early stage, giving them the confidence that they will be listened to and helping them to understand the options they have available to them. There is a network of advocates across the Trust and we are working together to build support.

What does your job involve on a daily basis?

Not one day is the same; my day will be a mix of meetings, responding to emails, planning, writing papers and dealing with issues that come to my door. I have management responsibility for several finance teams, including payroll, so a lot of my time is spent on management issues and problem solving, developing the working practices both within the finance teams and integrating services within the divisional teams. I'm responsible for several statutory finance functions and am the lead on financial controls assurance. As the director of finance's deputy, I support him with the financial strategy of the Trust.

How has your department changed in recent times?

Like many departments we are continually re-prioritising what we do and how we do it. There have been changes to the structure and the focus of jobs and I have seen a change in how the different finance functions work together. There is a blurring of boundaries and more effective team working. What hasn't changed is the hard work, professionalism and commitment of finance staff.

What is the main focus for you and your team at the moment?

We must ensure that we provide services as efficiently as possible and therefore

the focus is to provide financial information and advice to support divisional plans. While the focus is to reduce our costs, it is important not to lose sight of the basics. Ensuring effective financial controls and processes are in place, and complied with, is key. I'm also the lead for reviewing corporate support services within the Sustainability and Transformation Plan (STP), working primarily with North Bristol NHS Trust and Weston Area Health NHS Trust. My current challenge is considering payroll and pension services across Bristol, North Somerset and South Gloucestershire (BNSSG).

What do you enjoy most about your job?

I enjoy the challenge of leading a large department, working with my managers and their teams to make finance work for the Trust, turning numbers into information and working to solve problems and improve processes.

What do you like to do outside of work?

I love gardening. I'm not that good at it and I am hopeless with the names of plants but that's not the point, there is nothing better than a day spent pottering in the garden to destress. Preferably with the sun shining, I can then relax in the garden at the end of the day with a glass of wine.