

Voices



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Our hospitals.



Get involved:



Inspected and rated

Outstanding ☆





Welcome to the latest edition of *Voices*, packed full of information and inspiration from across University Hospitals Bristol.

Our Trust is a community made up of a wide variety of individuals and teams all of whom contribute to the care we provide to patients. The junior doctors we welcomed

in August work alongside clinical staff such as Sarah Jenkins, our matron and patient safety lead for the division of medicine, ably supported by fantastic volunteers like Gill Wilding who was recognised by the Prime Minister earlier in the year. Our researchers focus on research that pushes the boundaries of our knowledge and improves practice and treatments; and we are all supported by our charities and their fundraisers.

I hope you enjoy this edition.

Fiona

Fiona Reid
Head of communications

Chat to us:

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

Alexander Crawford @aj_crawf
Today was a landmark day. 5 years ago I joined the NHS. It was the best thing I could have done and I love working for the NHS firstly in @UHBristolNHS and now @AneurinBevanUHB I've worked with amazing and inspiring people and I try to make a difference daily! Thank you #NHS70!

Trystan Williams @trystanpw_
It's brilliant to have our son home following double knee surgery. Thank you @UHBristolNHS for the care and professionalism you showed throughout the surgical procedures #NHS70 #brilliant



Lisa Balmforth @balmforth_lisa
Lots of new doctors, nurses and midwives starting in Women's and Children's Services @UHBristolNHS this month! Whether you're newly qualified or a pro, I hope you have a fulfilling time at our Trust and achieve your goals. A big welcome to you all

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New website supporting those with congenital heart conditions

Earlier this year the South Wales and South West Congenital Heart Disease Network launched its new website.

The website is a hub of information for both patients and their families, and for clinicians of all professions. It contains online leaflets, patient stories and a wide

range of resources for patients and their families, who may need support with the many aspects of their lives that are affected by congenital heart disease. There is also a broad range of information for clinicians, from protocols and pathways to training resources and events.

The network, hosted by UH Bristol and currently funded by NHS England, brings together clinicians, managers, patient and family representatives and commissioners from across the region to work together to support patients with congenital heart conditions and their families. The network delivers over 20,000 outpatient appointments and 450 heart operations each year.

You can access the website by visiting: swwchd.co.uk



Thinking twice about wearing contact lenses in water

A young woman from Bristol, who underwent a full thickness cornea transplant at the Bristol Eye Hospital, is producing a short film to document her experience with the parasitic eye condition Acanthamoeba keratitis (AK).

Natalie Rance contracted the microscopic amoeba, which is commonly found in open water, domestic tap water and swimming pools, after wearing contact lenses in water. 80% of AK cases occur in contact lens wearers. These patients will experience Acanthamoeba feeding on the cornea, which is the outside layer of the eye.

"I believe I contracted the infection when I was training for a new job to become cabin crew, simulating a plane ditching in a swimming pool whilst wearing my lenses," says Natalie. "It wasn't until I began to experience the rapid effects of the symptoms that I learned about the risks associated with wearing my lenses in water.



"My film, *Second Sight*, will be shown to industry experts this coming November," says Natalie. "I hope that sharing my journey, including a visit to the Isles of Scilly to confront the water once more in order to swim with a local colony of grey seals, will give viewers an understanding of what it is like to suffer sight loss and receive the donation of a tissue from a vital organ."

Natalie has thanked Bristol Eye Hospital staff, including Kieren Darcy, consultant ophthalmic surgeon, who conducted the operation, for giving her a second chance to see.

In brief

Doctors' mess gets revamp

Two doctors' messes at UH Bristol have undergone a revamp, creating spaces where doctors can enjoy some downtime during breaks or busy shifts.

Paediatric trainees Danielle Eddy and Sarah Arthur at the Bristol Royal Hospital for Children have revamped the hospital's doctors' mess. The renovation includes bed chairs, a radio with a Bluetooth speaker, a charging station, plants and cushions. They have also introduced a book swap and curry nights on Sundays.

Consultant Rachel Liebling, with the help of Rebecca Newhouse, specialty trainee, has also led a project to renovate the doctors' mess in St Michael's Hospital, which had not been renovated since around the early 90s. The renovation has included knocking through walls to create a larger and more open space with natural light, a tailor-made sofa, computer desks, lockers, a redecorated bathroom with a shower, a table and chairs.

Rachel said: "The renovation is really about showing our junior doctors that we value them, providing them with a space where they can relax and have a chat with their peers."



The revamped doctors' mess at the children's hospital

UH BRISTOL IS COMMITTED TO FIGHTING FLU!

UH Bristol is committed to protecting its staff, patients and visitors from flu. In autumn, the Trust will be offering the quadrivalent vaccine to its staff, protecting them from four strains of flu in preparation for winter.

Staff around the Trust are continuously working hard to get patients better and to keep them safe; getting themselves vaccinated is one of the easiest ways to reduce the chances of spreading flu on to a vulnerable patient.

UH Bristol will be running vaccination clinics across the Trust throughout the autumn and winter months so that staff can easily get their free jab.

STAFF MEMBERS CAN ACCESS THEIR FREE FLU JAB BY CHECKING THE INTRANET HOMEPAGE FOR CLINIC TIMES.



Making it easier to access our hospitals

We have developed plans for a new Hospital Transport Hub in Bristol to make it easier for patients and visitors to get to our city centre hospitals.

We are aware that finding a parking space can be a challenge for patients and visitors as parking on site is limited. In some cases this means patients are late for their appointment or even miss it altogether and the difficulty in finding a parking space causes unnecessary stress and anxiety.

Our proposals for a new Hospital Transport Hub would provide more parking spaces for patients and visitors who travel to hospital by car as a medical necessity, double the number of secure cycle spaces for staff and provide a link to the existing free hospital shuttle bus. Discussions are also under way to see how public transport could link to the hub, which would be built at Eugene Street if plans are approved.

More information about the plans can be found at: uhbristol.nhs.uk/transporthub



A trail-tastic summer in Bristol Royal Hospital for Children



If you would like to find out more about The Grand Appeal's partnership with the children's hospital, head to: grandappeal.org.uk/



This summer The Grand Appeal, saw its third arts trail Gromit Unleashed 2 take to the streets of Bristol, and welcomed thousands of avid trail goers who flocked to all corners of the city and beyond to hunt down sculptures and support patients at Bristol Royal Hospital for Children. As well as raising money to support patients and their families, Gromit Unleashed 2 brought the trail fun and creativity to the hospital.

Patients visiting or staying in the hospital throughout the summer were treated to a full programme of activities

which included designing their very own trail characters, decorating two Feathers sculptures and taking part in an interactive treasure hunt inside the hospital. The Grand Appeal's music therapists, Claire and Karen, created a trail song which they recorded alongside patients during daily music therapy sessions. The Grand Appeal was also able to bring the trail inside the hospital through the Gromit Unleashed 2 Virtual Reality Experience. Using Google cardboard headsets donated by the University of Bristol, patients were transported

to the streets of Bristol, able to see the sculptures as if they were standing right in front of them.

Whilst the city has now waved goodbye to Wallace, Gromit and Feathers, the positive impacts of the trail will continue to be seen. All proceeds generated throughout the trail and the sculpture auction will support the young patients and families cared for by the hospital, and help to provide life-saving medical equipment and facilities, pioneering research, patient and family support and more.



From the chair

Since my last Voices article we have sadly lost one of our governors Amiri Hussein who had a life long battle with acute medical issues. Amiri was a fighter and an inspiration to many. We will miss his contribution to the Board and the wider Trust.

In my last article I talked about the challenge of meeting so many people nationally, regionally and locally, both inside and outside the Trust. This has been time consuming, but I feel I now have a much stronger understanding of the challenges we face as well as an opportunity to meet many of you and hear your stories first-hand.

I gave a commitment to being out and about after my initial meetings and I have done my best to do this. The information I am provided with at the Board is hugely valuable, but my professional experience has taught me that seeing things first hand and listening to staff, staff associations and patients is critical to a successful service. Some of you will have seen me in the children's hospital operating theatre, emergency department, outpatients, oncology, the eye hospital and the dental hospital as well as visiting all the divisional management team meetings, but this week I had the chance to spend the day with our porters. I am grateful to the whole team, but especially Alan Pitt who has been a porter with us for

fourteen years. Alan showed me the ropes, albeit the chairs did seem to have a mind of their own. It was great to listen to the praise all the patients had and the surprised faces from clinical staff when someone in porters uniform was saying hello and then identifying themselves as the chair of the Trust. I suppose you never really know who you are speaking to?

Since my last article I have chaired a number of consultant interviews across a range of different disciplines and have had the chance to individually meet many of the candidates in advance. I have been massively impressed with the quality and enthusiasm of candidates and have asked the unions to sit in on these to view the transparency and fairness of the process.

I have also asked for a People Committee to be established at Board level to ensure we have structured governance, scrutiny and accountability across all the elements of leading the workforce with a particular emphasis on equality, diversity and fairness. This will allow us to dig into greater depth on a range of staff issues including your views in the staff survey. I am grateful to non-executive director



It was great to listen to the praise all the patients had and the surprised faces from clinical staff when someone in porters uniform was saying hello and then identifying themselves as the Chair of the Trust.



Alison Ryan, who has agreed to chair the committee after returning from her sabbatical sailing around the world with UNICEF.

Finally, we are approaching my second Trust Recognising Success staff awards evening which I am grateful to Above & Beyond for sponsoring. I am really looking forward to handing out the awards and listening to the inspirational stories. There's an added bonus for me this year in that more and more of the recipients will be familiar to me.

Jeff Farrar, Trust chair



Supporting families at the children's hospital for 31 years has been such a rich experience...

In 1987 Gill Wilding became one of the founding members of the Friends for Parents volunteer group, which makes things easier for families during some of their most difficult times. Her dedication has now been recognised by the Prime Minister, as she became one of seven NHS volunteers to receive a special Points of Light Award during the week of the NHS' 70th anniversary. Abigail Evans spoke with Gill after the award ceremony to find out more.



On 4 July, the day before the NHS' 70th birthday, Gill Wilding found herself at No. 10 Downing Street, attending a roundtable discussion and official reception by invitation of the Prime Minister, after being chosen as one of her Points of Light Award recipients.

"It was so interesting sharing experiences with other NHS volunteers," said Gill. "Theresa May spoke to each of us and shook our hand."

"The next day I was invited to attend a service to celebrate the 70th anniversary of the NHS in Westminster Abbey, which was packed with people from so many places connected with the NHS in so many ways. An inspiring occasion!"

As part of the Trust's chaplaincy service, Gill leads the Friends for Parents volunteers at Bristol Royal Hospital for Children, who are easily identified by their distinctive yellow polo shirts.

They offer friendly support for families every weekday at the hospital, as well as practical help such as toiletry packs, tea and coffee supplies and running errands for those who do not want to leave their child's bedside.

In a personal letter to Gill, Prime Minister Theresa May said:

"You have dedicated yourself to providing a listening ear and helping hand to parents at one of the most challenging points in their lives."

"As we celebrate the 70th anniversary of our NHS, I want to pay tribute to the enormous contribution you have made."

The award, which is given out daily to celebrate volunteers across the country, came as a complete surprise to Gill.

"Supporting families at Bristol Royal Hospital for Children by volunteering for 31 years has been such a rich experience," she said.

"From the privilege of listening and talking to so many families from across the South West and Wales, to the sustained support I have had from the other members of the Friends for Parents team and encouragement from staff, it has been such a positive time."

"How wonderful it is to receive an award for something I have found so fulfilling!"



Celebrating milestones

In the year that we celebrate 70 years of the National Health Service we gathered at Bristol's historic Colston Hall to mark the personal milestones of our staff with the Long Service Awards.

Over 600 UH Bristol employees attended the event, held in July, where they were presented with a specially designed badge honouring 10, 20, 30 or 40 years' worth of service to the NHS.

The day was a chance to celebrate and reflect on the achievements of staff as well as their commitment to the NHS. Guest of honour, Bristol's Lord Mayor Councillor Cleo Lake addressed each group and said it was an honour to represent the people of the city in thanking staff for their service.

Among the speakers was Paula Clarke, director of strategy and information, who highlighted just how important UH Bristol staff are to our 'outstanding' rating.

"There have been some incredible advances over the years and it's important to look back and celebrate these achievements," she told the crowd. "We know it's because of the focus and dedication of our staff that we are able to deliver exceptional care, research and teaching every day."

Mike Hayward, estates IT and asset manager, has clocked up an impressive 46 years of service, all of which has been at UH Bristol. He joined the Trust back in June 1976 as an electrician, following an apprenticeship with

British Rail. One of his first tasks was fitting 678 plug tops for all the new equipment in the Queen's Building ahead of its opening. "The NHS feels like a large family, all pulling together to make the patient feel cared for."

"Although my patient contact is nil, I deem it important to keep our maintenance to a high standard. If we slack, the equipment breaks down and patients may indirectly get affected," explained Mike.

Kate Love was among the 12 members of staff who received a badge marking 40 years' service. The radiotherapy services manager has spent 42 years working for the NHS and joined the Trust from the Royal Marsden NHS Foundation Trust in 1994.

After picking up her badge she said: "Today has been a real celebration, bringing together staff from all areas of the Trust to receive their badges and have the opportunity to share their stories. I think we have all enjoyed the experience and appreciated having our long service recognised."

Looking back over her years in the NHS, Kate told us what has driven her throughout: "I'm passionate about improving care for cancer patients and developing staff to reach their full potential, both for themselves and in the best interest of patients."

Of the 601 people who collected their long service badges on the day; 388 marked 10 years, 152 had reached the

Of the 601 staff on the day:

	388
	125
	49
	12
Nationalities represented:	99
Job roles:	199
Most common surname:	Jones
Oldest staff member:	80

20 years milestone, 49 had passed 30 years and 12 celebrated 40 plus years.

A second long service awards will be held later in the year before the badges are managed internally through the divisions in 2019.

Placing quality of life at the forefront of our agenda for patients with prostate cancer

UH Bristol consultant Amit Bahl has been awarded an £860,000 grant to lead a study investigating the cognitive effects of two popular hormonal therapy treatments used to treat prostate cancer.

The study, sponsored by UH Bristol and funded by Janssen-Cilag Ltd, is due to commence in autumn 2018 and will take place across twelve hospital sites nationwide. It aims to recruit 240 patients, specifically with metastatic castration resistant prostate cancer, a term used to describe when prostate cancer has spread beyond the prostate gland and no longer responds to the usual first-line hormonal therapy.

In this case, subsequent hormonal therapy with novel agents (drugs that work in a new way) is the most common form of treatment. The study will investigate the cognitive effects of two novel agents, abiraterone acetate plus prednisone (AAP) and enzalutamide (ENZ), with the aim of providing a better understanding of the different effects they have on a person's mental processes.

Study participants will be asked to report on their quality of life since being prescribed either drug, feeding back on factors such as confusion and fatigue. Patients will be asked to complete tasks on iPads at intervals after commencing their treatment, including questionnaires and brain training style assessments that measure cognitive aspects such as reaction time and memory.

Current guidelines state that once a patient has been taking either AAP or ENZ for three months they are unable to switch to the other drug, which their clinician might feel is necessary

if the first drug is causing unwanted cognitive side effects. However, Amit and his colleagues have noticed that the cognitive effects of these drugs, if they happen, usually develop after the three month window, having an effect on patients' quality of life.

Often these patients might have also been through chemotherapy, meaning that they might already be suffering what's commonly known as "chemo brain", where patients have difficulty processing information.



Amit Bahl, consultant, will be leading the study



Patients will complete tasks on an iPad that will help build a picture of their cognitive ability while they are taking treatment

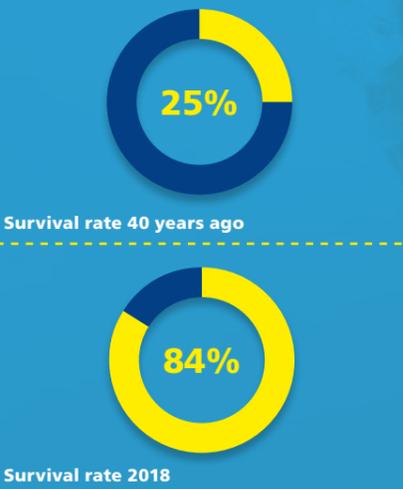


With cancer survival consistently on the increase, it is important that we not only look at progression-free survival as an outcome in cancer studies, but we ensure that research into improving the quality of life of our patients is also at the forefront of our agenda.

Amit Bahl
Consultant at the Bristol Haematology and Oncology Centre



According to Cancer Research UK, the rate of prostate cancer survival in the UK has tripled in the last 40 years



Developing better protection

Unity Sexual Health is a free and confidential sexual health service for people in Bristol, North Somerset and South Gloucestershire. The service, hosted by UH Bristol at the city's Central Health Clinic in partnership with a number of other organisations, is involved in two large trials. John Kirk found out more.

Unity Sexual Health sees more than 20,000 people each year and provides a range of services including testing for sexually transmitted infections (STIs) and treating and supporting patients with a diagnosis of an STI.

Unity has a team of health advisers who provide one-to-one support for patients needing testing as well as information and advice for patients about how to protect their health in future, covering topics such as safer sex, condom use and ways to reduce the risk of catching an STI.

The team is involved in two large trials – the Pre-Exposure Prophylaxis (PrEP) Impact trial, and the safetxt trial - which are aimed at supporting safer sex practices.

Dr Megan Crofts, consultant in sexual health, said: "The Impact trial started last autumn and aims to provide 10,000 people in England with PrEP, a pill taken before sex to prevent HIV infection.

"We are recruiting at three sites - Unity at the Central Health Clinic in Bristol, WISH in Weston-super-Mare and Unity at Concord in Stoke Gifford.

"In previous studies PrEP has been shown to be extremely effective, and we are aware that there is demand for it amongst people at high risk of acquiring HIV.

"Patients attending for the Impact trial are provided with all routine STI care at Unity, such as regular testing and treatment, vaccinations and provision of condoms, all of which are no less important in ensuring good long-term sexual health. The trial will be running for three years and Unity may have further spaces in the future."

safetxt is funded by the National Institute for Health Research (NIHR), and is another trial that is currently recruiting from the Central Health Clinic. safetxt uses mobile phone messaging to reduce STIs in young people by providing safer sex information directly to their phone.



Megan Crofts, consultant and health advisers James Gabb and Nathan Speare, are involved in the research projects



Supporting our patients to make the right decisions for them to prevent STIs, and the potential serious complications of STIs, is at the centre of the work we do at Unity. The more tools we have to help patients do this, the better.

Megan Crofts
Consultant



Any person diagnosed with chlamydia, gonorrhoea or non-gonococcal urethritis in clinic, between the ages of 16-24 years, is offered the chance to take part in the trial.

The trial then randomly selects whether those who have agreed to take part will receive text messages or not. People who receive the intervention will receive a few texts per month for a year. As part of the trial, all participants take an STI test after a year.

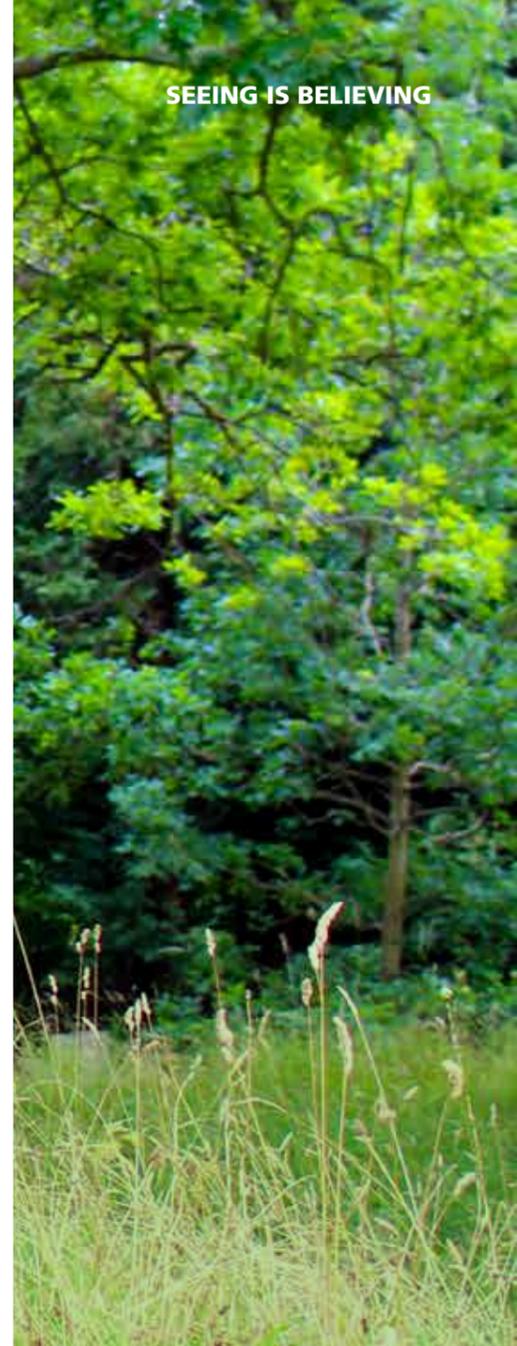
Megan added: "The trial has just been extended until December, so we look forward to finding out whether this regular messaging is something that may be worth doing for our patients in future.



Find out more about Unity Sexual Health at <https://www.unitysexualhealth.co.uk/>



Seeing is believing



After a residency at the Bristol Eye Hospital and Bristol Vision Institute (BVI), artist Luke Jerram has created a unique set of experiential sculptures, designed to stimulate debate about how visual impairments can affect our perception of the world around us. Abigail Evans visited the Impossible Garden to learn more.

When exploring the new exhibit at The University of Bristol Botanic Garden, you will discover twelve engaging art installations, each inspired by vision and optical illusions. In creating the Impossible Garden, Luke Jerram aims to enhance the public's understanding of everything involved in the process of seeing.

Luke, who is red-green colour blind himself, is fascinated by what goes into our visual perception.

"Over the years, many of my artworks have explored the processes and limitations of vision," said Luke.

"The Impossible Garden has allowed me to test new ideas and share my findings with the public."

In preparation for this exhibition, Luke spent several months with Dr Cathy Williams, a paediatric ophthalmology consultant at Bristol Eye Hospital and member of the BVI.

Funded by the Leverhulme Trust, this residency allowed Cathy to give Luke more of an insight into the lives of the visually-impaired children she treats.

"Families tell me that a lack of understanding is often a barrier to getting support for their children. People think that our eyes are like cameras which take snapshots, when in reality that's not the case. I work with children for whom their vision and processing doesn't work very well, and they can have real difficulties day-to-day managing that.

"It can be so challenging to explain what they're experiencing to teachers and family members, making it very hard to get help."

Bristol Vision Institute, based at the University of Bristol, undertakes world leading vision science research, spanning human and animal vision, artificial vision systems and visual information processing.

Through collaborative working with colleagues from the Bristol Eye Hospital, alongside scientists from a wide variety of disciplines with a common interest in seeing and vision, they aim to translate their research into innovations in technology, medicine and the creative arts.

Professor David Bull, director of Bristol Vision Institute, said: "The collaboration



By using art and science, examples from the animal world and from artificial intelligence, to demonstrate the limits of our vision processing and the importance of it, it can help communicate to people what we're talking about when we're trying to help patients with poor vision.

Luke Jerram



with Luke is a fantastic opportunity for us to explore the power of visual illusions.

"Understanding how they work can tell us a lot about the properties and limitations of our visual system."



The Impossible Garden is open to the public until Sunday 25 November, every day from 10am until 4.30pm at the Bristol Botanic Garden.

UH Bristol is going smoke free

Trusts across the country have been asked to go smoke free – and from 1 January 2019, no smoking will be allowed on sites run by UH Bristol. John Kirk found out more, as smokers across the country prepare try to quit for good during Stoptober.

Each October, the NHS holds a month-long focus on supporting and encouraging smokers to quit the habit for good.

UH Bristol is playing its part by taking part in Stoptober, supporting patients and staff who want to stub out their last cigarette.

The Trust is also preparing to go completely smoke free from 1 January 2019.

Currently no smoking is allowed inside Trust buildings and signage is in place asking people to not smoke outside UH Bristol buildings.

From 1 January 2019 no smoking, including the use of vapes or e-cigarettes, will be allowed within the Trust's boundaries.

The Trust will step up efforts from 1 January with regular walkabouts to ask people to stop smoking within the Trust's boundaries. Smokers will also be signposted to support and advice to quit smoking.

Matt Joint, director of people at UH Bristol, said: "As a healthcare provider we have a role to play in promoting healthy living and offering support to staff and patients who want to give up smoking.

"As part of this we're committed to going completely smoke free, which is something Public Health England has asked all Trusts to do.

"We receive regular complaints from patients, visitors, parents of children and staff about people smoking in our entrances or near buildings where



Emily Cox, respiratory nurse, and Cathy Holloway, wellbeing project officer, continue to spread the message that UH Bristol is going smoke free

windows might be open and it's important that we address these issues."

Ros Badman, respiratory nurse specialist at UH Bristol, added: "As health professionals working for the NHS we have a moral imperative to do all we can to help people give up smoking and increase their chance of living longer, healthier lives.

"By making the Trust a supportive smoke free environment where treatment of tobacco dependence is fully integrated into clinical pathways, we can support everyone to be smoke free.

"Please do not smoke outside our hospitals; the NHS exists to look after people's health. Even smoking outside can harm our patients by delaying their recovery time or causing complications, as well as those visiting and working in NHS buildings.

"Every time you smoke you breathe out second hand smoke. Around 85% of second hand smoke is invisible and odourless, yet it can spread through

windows, doors and ventilation shafts, harming those inside. We also know that one person smoking will make someone else more likely to light up too."

Emily Cox, a respiratory nurse, added: "Going smoke free shows our patients and staff how important we feel it is to support everyone to stop smoking."

Experts say...

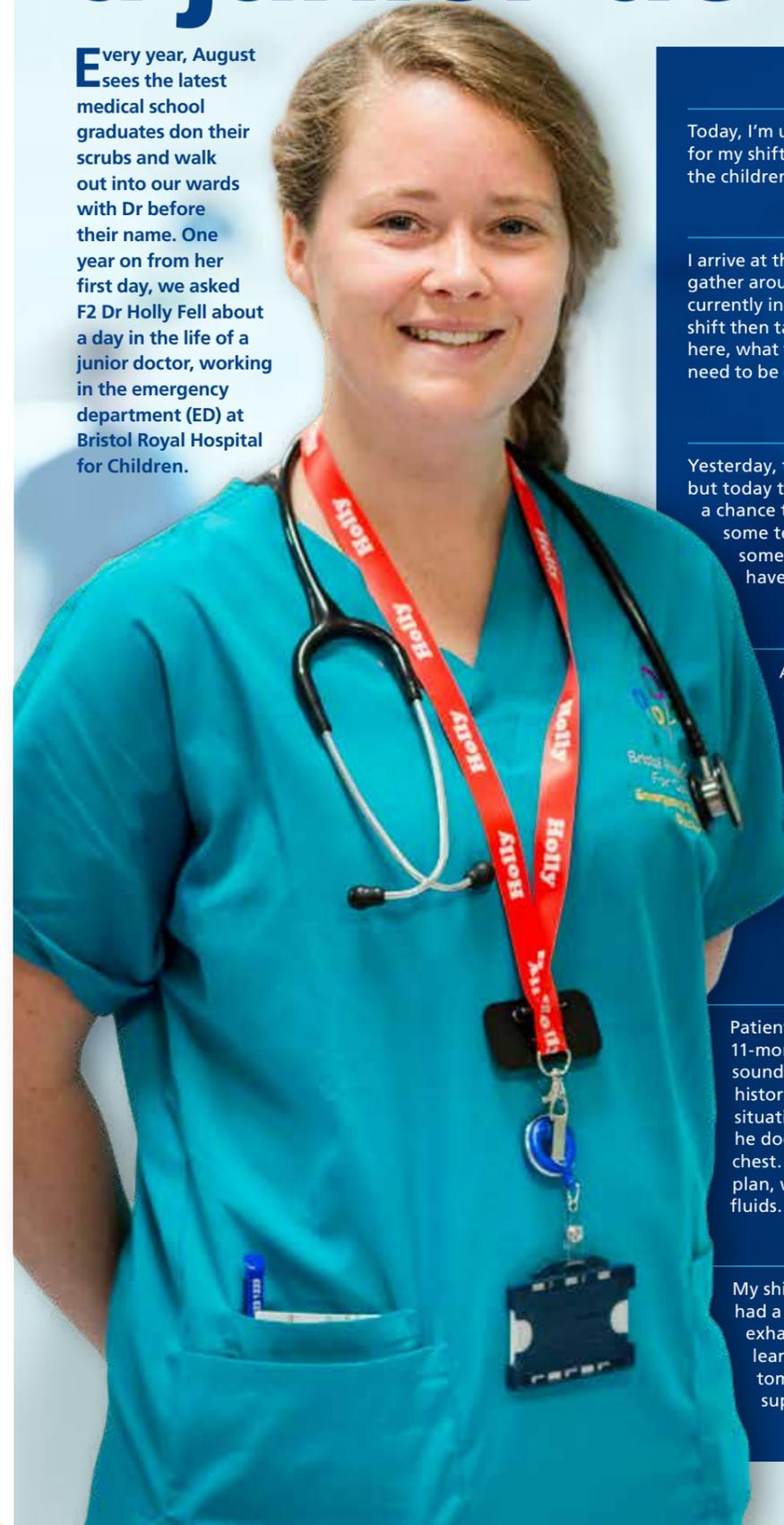
People who stop smoking for 28 days are five times more likely to quit for good.



If you would like information about quitting smoking, please visit: www.nhs.uk/smokefree Call the Smokefree national helpline on: 0300 123 1044 or drop into your local pharmacy for advice.

Day in the life of a junior doctor

Every year, August sees the latest medical school graduates don their scrubs and walk out into our wards with Dr before their name. One year on from her first day, we asked F2 Dr Holly Fell about a day in the life of a junior doctor, working in the emergency department (ED) at Bristol Royal Hospital for Children.



7.00AM

Today, I'm up and about at 7.00am, getting myself ready for my shift. We work several different shift patterns in the children's ED.

8.00AM

I arrive at the hospital in time for my shift to start at 8.00am. We gather around the ED whiteboard, which lists the patients that are currently in the department. The team who worked the previous shift then take us through each patient, explaining why they are here, what the plan is for them and handing over any jobs that need to be done to get them ready to go home or to be admitted.

9.00AM

Yesterday, the department was very busy in the morning, but today there aren't any patients waiting, which gives me a chance to get on with some of the less urgent jobs. I have some test results from the previous day to sign off and some discharge summaries to complete for patients who have gone home overnight.

12.00PM

After a relatively quiet morning, several patients have come in with various problems. Typically, a new patient will be seen by our triage nurse, who assesses how severe their condition is and gives us a brief picture of what is going on. The other doctors and I pick up the cases one at a time. I'll enquire about the patient's history and symptoms. I'll then take this to a more senior member of the team to present my findings and ask any questions I have. I'll do this even with the simpler cases, to make sure that nothing has gone unassessed. The teamwork is one of the most enjoyable aspects of the role and the consultants and the rest of the team have been so encouraging.

2.00PM

Patients continue to arrive and are triaged. I see an 11-month old with difficulty breathing. Mum thinks he sounds wheezier and more breathless when playing. I take a history from mum including information about the current situation and any previous illnesses. When I examine him, he does appear breathless and I can hear wheeze on his chest. I'll write up the case notes, devise a management plan, which includes inhalers, regular observations and oral fluids. I will run my plan past a senior doctor.

4.00PM

My shift is almost at an end, as the next shift begins. I've had a busy afternoon with some interesting cases. I feel exhausted but have had another exciting day and have learned a lot from the team. It's impossible to know what tomorrow holds in store but I can be sure that I'll be supported and valued by my fantastic colleagues.

BHI Appeal just £50k to go!

Last year we launched an appeal to raise £830,000 for the Bristol Heart Institute (BHI) to provide new facilities. We are delighted to report that there is just £50k to go to reach the target!



This fantastic progress – only made possible by such generous public support – means the biggest part of the appeal, the £378,000 echocardiography facility, can be fully funded. Located in the BHI next door to the coronary care unit (CCU), the new facility means patients will benefit from heart scans, treatment and care all under one roof and bring an end to hour-long round trips for an echocardiogram for very poorly patients.

Thank you

Thank you to everyone who has donated to ensure we can continue to deliver excellent care to over 40,000 patients in one of the UK's leading cardiac services. Here's how you could help the appeal reach target:

Make a single donation or set up a direct debit



Fundraise with your family and friends



Become our charity partner at your workplace



Text 'BEAT33 £5/£10' to 70070



For more information visit the Above & Beyond website.

Celebrate Christmas with Above & Beyond!

While for some it might seem too early to be mentioning Christmas, here at Above & Beyond we're feeling festive! There are lots of ways you can join us to celebrate and raise money for Bristol city centre hospitals.

Christmas Star Concert

The Christmas Star Concert is back for a sixth year on 13 December.

Taking place at Bristol Cathedral, the concert will feature an evening of music and carols from local performers and stories from patients and fundraisers who have benefited from care at our hospitals – hosted by Call the Midwife's Jack Ashton, born and bred in Bristol.

Proceeds from ticket sales, on-the-night donations and merchandise sales support Bristol's city centre hospitals.



National Elf Service Day

Join Above & Beyond on 14 December for National Elf Service Day!

Taking part is simple – just spend the day dressed as a Christmas elf and donate £1 to the official charity for UH Bristol hospitals.

Whether you're in the office or on your ward – there's no better way to get into the Christmas spirit and raise vital funds for Bristol's hospitals. Download elf props and a fundraising pack from our website.

Winter Wonkaland Christmas party

Above & Beyond is partnering with Hype Agency for a Christmas party to remember!

Brunel's Old Station will be magically transformed into the ultimate land of make believe, with a twist on Willy Wonka's Chocolate Factory. Enjoy a three course meal, live entertainment, edible gardens and an inventing room!

On our dedicated charity evening on 13 December, Hype will donate £5 from every ticket sold to Above & Beyond and there will be a special charity raffle to raise extra funds for our hospitals.

For tickets to the Christmas Star Concert or the Winter Wonkaland Christmas party, visit the Above & Beyond website.

Sign up now for the Bristol to Paris Cycle Challenge 2019

You can now sign up for Above & Beyond's annual Bristol to Paris Cycle Challenge.

In 2019 the ride is celebrating its fifth anniversary with a new route. 80 cyclists will take on the 470km mission from Bristol to the French capital.

The challenge is open to all abilities and includes nutrition and bike maintenance support, group training rides and fundraising tips and advice.

The vital funds raised will support Bristol's city centre hospitals and make a real difference to patient care.



Happy 70th birthday NHS

On 5 July the NHS turned 70 and we celebrated in style!

People from Bristol and beyond came together to give to the Big Bristol Give NHS70 campaign. Together, with £7k of match funding from Wards Solicitors, over £18k has been raised to date – and as the celebrations continue money is still coming in! Thanks also go to De Vere Tortworth Court and Bristol Twenty Coffee Co. for supporting the campaign.

Big 7Tea parties were held across Bristol, with Savills and Pukka Herbs popping the kettle on to fundraise. NHS staff celebrated with parties at the BRI and South Bristol Community Hospital.



Thanks to Swoon, Bradley's Juice, the Thornbury Ukeaholics and Asda for helping make these events a success

Kiddimoto helmet available from October

A helmet designed by a patient at Bristol Royal Hospital for Children will be available to buy at Halfords from 22 October.

The monkey design by Alfie Godwin-Heal beat off the competition to be featured on a Kiddimoto helmet.

Above & Beyond teamed up with the bike company to help raise funds for the hospital and for every one of the specially designed helmets sold worldwide, £5 will be donated to the hospital.



Visit our website to see how your business can work with Above & Beyond.

Training and research are the therapy for success

Therapies staff play an important role in helping patients to recover from illness or injury. They provide treatment and advice for everything from movement or speech and language problems to changes patients can make at home to help with their recovery or ensure a healthier diet. John Kirk found out how training and research is helping the department bring more benefits to patients.

Every day healthcare staff are exploring ways that additional training and research can benefit their work and ultimately the care patients receive. Our adult therapies department has been working hard in the past three years to take part in more research and training to enhance the skills of the team.

Carey McClellan, an advanced physiotherapy practitioner in emergency care, and Ema Swingwood, respiratory pathway lead, are research champions within adult therapies.

Their aim is to increase research skills and engagement in the department, which includes physiotherapists, occupational therapists, dietitians and speech and language therapists.

Carey said: "We have a set of highly skilled professionals providing treatment and therapy to so many patients. We have an amazing opportunity to develop our skills further to undertake research that will benefit these patients."

This year alone, three physiotherapists have been awarded grants to start their research careers.

Ema said: "We're thrilled to have staff who have been successful at gaining research grants and places on training programmes which are bringing improvements for our patients."

Cat Rolls has gained a place on the Integrated Clinical Academic Internship Training Programme run by Health Education England and the National Institute for Health Research. Cat is examining the early management of complex regional pain syndrome - a problem that affects 4% of patients with fractured bones. Kat Arnold has also



Physiotherapists Carey, Lizzie and Kat have all been awarded grants to start their research careers

gained an internship award for her work looking into ways to support women who experience third degree tears during child birth.

Lizzie Bradshaw has recently completed the internship programme and is now starting a Pre-Doctoral Fellowship for her work examining the treatment of acute bleed episodes for patients with haemophilia - a condition that can have a big impact on how well patients' joints work.

The Trust's dietetic team is involved in a lot of research, whilst the neurological speech and language team is currently involved in a study which is evaluating alternative speech interventions for patients with Parkinson's disease.

Ema said: "As research champions, Carey and I work closely with lots of people involved in research as well as

our therapists to raise awareness of opportunities and ideas staff might have for research. From a physiotherapy perspective we're excited to be sharing some of our work at major conferences, including Physio UK, the European Respiratory Society Congress and the Stroke UK Conference."



It's been a brilliant year for research and training within adult therapies and we're looking forward to continuing this work to benefit our patients.

Ema Swingwood
Respiratory pathway lead



Funding success for life-changing operation

After 181 life-changing operations and hours of intensive post-operative physio sessions, Bristol Royal Hospital for Children has been named one of five centres of excellence to provide selective dorsal rhizotomy (SDR) surgery and aftercare funded by the NHS. Hannah Allen finds out more about what this announcement means.

For parents and carers of children with cerebral palsy, the decision of whether to go ahead with a SDR operation has required much thought; not only taking into consideration the physical demands on the child, but also having to source thousands of pounds to fund the procedure and physiotherapy input.

Paula Wilkins, SDR coordinator, said: "We have been fortunate to offer patients SDR treatment here in Bristol since 2011. However, funding of the operation and post-operative physiotherapy previously required funding requests through the patient's local commissioning group, or private funds that were often raised through crowdfunding appeals. For some patients this meant postponing treatment until these costs could be met, which is never ideal."

In 2014, Bristol children's hospital was selected by NHS England as one of five centres to participate in a commissioning evaluation exercise; gathering evidence from SDR cases, paid for by the NHS for the duration of the

process, to conclude whether or not the service should be funded.

"We were delighted to be selected to participate in the NHS England exercise, with nearly 200 cases already treated through our service," says Richard Edwards, paediatric consultant neurosurgeon. "The commissioning process demonstrated the benefits of SDR for cerebral palsy patients, along with the intensive physiotherapy required to give patients the best possible outcome from their surgery."

"In July of this year funding was confirmed, with Bristol selected as one of five centres to provide patients the service on the NHS. The SDR team have worked hard to ensure patients receive exceptional care, and we are pleased to know that patients, who meet the criteria set out by NHS England, will have their surgery and aftercare funded here in Bristol."

Aftercare for SDR patients will also be funded to enable them to progress in their recovery.



It is fantastic to work with SDR patients after their surgery; you get to see individuals excel as they work towards their own personal goals.

Jennifer Smith
Physiotherapist



Jennifer Smith, SDR physio, said: "Physiotherapy plays a big part in the patient's recovery and helps patients to reach their maximum potential. Our neuro physio team spend between three and five weeks with patients in hospital before they continue their journey in the community. We are delighted with the outcome that post-operative community physiotherapy will also be funded as part of the package of care to optimise patient outcomes; a fantastic result for the service, NHS and our patients."



Ward A900 welcomes new patient pantry

There are many young patients on ward A900, with conditions such as cystic fibrosis and inflammatory bowel disease. Some of these patients will visit the ward for up to two weeks at a time every two to three months. It can make all the difference to those patients' experience and comfort to have somewhere they can heat up their favourite foods.

The pantry was kindly funded by local cystic fibrosis charity the Ian Ritchie Foundation, which was set up in 2015 to support those living with cystic fibrosis and their families.

Patients can access the pantry at their own convenience. It includes a fridge, microwave, bowls, plates, cutlery and even some cereals, soups and spreads.

The idea of the pantry came about following a patient survey conducted by the cystic fibrosis dietitians. Patients' feedback was that they would like a microwave to heat ready meals and greater flexibility to have hot drinks and snacks.



Cystic fibrosis patient Jason is now a regular user of the pantry

Julie Al-Siaidi, cystic fibrosis dietician, said: "Many people with cystic fibrosis have unusually high energy requirements and we hope having greater access to meals and snacks will help meet their needs."

"The pantry allows the patients with inflammatory bowel disease, who are often on very restricted diets, to access a wider range of foods at times to suit them, which the hospital catering service is not always able to provide."

Working closely with the hospital staff, we have been able to create a wonderful space in which patients can now safely prepare their food and drink.

Carolyn Ritchie
Secretary of the Ian Ritchie Foundation

Jason, a 34-year-old patient with cystic fibrosis, has regular stays on the ward and has already felt the difference the pantry has made to his experience in hospital. Jason said: "Having the freedom to go and get a snack or make myself a drink whenever I like helps me feel more independent and also more at home. It's great to be able to go and get a coffee whenever I feel like it."

Sarah Beech, ward sister, said: "The Ian Ritchie Foundation has been very generous in funding the pantry as they want to make life easier for cystic fibrosis patients in hospital."

Ian Ritchie sadly passed away at the age of 25 after suffering with cystic fibrosis. Carolyn Ritchie, secretary of the charity and sister of Ian, said: "The Ian Ritchie Foundation is thoroughly delighted to be a part of this great project."

You Got This



Wellbeing is an increasingly talked about topic and in the NHS it's essential that we recognise its importance, not just for the patients but also for our workforce.

Two emergency medicine consultants from UH Bristol are working together to improve the health and wellbeing of staff in their departments.

Becky Thorpe, adult emergency medicine consultant, and Dan Magnus, children's emergency medicine consultant, set up the 'You Got This' wellness programme in February 2018. The programme focuses on three key areas: support, resources and innovation.

Working in high-pressure and busy environments such as the emergency department can be difficult for staff; the programme aims to support staff to look after themselves and their wellbeing, not just during stressful periods but at all times.

Much of the programme is about raising awareness of resources that already exist within the Trust and elsewhere, for example signposting staff to occupational health, wellbeing activities in the Trust such as yoga, and charities such as Samaritans and Mind. The You Got This website is a hub for resources, with guest blogs covering topics such as mindfulness and resilience.

Becky and Dan also host workshops and activities for healthcare teams as part of the programme. Recently they worked with Heidi Edmundson, emergency medicine consultant from Whittington Health NHS Trust, who visited UH Bristol to host a wellbeing workshop for adult and

children's ED staff during a wellness week. The 20-minute workshop gave staff an opportunity to break briefly from clinical work and comprised a number of fun party style games to facilitate mindfulness and enjoyment.

The pair has also established a number of fun and innovative elements in their departments, such as 'Cupcake Thursday' and 'GREATix', an excellence reporting system for staff to recognise their colleagues and examples of best practice. This year the ED team also sent out personalised notes and a treat to each of the new junior doctors ahead of their arrival at the Trust.

The programme also supports staff in difficulty and encompasses the 'March On Stress' programme 'TRiM' (Trauma Risk Management), a peer-to-peer system to provide those who have experienced a traumatic or potentially traumatic event with support, in the form of listening and offering practical advice and assistance.

The You Got This programme recently received recognition at the West of



England Academic Health Science Network Health Innovation Programme, where Dan and Becky won 'Best Pitch' for their innovative programme.

Still in its early stages, they have received positive feedback from staff in their departments. A children's ED registrar said: "I personally just wanted to thank you for all of your enthusiasm, educational support and passion for ensuring such a fantastic working environment."

"There is no doubt that the children's emergency department is one of the friendliest and most supportive departments that I have ever worked in, and I truly think the staff satisfaction that results is strongly reflected in the quality of care delivered to patients. Thanks again for everything."

Dan said: "We all want to provide the very best care we can for patients and families but stressed or burnt out staff can't do this. You Got This is about valuing staff and looking after ourselves and each other properly in our teams."

Sarah Jenkins

matron and patient safety lead for medicine

What is your background and how long have you been with the Trust?

I have worked in the NHS for 30 years, with 25 of those years working in this Trust. I initially worked as a nurse in the emergency department for 18 years whilst undertaking training and management to become an emergency nurse practitioner. Eager to broaden my horizons and develop my skills, I transferred to be the sister of the medical assessment unit; this role subsequently led to my current matron post.

You recently became a GDPR champion for the Trust. What is GDPR and can you tell us about the role?

GDPR stands for General Data Protection Regulation. It is legislation which became law across the European Union (EU) on 25 May and basically makes sure that organisations like UH Bristol handle personal information appropriately and securely. We have a legal duty to follow GDPR when gathering, storing, sharing or processing people's data. Our Privacy Notice contains a lot of information about this for patients,

staff and anybody else interested and can be found on our website at www.uhbristol.nhs.uk/privacy. My role as a GDPR champion includes promoting data governance and data management within the medicine division, and the wider Trust.

What do you enjoy most about your role?

I really enjoy working and maintaining relationships with staff across the Trust, as well as in the Division of Medicine. We all have the common aim of caring for our patients, ensuring their safety and working hard to ensure good patient experience. The opportunity to work with such dedicated staff really inspires me within my role and gives me the drive to make improvements every day. At times it can be very challenging managing situations which have not been resolved in the way that a patient, relative or a member of staff may have expected but this is an area which I thoroughly enjoy as I am always looking to resolve concerns in a constructive and structured way to ensure best outcomes where possible.

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

The main focus for the matron team is enhancing patient experience, ensuring quality care and maintaining patient safety. These are the core aspects that we endeavour to achieve on a daily basis and are the foundation of our work.

What's your proudest moment?

I am very proud of the Division of Medicine which I have been a part of for the last 25 years. To me, they represent a united team who ensure that the patient is at the heart of all that they do. This is an ethos which is very important to me as a nurse and creates a culture which I am very happy and proud to be a part of.

What do you enjoy doing outside of work?

Outside of work, I enjoy spending my time with my husband. We like to visit art galleries and exhibitions and I can spend many afternoons in the kitchen experimenting with new recipes as cooking is something that has always been an interest. I like to travel, in particular to Scandinavia which is a well-liked hot spot by me and my husband!