



Bristol Royal Hospital  
For Children



University Hospitals  
Bristol and Weston  
NHS Foundation Trust

# Bristol Royal Hospital for Children Annual Review 2021/22



# Contents

Welcome from the children's hospital Leadership Team 2

Who are we? 5

Your Bristol Royal Hospital for Children 2021/22 6

Our 2021/22 highlights 8

Our services 9

Our supporting services 28

Our charities: 2021/22 highlights 40

Our challenges 42

Looking to the future: our key strategic aims 43

## Welcome from the children's hospital Leadership Team

Welcome to our annual review of children's services at University Hospital Bristol and Weston NHS Foundation Trust for 2021/22. We hope you enjoying reading about our services, who we are, some of the highlights from our past year along with some of our aspirations for the future.

We are proud of our staff across the children's hospital and our Seashore Centre in Weston, who work hard to provide excellent care, in sometimes extremely difficult conditions, particularly as we continue to recover from the COVID-19 pandemic. Throughout the year our staff have remained absolutely committed to the hospital and the children and families we serve. We are grateful for their strength, bravery and compassion.

In 2021/22 we have seen our staff go the extra mile to support children and families locally, regionally, and nationally. We have been humbled to help a number of Ukrainian children undergoing cancer treatment to safely transfer from Ukraine to Bristol to continue their treatment within the hospital. We have been delighted to offer outpatient neuro-rehabilitation for children instead of a longer length of stay in hospital. Not to mention our wonderful child and family support services; from play therapists to social workers to family support officers, who all play their part in making our children and their families feel safe and cared for.



Despite the often challenging context this year has brought, the outstanding achievements of our staff within their professional fields both nationally and internationally has been remarkable. Our staff and teams continue to strive and push forward with innovations in technology, service development, clinical pathways and research, to provide the very best and progressive care for our children.

Our children and families' voices are really important to us. We work closely with our families to continue to improve how we do things. This year, we were delighted to have appointed four Youth Ambassadors to act as advocates for our young people and to work with our leadership teams on how we can better support our young people in hospital. We look forward to building upon the good work the Youth Ambassadors and the Youth Involvement group has started this year. Thank you also to our charities and family support groups whose ongoing commitment and support for our families is gratefully received.

We look back with pride on 2021/22, thanking our staff, our children, our families and our supporters for all that has been achieved this year. We will continue to strive

forward in 2022/23 with the same energy and commitment to provide the best care and support for our children and their families.



**Fiona Jones**  
Divisional Director,  
Division of Women's and Children's Services



**Martin Gargan**  
Clinical Chair, Division of Women's and Children's Services



**Rachel Hughes**  
Director of Nursing  
for Children's Services





## Who are we?

We are **proud to be your** Bristol Royal Hospital for Children. We strive to provide **high quality patient centred care** for our children, young people and their families.

We are one of the **leading children's hospitals** in the UK providing secondary care to our local paediatric population in Bristol, North Somerset, and South Gloucestershire. We are the major trauma centre and the tertiary centre for children across the South West of England.

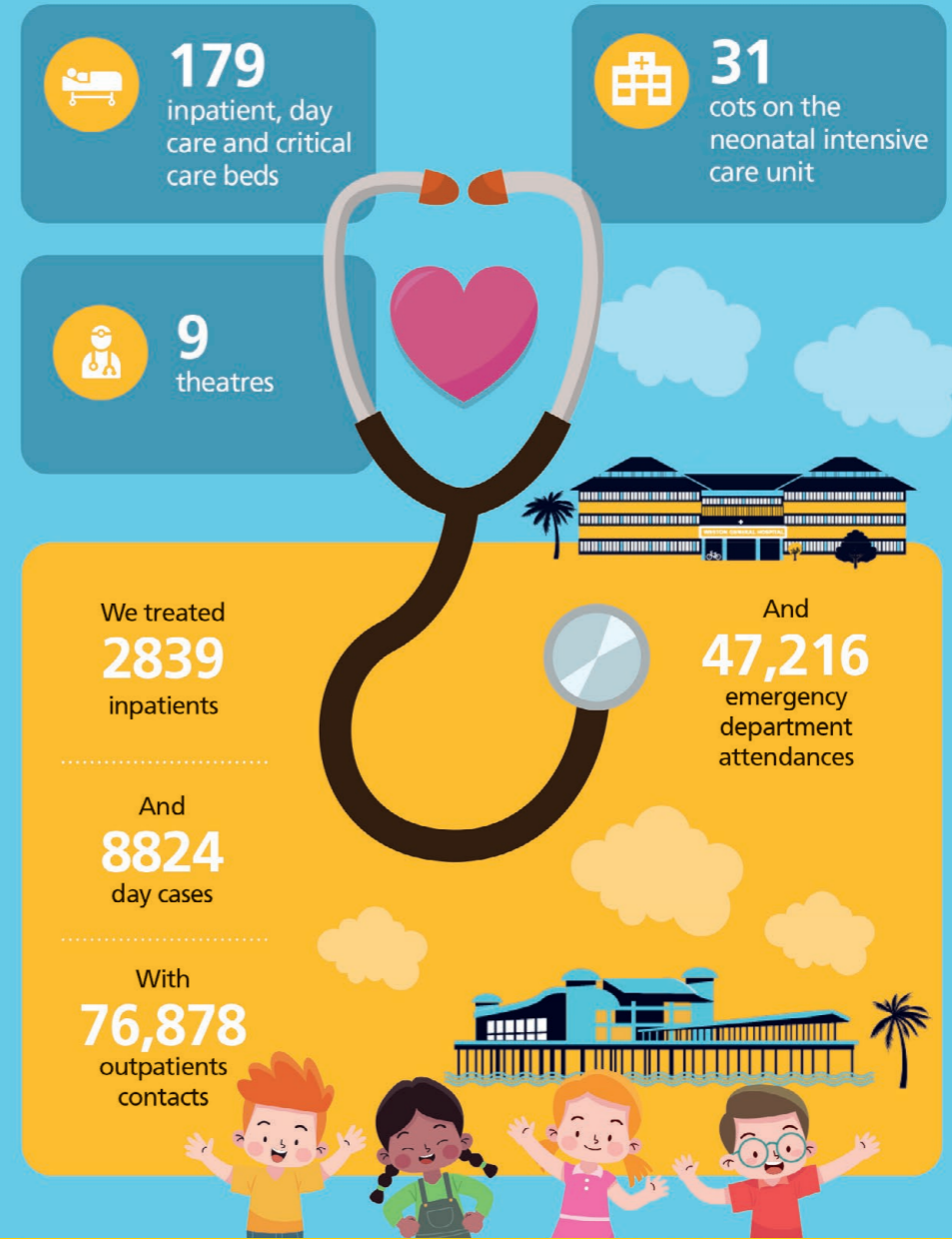
Covering the largest geographical area of any children's hospital in the UK, with a paediatric population of 994,234, our region extends to Cheltenham in the north, Swindon in the east and Truro in the south.

We also provide care beyond the South West region for critical care, renal transplantation and congenital heart disease care.

Located in the centre of Bristol city, we are proud to be a **part of this vibrant and multicultural community**, employing over 1700 staff, and striving to always provide the highest quality of care for our patients locally, regionally and nationally.

**Your children are our priority**, and we are here for them from birth to their teenage years and transition to adult services.

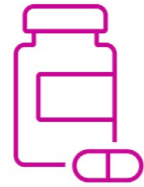
# Your Bristol Royal Hospital for Children 2021/22



## Our 2021/22 highlights



Successfully piloted an outpatient **neurorehabilitation service** that has enabled early discharge for patients and care in an outpatients setting rather than a hospital stay



One of three centres in the UK to coordinate **Zolgensma**, a new genetic therapy for patients with Spinal Muscular Atrophy



Successfully appointed four fantastic **youth ambassadors** as part of our Young Ambassadors programme



One of three Oncologists in the UK to coordinate the **safe transfer of children** with cancer from Ukraine. Three patients and their families safely transferred and continued their treatment in our hospital



Retained focus on sustainability, including introducing reusable warm up jackets in theatres and reducing non-recycled waste

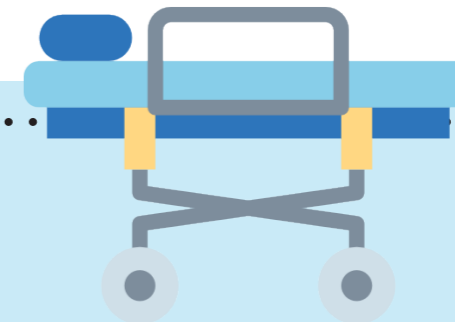


Achieved Quality in Primary Immunodeficiency Accreditation for our regional paediatric immunology service, making it the 3rd ever accredited unit in the UK



## Our services

At the children's hospital we offer a wide range of children's clinical services. Across the following pages we would like to share highlights from some of these services in 2021/22.



# Highlights from our clinical services – 2021/22

## Children’s Emergency Department

- As the only **dedicated paediatric children’s emergency department** (CED) in the South West, the team care and treat patients from all over the region, with 47,216 attendances this year alone
- In 2021/22, CED has continued to thrive, grow and innovate as you can see from some of the highlights below

### Mental Health in CED

- Mental Health presentations in children and young people continue to be a concern and the continued increase in numbers since the COVID-19 pandemic started has been felt across the hospital
- Recognising this, in conjunction with Avon and Wiltshire Mental Health Partnership Trust, CED have introduced two mental health practitioners to support patients presenting with mental health needs from 4-12pm, 7 days per week. This has made a real difference to our patients presenting with mental health concerns, enabling a prompt assessment and management of needs, improving the care given to this group in a busy emergency department

### Innovations in CED Safeguarding

- In 2021/22 working in partnership with Sirona, CED has launched a pilot that involves two public health nurses being based within the hospital to take referrals from CED when there are acute public health concerns

### Continuous Quality Improvement

- The CED team has continued to run several trainee led quality improvement projects in 2021/22 including projects focussing on discharge advice, abdominal trauma and neonatal jaundice
- In 2021/22 the whole CED team has had a high level of research involvement, find out more in the research section of this review

# The Children’s Emergency Department Vision

To improve the emergency care of children and families through a commitment to patient care, safety, quality, research, education and innovation

## What we do



**Caring** for children and families at the centre of everything we do



Delivering world class **research, education and training**



Advancing practice through **innovation**



Creating a culture of strong, dynamic and receptive **leadership**



Dedicated to the support and **wellbeing** of staff



Improving patient **safety** and the **quality** of care



### Parent quote

**“From the point we arrived at Children’s A&E we were supported wonderfully by all staff. I understand with COVID-19 it’s a more challenging time for you all, but this never appeared a factor in the way we were supported and communicated to. The reception, nurses and doctors we saw were upbeat, positive, supportive and importantly made us feel like we were in the safest of hands.”**

## Infectious Diseases and Immunology

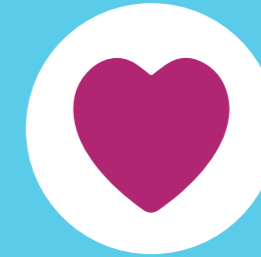
- Our Paediatric and Infectious Diseases and Immunology (PID) multi-disciplinary team provide safe, high quality and family-centred care for children with primary and secondary immunodeficiency, autoinflammatory and dysregulatory disorders, complex infections such as COVID-19, Tuberculosis, HIV, and congenital infections across the South West Region
- The team has national and international roles within the British and European Societies of Paediatric Immunology/ Infectious Diseases, National Immunisation Committee (JCVI) and act as an advisor to the World Health Organisation on immunisation
- The service received full Quality in Primary Immunodeficiency Accreditation for regional paediatric immunology service in May 2021, making them the 3rd paediatric immunology service to be accredited ever in the UK
- The team has provided regional advice for all children with possible Paediatric Multi-system Inflammatory Syndrome (PIMS) & respiratory COVID-19, developing guidelines and caring for over 100 patients within the children's hospital
- This year the team has also supported the innovative set up of a nurse led Vascular Access service at the children's hospital that has significantly improved patient safety and quality of care
- The team has been heavily involved in COVID-19 research studies as Principle Investigators, including vaccine and therapeutic studies and several international vaccine trials
- The team won best poster in European Society of Paediatric Infectious Diseases & Immunology 2022

## Children's Community Nursing

- Our children's community nursing service aims to provide high quality nursing care outside of the hospital environment and in the home/community setting, supporting children and families across Bristol and South Gloucestershire
- In 2021/22 they have been working closely with our partner organisations to improve paediatric end of life care in the community
- They are delighted to also be working with Avon and Wiltshire Mental Health Partnership to pilot the support of young people with an eating disorder that need nasogastric tube feeding in the community

## Paediatric Outpatient Parenteral Antibiotic Therapy (p-OPAT)

- The Paediatric Outpatient Parenteral Antibiotic Therapy (p-OPAT) Team has facilitated the safe discharge of over 160 patients with both short and long term intravenous antibiotic therapy into the community, across the South West. This service makes a huge difference to our families during often anxious times



### Parent quote

**"Thank you so much for managing the logistical madness of three times a day antibiotics between the community and hospital. Making this happen meant the darkest time of our lives was much more bearable and we'll never be able to thank you enough."**



## Respiratory

- Our paediatric respiratory team provide specialised respiratory services for patients across the South West of England and the UK, and also tertiary services for our local population
- In 2021/22 they have been improving their transition process to adult care, launching structured transition clinics for long term ventilation and asthma, in addition to the existing cystic fibrosis clinics
- They have continued their strong advocacy role for lung health, including supporting the UN Climate Change Conference (COP26) via an epic cycle ride, authoring the Children's Charter for Lung Health and statement on the dangers posed by vaping to young people; and via the teams' leadership roles in the British Paediatric Respiratory Society

## Long COVID

- In October 2021 we set up the South West long COVID Hub for Children, providing assessment, specialist input and onward care planning for children experiencing complex symptoms of long COVID. The service has

specialist input from a multi-disciplinary team made up of Paediatric Respiratory, Neurology, Cardiology, Infectious Disease and Psychology



## Our Haematology, Oncology and Bone Marrow Transplant services

- The departments of Haematology, Oncology and Bone Marrow Transplant (BMT) work together to provide care to children, young people and their families with cancer, blood disorders or requiring bone marrow transplant

- As part of our Haemoglobinopathies Coordinating Centre designation, they have appointed a family support worker to work closely with children, families and young people empowering them in living with a lifelong condition

- Their common purpose is to lead the service with kindness and compassion, providing the best care for children and young people with cancer and blood disorders in the South West. Our clinical team are actively involved in several regional and national groups, that are focussed on improving care for children with cancer

- They are recognised as an Experimental Cancer Medicine Centre (ECMC), working with colleagues across the UK to ensure that children have opportunities to enter early phase clinical drug trials where applicable. There are 29 studies currently open to recruitment

- During 2021/22, faced with the COVID-19 pandemic, the teams have kept cancer, acute haematology and BMT services running on schedule. They have contributed data to national studies to understand the impact of COVID-19 on children receiving cancer treatment and BMT. They have also provided some outpatient chemotherapy at home to reduce risk of infection for children who were shielding



## General Paediatrics

- Based over our two sites at the BRHC and the Seashore Centre at Weston General Hospital, our general paediatric team provides holistic inpatient, ambulatory and outpatient care to our local population
- In 2021/22 they have developed a monthly multi-disciplinary secondary care asthma clinic to support a more holistic approach to care for our patients
- They have also developed a range of support materials for our primary care colleagues including additional guidelines and resources for our GPs

- In 2021/22 the network welcomed Helen Morris as the Network Lead Nurse. Helen has worked as Matron in BMT, Haematology and Oncology for many years in the children's hospital and was recently awarded the 'Excellence in Delivery' prize at the first ever Children's Cancer & Leukaemia Group Research and Members awards. Helen led a national party to develop a Telephone Triage Toolkit for paediatric cancer patients which is now in use across the UK, Australia and is currently being implemented in Europe

- This year the network were delighted to hold an information training session, in partnership with Live Through This, on supporting LGBTQI+ cancer patients. The session was really well attended by staff from across the South West



## Children, Teenage & Young Adult Cancer Operational Delivery Network, South West (CTYA Cancer ODN)

**CHILDREN, TEENAGE  
AND YOUNG ADULT  
CANCER OPERATIONAL  
DELIVERY NETWORK  
SOUTH WEST**

- The South West CTYA ODN, hosted by the children's hospital, aims to improve care for patients and the experience of care for patients and their families. It provides a platform for shared learning and enables a programme of education and development across the network
- The network launched in September 2021 and has been working to establish the network governance and agree a shared regional work programme. A new service specification for paediatric cancer services was published in Autumn 2021

## Spinal surgery, anaesthesia and pain management

### Spinal surgery

- Our spinal team of four consultants work closely with a team of spinal surgery and orthopaedic clinical nurse specialists to ensure patients receive the best care possible
- One of the team's highlights of this year was working with previous patients and the Severn & Peninsula Spinal Operational Delivery Network to create paediatric content for the Operational Delivery Network website. This included some fantastic videos for future patients to support them by sharing their experiences of surgery and bracing for scoliosis. Check them out here: <https://severnspine.nhs.uk/patient-area/paediatric-spine-conditions-and-procedures/>



## Anaesthesia

- This year our anaesthetic team has been working on a quality improvement project to introduce a new pathway for hypospadias dressing removal without the need for additional general anaesthesia. This received a Trainee Presentation Prize at the Association of Paediatric Anaesthetists Great Britain and Ireland conference
- The team was also delighted to present its poster on "Improving difficult paediatric IV access in the paediatric tertiary hospital" at the Group of Anaesthetists in Training (GAT) Annual Conference
- As a team they have continued to focus on sustainability and as part of this they have introduced reusable warm up jackets to reduce non-recyclable waste

## Pain Management

- Our paediatric pain team provide seven day per week support and work to improve the management of acute pain for children in every speciality across the hospital and the South West
- In 2021/22 the team secured funding to buy some new local anaesthetic infusion delivery pumps. They also piloted a new wound and nerve infusion technique with such excellent outcomes that this has now become part of the pain management intervention
- The team has also introduced new management of intravenous weaning for children with withdrawal from benzodiazepine or opioid who would otherwise have had a prolonged intensive care stay.

This has helped improve patient flow, theatre use and provides a better experience for our children

- The team are delighted to be working on an interactive website for patients and families, introducing them to the hospital, pain service, interventions and support they can expect for pain management

### Pain management service

**2500**  
patients cared  
for in 2021/21

**30**  
bed days saved  
due to pathway  
improvements



### Parent quote

**"Service was incredible and I am so grateful that my son was able to be seen by this team! Invaluable!"**

## General Surgery and Urology

- Our General Surgery and Urology team work together to provide care for paediatric patients across the South West of England
- In 2021/22 the team was successful in its bid for funding to recruit a new clinical nurse specialist to

support patients who are due to or have already undertaken gastrostomy surgery. They have already seen the benefits this post has brought to our patients and to our staff and services in the South West relating to gastrostomy care

## Trauma and orthopaedics

- The Paediatric Orthopaedic Surgery team provide care and treatment for minor and major injuries and run a comprehensive elective practice for children from our locality and the wider South West region
- This year the team has revolutionised the running of the acute emergency orthopaedic clinics by providing specialist nurse led remote telephone reviews for children who do not need to be seen face to face for their injuries and instead require advice in how to manage these injuries from home. This has meant that children and families do not need to travel to the hospital unnecessarily but can still access face to face reviews should they need to
- The team has also been involved in establishing the regional Slipped Capital Femoral Epiphysis (SCFE) pathway to streamline the management of these rare hip presentations in children across the South West, in conjunction with the Children's South West Surgical Operational Delivery Network



# South West Surgery in Children's Operational Delivery Network

- The network, hosted by the children's hospital, was set up two years ago and is one of 10 Surgery in Children Operational Delivery Networks in England
- This year the focus has been on;
  - facilitating regional clinical working groups to review pathways and progress service development
  - supporting hospitals with their surgical recovery programme following the pandemic
  - launching our website ([southwestsicodn.nhs.uk](https://southwestsicodn.nhs.uk)) and producing and distributing quarterly newsletters for all our stakeholders
- developing a strategy and template for self-assessment against national children's surgical standards to facilitate a regional 'service review', including an engagement event and feedback session held in October 2021. Service Review meetings commenced in February 2022, which included visiting all 11 provider organisations across the region
- The network plays a key role in education across the South West. This year, working in collaboration with the children's hospital, they were delighted to hold a Surgical Feeding Tubes Education session. Following an exercise to understand gaps in nurse education, they will also be holding a Surgery in Children Nurse Education Day in 2022/23

# Ear, nose and throat, cleft service, plastic and burns

## Plastic and burns

- The Paediatric Plastic and Burns Surgery team includes burn surgeons, elective plastic surgeons, trauma surgeons, nursing and administrative staff, and they care for patients across the burns network and the South West
- This year the team was delighted to secure funding to procure a specialist burns laser and miniature C-arm for children's surgery which allows greater precision during operations
- The team was proud that Mr Sankhya K. Sen, its experienced Consultant in Burns and Plastic Surgery, was appointed as Clinical Director of the South West Burn Care Operational Delivery Network

## Patient story Daniel

### Team: Neurology

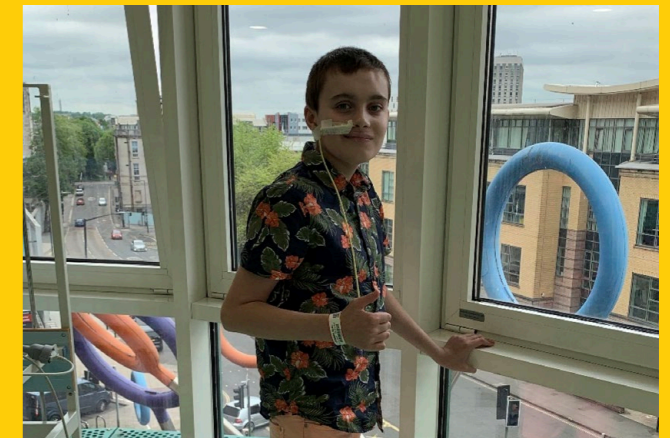
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Daniel is a patient under the care of the Neurology team at the children's hospital. In 2020 Daniel unfortunately had an intercranial haemorrhage which meant a stay on PICU for several weeks, under the Neurosurgery team. After many days in hospital his family was delighted when his care was transferred to the **outpatient neurorehabilitation programme**. As they live locally to the hospital this meant that he and his Dad, Barry could travel in for his therapy appointments and hospital schooling, meaning he could spend precious time at home in the evenings.

Throughout his recovery Daniel has shown bravery, determination, and a real talent for entertaining!

Daniel and Barry attend the hospital regularly for appointments and know just how daunting and anxiety provoking it can be for patients and their families. Here are Daniel's top tips for patients and their parent/carers;

Daniel's advice for other children and young people is to remember to "be yourself! Try and relax and let the amazing and kind nurses do what they do; they know what they are doing."



Barry, Daniel's dad, shared with us some ways that he and the family found to help them cope and hopes that these tips might help other families; "Get involved in their care in the early stages, we helped to administer medication and feeds so that we felt we had started to adapt before we went home. We tried to plan our day around Daniel's therapies to ensure that we made them count and engaged in the services.

We didn't want to get into the habit of being stuck sitting at bedside waiting, but to keep active and busy, for example. we would change Daniel's bedding and help to wash and dress him everyday as these are things we would do at home. Although it is hard to hand over the care and responsibility of your child and put your trust in the team, it's all about keeping positive otherwise the 'what ifs' can absorb you the defeat will overtake you."

## Cleft service

- The South West cleft service and medical illustration have co-designed and produced a film for children and families undergoing Alveolar Bone Graft



## Our paediatric critical care services

- This year our intensive care and high dependency teams have been busy supporting surgical colleagues with the recovery of our surgical programme this year following the COVID-19 pandemic
- They have also been involved in the launch of electronic observations across paediatric services. A new multidisciplinary holistic review service (LEAP) for complex patients on High Dependency Unit has also been launched
- A dedicated nurse education programme was undertaken to help facilitate the care of long-term ventilated patients outside the High Dependency Unit areas. This has been a great success and the team are hoping to expand the project



## Paediatric Neurosciences

- The neurosurgery service at the children's hospital is internationally renowned as one of the foremost pioneering centres for children's brain surgery in the UK
- Our highly specialist neurosurgeons treat patients with epilepsy, brain tumours, brain injuries, cerebral palsy and movement disorders
- We are one of only nine children's hospitals in the UK performing very complex operations on babies through to teenagers. We are one of only four centres in England to have a children's epilepsy surgery service
- The team provide specialist neurorehabilitation to patients across the South West region. In 2021/22 the team was proud to set up an outpatients neurorehabilitation service enabling patients who live locally to receive treatment in an outpatients setting, rather than having to stay for several days in hospital

## Patient story: Esme

### Team: Paediatric Intensive Care

Esme was born in Swansea in January 2021 with an atrioventricular septal defect. Diagnosed at just 10 days old after becoming extremely unwell, her parents were advised that she would need surgery for a complete repair when she reached either 5kg or 6 months old. Esme and her family first came to the Bristol Royal Hospital for Children in May 2021 for pre-op tests before returning in July for the surgery.

Following a speedy recovery from the operation, her parents were amazed by how well she did and were able to take her home after one week.



Now a sassy one and a half year old, her parents shared their reflections on their time with us "We were amazed with the level of care that she received in Bristol Royal Hospital for Children, it meant we were at ease knowing Esme was in the best hands. The knowledge from the nurses in PICU was amazing and they answered all our questions. We were hesitant to leave Esme overnight (even though she was sedated) however we knew that she would receive one to one care through the night."



## Wales and West Acute Transport for Children (WATCH)



- Our WATCH service provides advice and transport for critically ill children from across the South West and South Wales
- This year they received calls for about 1350 children, transported 414 into the critical care units in Bristol and Cardiff and transferred a further 98 children back to hospitals closer to home

- The WATCH team hosted the first national Paediatric Transport Conference, bringing together clinicians from transport teams across the UK and Europe to present research and share experience
- The team received the “Innovation of the Year” award from Air Ambulances UK for their collaboration with the Children’s Emergency Department and the Dorset and Somerset Air Ambulance supporting faster transport of children with time critical illnesses or injuries

## South West Paediatric Critical Care Operational Delivery Network

- The network, which is hosted by the children’s hospital, was established two years ago and is one of 10 Paediatric Critical Care networks in England
- In 2021/22 the network has developed and launched its website which includes an area for patients and families to provide feedback on their critical care experience and to share their stories - southwestpccodn.nhs.uk
- The network has reviewed each of the hospital’s service provision against the Paediatric Critical Care Society Quality Standards and identified common themes and areas for further improvement
- It has developed and launched a daily regional dashboard giving visibility on regional demand and capacity of paediatric inpatient beds, number of children on respiratory support and those in hospital with specific infections



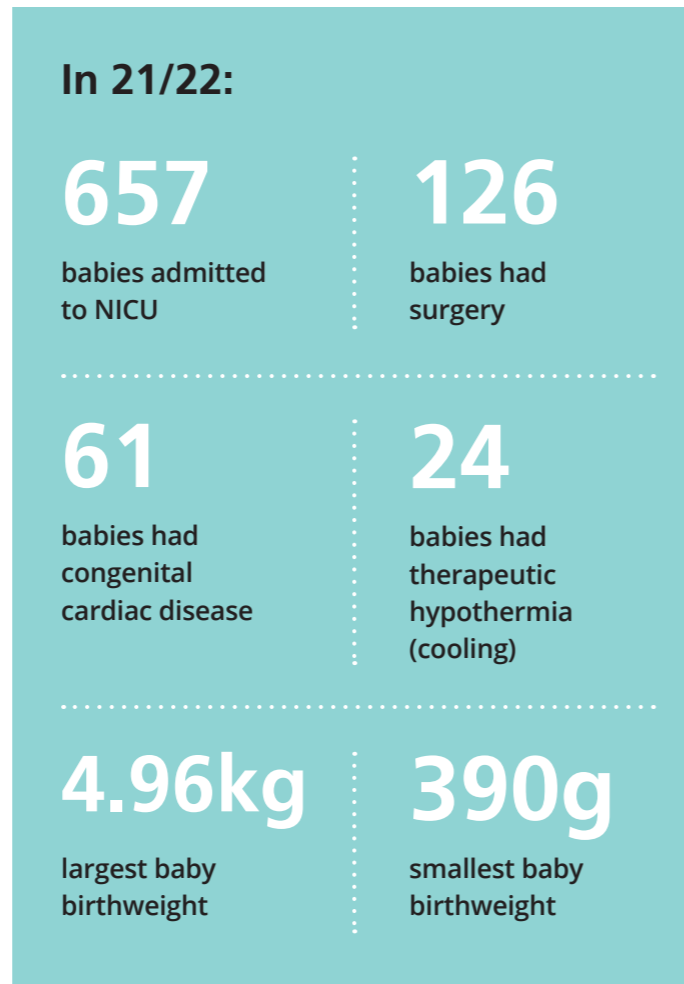
## Paediatric cardiac services and the congenital heart disease network

- The paediatric cardiac service provides highly specialised care and treatment of children with congenital heart conditions and those who require complex surgery across Bristol, the South West and South Wales
- The South Wales and South West Congenital Heart Disease Network, hosted by the children’s hospital, was established in 2016 and is one of the leading CHD networks nationally
- This year the network has worked closely with the CHD centres in South Wales to complete self assessments against the CHD standards, which set out how CHD care should be delivered to a high quality
- It has supported the CHD centres with developing their transition clinics for patients starting the journey to adult services and it has run many very successful training and education events



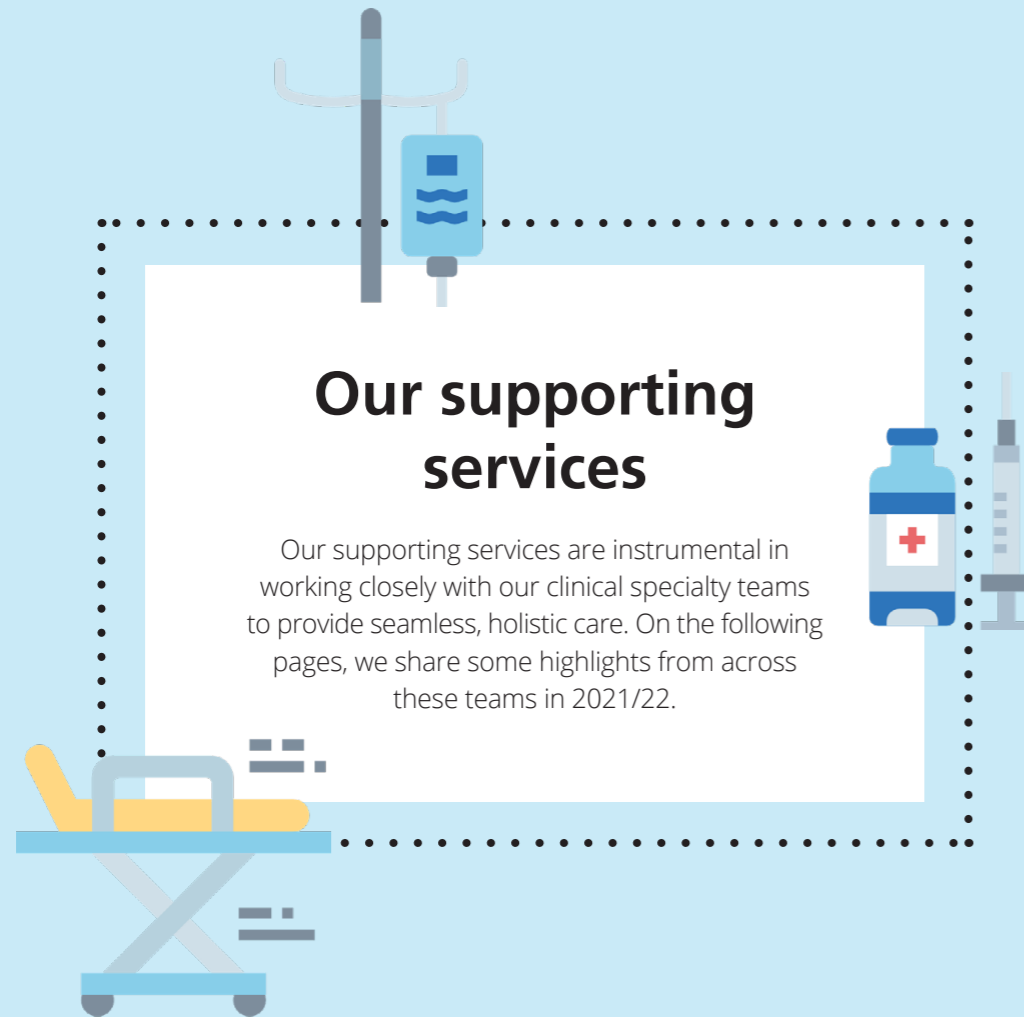
# Our Neonatal Intensive Care Unit and Newborn Emergency Stabilisation and Transport Team

- Our Neonatal Service includes the Regional Neonatal Intensive Care Unit (NICU) at St Michael's, a 31 cot unit which provides care for the smallest and sickest infants across South West England, and is the regional referral centre for neonates with surgical, cardiac and neurosurgical problems
- After many challenges with COVID-19, the team were delighted to be able to launch unrestricted 24hr access for parents. This was a hugely positive move for family integrated care and wellbeing
- "Baby and Me" Sessions have been developed in NICU which includes a monthly music therapy team session on using music to support bonding with your baby
- Dr Ela Chakkarapani, one of our consultants, developed and led a 'Cool Cuddle' study, that demonstrated the safety, physiological effects and benefits of parental cuddles during intensive therapeutic hypothermia treatment (cooling) for brain injury
- St Michael's NICU was nominated for 'training environment of the year' at the Severn Deanery 'PAFTAs'



## Newborn Emergency Stabilisation and Transport (NEST)

- The NEST team, based at St. Michaels Hospital, was busy in 2021/22 transporting over 645 infants, with the smallest baby moved being 415g and the largest patient was 7.22kg!
- 48% of the transports were out of hours, and the longest journey was Luton to Truro (by helicopter)
- NEST was able to transport parents together with their babies again after a pause during the peak of COVID-19



## Pharmacy, dietetics and radiology

### Pharmacy

- The pharmacy team includes paediatric pharmacists, technical staff and student pharmacy technicians providing inpatient supply of medicines, clinical support, prescribing and much more
- Achievements this year include the development of all medicines pathways and governance to allow the trust to become 1 of 4 hospitals in England to deliver Zolgensma - a new genetic therapy for patients with Spinal Muscular Atrophy (SMA). SMA is an inherited disorder that causes skeletal muscle weakness and wasting, which worsens with age
- The team has delivered a new service to prescribe medication lists for children who have life limiting illness to allow easier and safer delivery of respite care by multiple partner organisations within Bristol, North Somerset and South Gloucestershire
- They have also contributed to the design of a pilot service which aims to start delivering palliative care for paediatric care patients in their own homes

### Dietetics

- Our team are highly specialist staff providing support both for acute and community care in the local area, and the South West region, supporting the medical specialities
- The team is proud to have developed a new online approach to managing cows milk protein allergy which mean families get access to advice for their infants in a much more timely way

- Staff have been heavily involved with teaching the hospital staff, peers externally and the wider multi disciplinary teams. Many webinars have been taught and presentations given at national and international conferences on a range of topics including, obesity, cows milk protein allergy and diabetes
- Papers have been published in the areas of allergy, childhood obesity and metabolic disease with department members as co-authors. The dietetic team has been involved in multiple clinical research trials and has presented nationally and internationally. This has made it possible for patients to access new dietary products to enhance the treatment of their clinical conditions
- Two of the team have supported the production of an Health Education England foundation learning package to support the new Complications of Excess Weight pilot project which is in its second year of a three year project

### Radiology

- The radiology team of six general paediatric and three neuroradiologists, working together with sonographers, radiographers, radiology assistants and administrative staff, provide diagnostic and interventional imaging services with usage of high tech equipment including 1.5 and 3T MRI scanners, CT scanner, digital radiography, ultrasound and fluoroscopy machines. We invest our time in teaching trainees and fellows, raising future paediatric radiologists

# Mental health and therapies

## Mental health

- This year the children's hospital has been working to establish a team to focus on dedicated care for children and young people with eating disorders. This evolving team includes dieticians, a clinical psychologist, a senior nurse lead for mental health and a consultant paediatrician
- The team has set up weekly virtual multi-disciplinary meetings with our Community and Adult Mental Health colleagues with a focus initially on inpatient but with the aim to include outpatients in the future
- All of the development aims to provide improved seamless care provision for our patients, with increased joint working with our partners

## Paediatric Liaison Service

- Our paediatric liaison service is a small team made up of a specialist clinical psychologist, a child and adolescent neuropsychiatrist, senior administrator and mental health practitioners
- In 2021/22 the team were excited to be at full capacity after a period of vacancies, following the recruitment of two fantastic new Mental Health Practitioners
- The team has contributed to a significant amount of training across a number of areas, to support our staff to feel confident to deliver great care to all children and young people, including those with mental health needs

- The Patient Wellbeing Guide, developed by the team, supports hospital teams to hear the voice of the child/ young person and to feel more confident in delivering their care. It has been embedded on Apollo 35 Ward and is being more widely used across other wards

## Speech and Language Therapy

- A team of seven highly specialist speech and language therapists covering a broad range of acute caseloads and specialist services in BRHC, St. Michael's and for the South West region
- SMART Assessments: Two therapists are now accredited as SMART (Sensory Modality Assessment & Rehabilitation Technique) assessors. This assessment tool allows the in depth assessment of people in a prolonged disorder of consciousness to aid diagnosis of conscious state and guide therapy strategies to improve outcomes. It is being utilised with positive outcomes for children and young people with acquired brain injuries
- New Neuromuscular Speech and Language Therapy (SALT) post: The children's hospital has been selected as one of four specialist infusion centres in England for Zolgensma, a new gene therapy for children with Spinal Muscular Atrophy (SMA). As part of this a new post was created for a SALT to work alongside the neuromuscular team. The therapist has been in post since September 2021 carrying out specialist feeding assessments, supporting safe oral feeding and promoting early communication for children with SMA in the South West

They have also been invited to join the steering committee for SMA Europe's Priority Setting Partnership with the James Lind Alliance and is working with a national working party to contribute to research and data collection on bulbar function in children with Spinal Muscular Atrophy

- Neurorehabilitation Outpatient Service: A pilot service offering up to two, six week blocks of intensive neurorehabilitation post discharge from hospital for families living within an hour of the hospital has been continued. This has allowed early discharge and smooth transition to community services with invaluable opportunity to address 'real life' functional issues post discharge

Children also have access to a multidisciplinary clinic to address any long term issues when in community services

- The team is now using cutting-edge equipment, alongside Ear, Nose and Throat specialists, to complete in-depth assessment of feeding and swallowing difficulties for babies who have had surgery. The aim is to help babies get started on breast or bottle feeding much quicker than before, which will hopefully mean a shorter stay in hospital for our children and a better experience for our families

# Our child and family support services

This group of services provides psychosocial support around the patient pathway to ensure that patients have the best possible experience of care and help mitigate the challenges faced by those who have the most

complex needs. We also link with charity partners who provide either staff or services which support the patient experience. The group comprises of the following teams:

LIAISE

Young Persons Involvement

Music Therapy

Hospital School

Social workers

Chaplaincy

Paediatric Liaison (mental health)

Young Lives vs Cancer support service

Grand Appeal Family Support

Psychology

Play Service

Family Accommodation

Palliative Care family support

Disability support team

Arts Programme

Friends for parents volunteers



**Looking for Support?**  
Bristol Royal Hospital for Children's Child and Family Support Services are here to provide support for all aspects of care

<p><b>Play</b> We help patients and families make sense of being in hospital and overcome fears through therapeutic play and distraction.</p>	<p><b>School</b> We teach the curriculum to inpatients of school age and siblings of long stay patients. Our team includes primary, SEN and secondary teachers and teaching assistants.</p>
<p><b>Grand Appeal Music Therapy</b> We use interactive music making to provide emotional support to inpatients with long term illnesses or communication difficulties.</p>	<p><b>Disability</b> We work together with hospital and community teams to support children with lifelong physical, sensory or mental impairment during their time in hospital.</p>
<p><b>Chaplaincy</b> We support patients, families and carers of all faiths and none – someone to listen, to offer spiritual support and perhaps link you with your own faith community locally.</p>	<p><b>Friends for Parents</b> We're volunteers in yellow t-shirts who work alongside chaplaincy to provide easy conversation, a smiling face, and offer emergency toiletries for parents and carers when needed.</p>
<p><b>Paediatric Liaison</b> We support children, young people and their families with mental health needs whilst they are in hospital and help with access to community support after leaving hospital.</p>	<p><b>Psychology</b> We have psychologists in many of our specialist teams who can help children, young people and families understand and cope with their health needs. You can also access our toolkits on our website.</p>
<p><b>LIAISE</b> We offer advice and guidance to families and patients for a wide range of non-clinical questions around their hospital experience.</p>	<p><b>Young Peoples' Involvement</b> We provide opportunities, projects and lead groups for young people to be involved and have their voices heard within our hospitals.</p>
<p><b>Grand Appeal Family Support</b> We provide emotional support and help with accessing or signposting to relevant benefits and grants for families of long stay patients or those with emergency needs.</p>	<p><b>Palliative Care and Bereavement</b> We support children and families affected by life-limiting and life threatening conditions, focusing on quality of life, alongside symptom control and bereavement support.</p>

For more information talk to your hospital team, scan the QR code or contact the LIAISE team on 0117 3428065 or BCHinfo@UHBW.nhs.uk

• This year we are pleased to have designed a communication poster for Children and Family Support Services to ensure that both staff and parents are aware of the full range of support available and have easy access to information about how to contact the service they need

## Family accommodation

• The parent accommodation has been reopened to new referrals with some access available to siblings. Cots for Tots Accommodation has been refurbished by the Grand Appeal enabling families to have rooms with ensuite facilities

## Palliative Care and Bereavement Support

- The Paediatric Palliative Care & Bereavement Support Team cares for each child and their family holistically, from the point of diagnosis through to end of life care. The team seeks to make a positive difference through life, death and bereavement; supporting families in their time of need and helping them with the death of their child
- Our annual Service of Light was delivered online, led by the Palliative Care team and working collaboratively with Music Therapy, Chaplaincy and Play
- Palliative Care team have delivered the Together We Matter study day in collaboration with parents and carers and supported by The Grand Appeal
- This year the team supported the palliative care of 58 children and their families and the care of 56 in bereavement
- The team continued their close partnership working with Childrens Hospice South West, with the development of joint nursing and medical posts
- They continued to deliver palliative care training across the region

- Working with local paediatric palliative care partners, the team has started working on the development of a 24/7 End Of Life care at home project, to enable consistent choice in location of End of Life care for children in Bristol, North Somerset and South Gloucestershire. The project will pilot a service in early 2023
- A comprehensive 'Next Steps' booklet has been developed; a sensitive and informative guide designed to support bereaved parents through the practical and emotional responses following the death of a child
- The team has been instrumental in launching the South West Children's Palliative Care Strategic Clinical Network with Dr Charlotte Mellor and Dr Sadie Thomas-Unsworth appointed to Clinical and Psychology lead roles

## LIAISE

- LIAISE has worked with the Patient Experience Network to present on three national training sessions as good practice examples of patient and public involvement
- LIAISE is widening its support programme to include more social support for families in need which includes access to food banks, and signposting to services that can provide support such as benefit reviews, debt advice, and housing support as well as charities offering financial support or essential equipment

## Psychology

- Our psychology team work with children, young people, families and services to prevent and treat mental health problems and psychological/developmental comorbidities associated with physical health conditions

- In a collaboration between the medical team, psychology, and palliative care, intensive care psychologists delivered training on self-care, wellbeing and support for families and have introduced monthly reflective practice sessions for staff
- Our cardiac psychology team developed four webinars aimed to support patients living with a cardiac condition, and their families
- Members of our team have led and contributed to many areas of research this year including six published articles



**Parent quote**

**“The Play team are great, they explore your interests and make sure they run activities you enjoy, keeping you occupied. The school are also brilliant; they make sure learning is fun.”**

## Young Persons Involvement

- We have been delighted to welcome four Youth Ambassadors to the children's hospital as part of our Young Ambassadors programme. We have launched this programme with a view to increasing our opportunities to directly hear young people's voices in core meetings including Divisional Management Board and Children's Leadership Team meetings
- Over 2021/22 our Youth Ambassadors have joined colleagues at our Divisional Management Board and Children's Leadership Team meetings bringing new and fresh perspectives to the hospital's thinking and a better understanding of some of the challenges and concerns of our young population
- Our Youth Involvement Group has been a space for our young people to come together and share their experiences. The group is part of how we as a children's hospital enable young people's voices to be heard and shape how we do things. The group meets monthly and is open to 11-21 year olds
- Young people have been involved in a wide range of projects as part of this, such as having a say about different services which affect young people, taking part in ward inspections, designing ward artwork and running a social media takeover, visiting the Simulation Centre and appointing Young Governors and Youth Ambassadors
- Two young people from the Youth Involvement group helped develop and deliver the Adolescent Study Skills day to increase staff confidence in working with older patients

- The Youth Involvement Group won a Patient Experience National Network award (PENNA) for moving the meeting to an electronic platform during the pandemic. This has allowed a wider community of young people to attend the group as travel time is no longer a factor. The electronic Christmas activity programme also received a highly commended award and a special award for entertainment value



## Looking forward 2022/23

- A key focus for 2022/23: Improving transition for young people, connecting young individuals and enabling peer support, developing hospital resources which are young person friendly for example: patient diary, post-surgery information

## Youth Ambassadors quotes:

*"Youth Involvement Group encourages young people to use their voices which is not always the easiest thing to do, especially when going through a traumatic time, whether it is to talk to healthcare professionals about their care or even to gain the confidence to seek support. Not only is it a space to talk and meet new people who may have had similar experiences but also a chance to help make changes to the NHS!"*

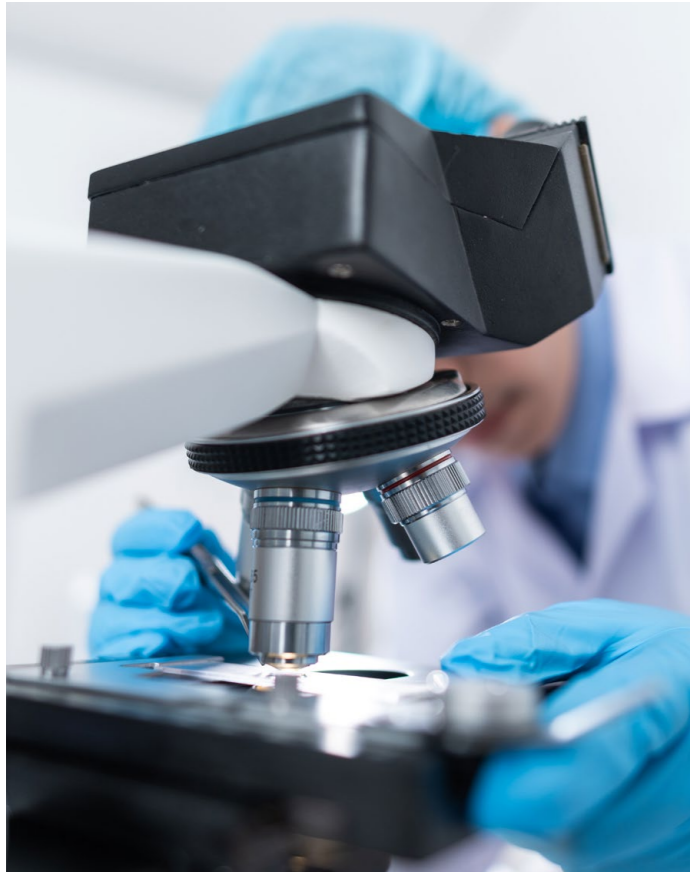
*"I've really enjoyed my youth ambassador role over the last year. When I first started attending governor meetings, I was quite nervous to make contributions but my confidence has definitely increased - I was able to speak at the Council of Governors meeting recently and update the directors on the activities of the Youth Involvement Group."*

## Our Children's hospital facilities team

- We have 150 dedicated staff members in our children's hospital facilities team, who are an essential part of keeping our hospital running smoothly. They provide catering, portering, linen, post and cleaning services at the hospital. The team is trained to understand the complexities of paediatric care and its role in delivering this service
- We have a 5 star rating for our Food Hygiene
- We have just created a Parent/carer menu to go alongside our Breast Feeding NICU Mum's menu

## Administration team

- Our Medical Secretarial team does a wonderful job supporting medical services, surgical and specialist services and is fundamental to the successful operating of the children's hospital
- This year the team has been involved in several digital projects including the whole hospital migration to Microsoft Office 365 and a change of patients administration service
- The team is constantly trying to improve working lives, with one of the changes this year being a move to LED lighting to improve the working environment



## Our research

- Our Women's and Children's Research Unit delivers research, including complex clinical trials and early phase trials, in multiple clinical specialities across the children's hospital and our neonatal unit. They work to help increase access for our patients to treatment through research trials within the South West Region

- This year, the team has been focussing on re-establishing 'normal' research activity after the height of the pandemic. The unit has successfully re-opened all research paused to recruitment by the pandemic (48 trials), and in addition opened 23 new studies during these challenging times. The priority was, and will continue to be, to open studies where the Principal and/or Chief Investigator are based in the children's hospital and for interventional trials where treatment options for children and young people are available
- This year we have had eight national or global Chief Investigators, (lead investigators for the entire trial) based within children's hospital and supported directly by the Women's & Children's Research Unit for delivery of their trials
- We are delighted to have a nurse researcher as one of the Chief Investigators, demonstrating the growth and development of academic nursing careers
- These clinical trials provide treatment options for children and young people, changing the face of care and improving clinical outcomes
- Natalie Fineman, our Lead Nurse for Research Women's and Children's, and Professor Ramanan were appointed as Co-Clinical Research Speciality leads for children on behalf of the National Institute Health and Care Research (NIHR), West of England Region. These posts are linked directly with the NIHR national speciality group for children's research and are involved in high level discussions and decision-making regarding research with children and young people nationally

- As part of support, research, training and experience for senior paediatric trainees the Women's and Children's Research Unit was successful in obtaining an NIHR funded training post for a research fellow during 2021-2022
- The paediatric emergency research team appointed their first Paediatric Emergency Medicine Research Fellow to support the further growth in research funding applications
- Our Infectious Diseases team collaborated with partners across University of Bristol to publish an infant immunology study in a high-impact journal
- WATCH is actively involved in recruiting patients for multi-centre research studies and recruited the first patient into PRESSURE, a study of blood pressure targets for critically ill children
- The Paediatric Renal Pharmacist was a key author for the development and publication of the Paediatric Renal

Staffing Standards published by the Neonatal and Paediatric Pharmacists Group (NPPG), the British Association for Paediatric Nephrology (BAPN) and the Chief Paediatric Pharmacists Group (CPPG)

## Research Awards

- Well done to the Women and Children's Research team who won an NIHR Collaboration in Research Award for their contribution to the national COVID-19 research programme including the delivery of COVID-19 Vaccine trials
- Congratulations to Professor Adam Finn who won an NIHR award for his distinguished contribution to clinical research
- Fantastic news for the Infectious Diseases team who were awarded an NIHR West of England CRN Research Scholarship

## Our education

- At the children's hospital we pride ourselves on the delivery of high quality, innovative education for a wide range of health care professionals on a local, national and international level. We are delighted to support people in their learning and development of new skills. Here are some of our education highlights in 2021/22;
  - We have seen a phenomenal effort by the Infectious Diseases team, rolling out Bristol Vaccine Centre teaching sessions for staff every two weeks

- We have continued to run our well respected Children's Emergency Department fellowship programme
- A dedicated nurse education programme was undertaken to help facilitate the care of long-term ventilated patients outside of the High Dependency Unit areas. This has been a great success and the team is hoping to expand the project

## Faculty of nurse education

- Our faculty of nurse education, established 10 years ago, is a dedicated department that supports nurses with their professional development and learning and offers a range of opportunities to our nursing workforce

- They have trained 581 individuals from children's hospital and across the South West. Feedback for courses averages 4.8/5 for enjoyment and 4.5/5 for positive influence on practice both for virtual and classroom education. Pass rates for professional courses remains above 85% (national standard 75%)

- The faculty has supported, with Health Education England funding, over 494 staff to access around 81 different types of courses from online short courses to post-graduate modules
- They have developed a bespoke learning platform (moodle) to facilitate blended learning which has been positively evaluated
- Wellbeing and mental health sessions have been incorporated into all courses
- An innovative 'paediatric perspectives' programme has been designed to augment the generic Trainee Nursing Associate apprenticeship. The team has also supported

the development of 12 Trainee Nursing Associate posts within the children's hospital

- Our enhanced Nephro-Urology course has become a national programme as a result of its reputation as an effective and interactive virtual course

## Paediatric Simulation programme

Our paediatric simulation programme aims to enhance patient care and safety by enabling teams to train in a simulated clinical environment

- This year the team embraced the challenges posed by the pandemic to create a wide range of digital and virtual simulation teaching. The team has continued to test new guidelines and pathways via systems testing

- The Point of Care programme delivered 76 sessions to 372 multi-professional learners despite the pandemic challenges

- They joined a multi-centre international trial identifying latent threats via simulation
- One of the team members won a prize for best oral presentation regarding the use of simulation in parent teaching for technology dependent children



## Quality and Patient Safety

- Our Quality and Patient Safety team's role is to monitor governance standards relating to Quality and Patient Safety (QPS), advise and educate teams within the hospital and, should an incident meet certain criteria, conduct an investigation and share any learning
- The team is committed to continue to support our wider hospital teams within a just culture, where openness and transparency is fundamental, ensuring that any learning from incidents is widely shared
- This year the team conducted a successful external audit of Trust governance with positive feedback
- The team has also been involved in the planning and future implementation of a new National Patient Safety System PSIRF (Patient Safety Incident Response Framework) which will be brought in over the next year
- The introduction of Electronic Observations has been supported by the team as part of the hospital's Patient Safety programme

## Our charities: 2021/22 highlights



### Bristol & Weston Hospitals Charity

Cutting-edge FEES equipment for swallowing evaluations has been funded by Bristol & Weston Hospitals Charity. This new equipment helps the Speech and Language Therapy (SALT) and Ear Nose and Throat (ENT) teams work together to provide a more in-depth assessment of feeding and swallowing difficulties. One of the benefits will be that we can get some of our little babies, who have had surgery, started on breast or bottle feeding much quicker than before. This will hopefully also help to reduce the length of time they have to stay in hospital – benefiting their families as well

- In total Bristol & Weston Hospitals Charity funded 53 projects at BRHC, with a total value of more than £472,000
- The Dolphin and Penguin Ward playroom was refurbished for the first time since the hospital opened in 2001. The playroom is now improved and welcoming to all ages
- The charity funded a music teacher who visits the hospital every Monday, teaching five to six patients each session. There are many children with special

educational needs and profound and multiple learning difficulties who have been in hospital for a long time. For those children, simply being able to feel, hear or touch the instruments, can bring much joy and distraction during their stay in hospital

- Bristol & Weston Hospitals Charity has continued to fund arts and craft materials to ensure that each play specialist across the hospital can purchase resources that are tailored and appropriate for their patients' particular needs and abilities

For more information about Bristol & Weston Hospitals Charity, go to: [bwhospitalscharity.org.uk](http://bwhospitalscharity.org.uk)



### The Grand Appeal, the Bristol Children's Hospital Charity



The Grand Appeal is the dedicated charity for Bristol Royal Hospital for Children and, through its Cots for Tots initiative, the dedicated charity for the Neonatal Intensive Care Unit. For over 25 years, The Grand Appeal has partnered with your children's hospital to create a better future for sick children and their families.

Through an incredible partnership with Aardman, the charity uses Bristol's best-loved duo, Wallace & Gromit, to spearhead their fundraising. Over £70 million has been raised to date thanks to the public's generosity.

From running three family accommodation houses to funding ground-breaking research into childhood health and arts, play and music therapies – The Grand Appeal stands shoulder to shoulder with the hospital through the best and worst of times.

In the year under review, The Grand Appeal has funded over **75 projects with a total value of £913,282**, including:

- Through its three **family accommodation** sites, Cots for Tots House, Paul's House and Grand Appeal House, The Grand Appeal has given over 2,000 families of critically ill children and babies a home-away-from-home
- Staff from Bristol Royal Hospital for Children participated in a vital **coronavirus research** project funded by



The Grand Appeal, which was led by specialists from Bristol Royal Hospital for Children and the University of Bristol

- In December 2021, The Grand Appeal completed the **refurbishment of Ocean Unit**. With fresh artwork, new facilities, and storage, the unit now offers its patients a warm, welcoming and age-appropriate environment
- The Grand Appeal's 10 specialist staff underpin the vital work of the incredible clinicians, nurses, and allied healthcare professionals by working across sensory play, family support, music therapy, Reiki, youth involvement and our pioneering 3D printing service
- Through its Cots for Tots initiative, the charity funded six 'hot cots' for St Michael's Neonatal Intensive Care Unit. Hot cots reduce complications in pre-term and low birth weight babies by using a specially heated mattress to control temperature

Find out more at

[grandappeal.org.uk](http://grandappeal.org.uk)

## Our challenges

Whilst we are proud of our many achievements and successes over the past year, we also recognise that it has not been without its challenges. Working within a changing and often complex context, there are a number of significant challenges we continue to work hard to address.

These include;

- Recovery of staff and services following COVID-19
- Financial sustainability of our services
- Meeting the growing demand for our services
- Responding to skills and supply gaps in our workforce



## Looking to the future: our key strategic aims

Whilst working hard to deliver the best care we can for children today, we also look to the future, working to continuously improve the care and services we provide, and to make them the best they can be in the future. Our key strategic aims for our children's services are to:

- |  |   |  |   |
|--|---|--|---|
|  | Be an employer of choice, invest in the wellbeing of our staff and diversity of our workforce   |  | Modernise our facilities and increase our physical capacity for children's services   |
|  | Build our reputation nationally and internationally as a centre delivering world class care for children, and explore new areas of growth |  | Continually strengthen our approach to quality and patient safety   |
|  | Lead outstanding specialised paediatric care in our region through existing networks  |  | Further embed research within the culture of our division: every team, at every level is involved and every child/family is invited to contribute |
|  | Provide holistic care for children and families (psychological and physical health) in partnership with other providers                   |  | Develop our services offered in Weston, providing care closer to home for the local population.   |
|  | Enable greater and more creative working with primary and community services to improve care for children and families                    |  | Reduce pressure on the children's Emergency Department through innovation and collaborative working across our local region                       |
|  | Continue to focus on recovery of people and services following the COVID-19 pandemic  |  | Continue to improve palliative, end of life and bereavement experiences for children and families   |
|  | Encourage active participation of patient and family representatives at all levels, and create opportunities for co-design of services    |  | To manage our environmental impact in a more sustainable way  |



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