

MEMBERS MATTER
Involve FEBRUARY 2017

THE STAFF NEWSLETTER OF GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST

Doing things better and doing better things

Financial focus for the year ahead

MORE DETAILS ON P4 ➔

IN THIS ISSUE

- > End of Life care
- > Dementia strategy
- > Get your GEEC on
- > Something to be proud of
- > Healthy lifestyles service
- > Valuing our workforce

Message from Deborah Lee

It's been a very busy start to the year in all respects, with the NHS continuing to take centre stage when it comes to coverage in the media.

In many ways it's been good to see such open and balanced reporting of the very real challenges facing NHS organisations across the country. It's undoubtedly been a very challenging period and Winter is a notoriously difficult time of year, so I haven't hesitated to thank all our staff who have been working so hard to ensure that we deliver the best care to our patients, despite the operational challenges.

To start with, some brief reflections on our recent CQC visit. I was pleased with the high-level feedback we were given. First and foremost the Lead Inspector was keen to acknowledge how impressed the CQC team had all been by the staff they had spoken to, met in groups or observed in their wards and departments - they talked of staff's professionalism, compassion and openness.

"It's undoubtedly been a very challenging period"

Positively on culture, inspectors said that this was a topic that many staff brought up because they were keen to comment on some improvements in our culture and notably a feeling of an organisation that is trying to be more open and making

efforts to listen to the concerns of staff. Given the journey we are on in this regard, I was especially pleased to hear of signs that we are making some progress.

On the service front they observed 'significant improvements' in the safety of our Emergency Departments and the governance arrangements in place there; they described the 'improvement journey' they'd seen since they last inspected End of Life Care, were very impressed with the developments they heard about in gynaecology services and the improvements in safeguarding arrangements across both women's and children's services.

Within medicine services, they commented on the improvements in multidisciplinary team working and commented on how well staff had managed the changes associated with the numerous ward moves within the Tower Block at GRH – commenting upon the extent to which the interest of patients prevailed. We await the final report which we anticipate will be published in late April.

As we look towards the end of one financial year and the beginning of the next, we will have a continuing focus on our finances which you can read more about on the following pages. I absolutely acknowledge that it's very tough out there, but there are some positive indications. We are on track to deliver this year's recovery plan of a forecast £18m deficit - an £8m improvement from the mid-year



forecast when our underlying position became understood. The contribution of staff across the organisation can't be underestimated - as their collective actions in respect of what we term 'discretionary expenditure' has resulted in a 34% reduction in this type of spend, which equates to a saving of £5,000 per working day!

"A recent achievement was agreeing our contracts"

Another recent achievement was agreeing our contracts for next year with our two main commissioners. This is several months in advance of previous years and places us well for the coming year. In particular, it will allow us to set income and expenditure plans (budgets) for the start of the financial year; an obvious thing to strive for but not something we've achieved in recent times. From April, with the exception of emergency admissions, we will be back on our 'payment by results' contract which means the more activity we do, the more income we earn.

We have agreed an ambitious plan for activity with our commissioners and the priority for the next two months is developing plans that enable us to deliver this activity from April at the lowest possible cost, whilst maintaining the quality of what we offer.

Despite the financial focus and operational challenges, I am keen to communicate that on a day to day basis at our hospitals, the vast majority of patients receive excellent care and tell us about it through a variety of channels. One patient said recently: "The staff were incredible, they were so busy and yet they still managed to be caring, considerate and just outright brilliant. Keep doing what you're doing, the NHS really is something special." Feedback like this really does make me proud to be part of this organisation and to be leading a team of such dedicated professionals. Do read more of the feedback we round up each month on page 18-19 of this edition. While it's important to share a sense of pride in what we're delivering now, we are not complacent and are also very much focused on making further improvements across our services.

In my view, one of the greatest benefits from being a Foundation Trust is the membership model and the impact of members and governors in shaping and influencing the way that the organisation is run - the 'John Lewis' model as I describe it. We do value your feedback and ideas, so do please send us your thoughts to membership@glos.nhs.uk

Every day I'm inspired by the people I meet at the Trust and their passion to make a difference – and it's this positive energy that will take us to our goal.

Doing things better

Doing better things

Doing things better and doing better things is our response to the current financial position that we find ourselves in.

Following announcements last autumn about the unexpected deterioration in our financial position, we were put into Financial Special Measures by our regulator. This has meant introducing some additional control measures such as the Vacancy Control Panel (VCP) and changes to the levels of 'sign off' for expenditure. We have also made some really positive changes and many of our staff have been involved in making suggestions and implementing new ways of working.

"To secure our future, we need your help"

We spoke to our Chief Executive Deborah Lee about the continuing challenges we are facing. She said: "No-one who works in the NHS can have missed the stories that are all over the media at the moment about rising demand for services and limited resources. We know that not only do you hear the message constantly in the news, but that our staff live and work with the challenge every day. However, in order to secure our future, our focus on financial recovery needs to continue.

"From now on, it is essential that our financial recovery plan is at the heart of what every one of us does, to ensure that we are fit for the future and have a sustainable plan to continue to deliver our services to patients in the county.



"Of course, closely aligned to this programme is patient safety and quality. We believe that by doing things better and doing better things we can all positively contribute towards safety and quality standards while making essential savings. Our values will underpin and drive this commitment."

Deborah also advises that every member of staff can help by focusing on our recovery, saying: "Over the next few months, you will see a consistent focus on this area through articles here, information on the intranet and through global emails. Please don't think that it's someone else's business - we can all help.

"Part of our financial recovery will be tied up with cost improvement programmes (CIP), but these alone will not be enough to deliver the savings we need to make. All our Divisions will be driving CIPs so every member of staff will be involved.

"In September, we were heading for a £24m deficit and we have already shown how much we can achieve by working together with the latest forecast of a £6m improvement in this position in just 6 months, to £18m deficit. I am confident, that with your continued support, we will rise to the challenge."

Valuing our workforce

Tackling recruitment and retention

Our employees are our greatest asset and, at a time when the NHS is experiencing national shortfalls in nurses and other staff, to enable us to realise our vision of Best Care for Everyone, we need to continue to attract and retain extraordinary people.

Our Human Resources team have devised a comprehensive workforce strategy aimed at doing exactly this, with initiatives looking at recruitment, sustainability, agency spending, education and development, engagement, health and wellbeing and equality and diversity.

The recruitment team are specifically focussing on the recruitment and retention of band 5 nurses. They are working on an initiative to reduce vacancies in this area as far as possible through our established programme aimed at attracting newly qualified nurses through recruitment fairs, open days, working in partnership with universities, 'return to practice' and 'recommend a colleague' schemes, as well as other UK and overseas recruitment activities.

Additionally, the team are working to reduce the turnover of Band 5 nurses through improved collection and reporting of exit interview data. Additionally, the team have been holding focus groups to engage with staff and to explore their reasons for choosing to stay at our Trust.

Dave Smith, Director for HR & Organisational Development, said: "Our vision as a Trust



Dave Smith

is to deliver the Best Care for Everyone. Central to this is ensuring that the care we provide for our patients is of a high quality; that it is safe, effective and delivered by a compassionate and committed workforce.

"The national shortage of key healthcare professionals has been well documented and presents challenges for all NHS providers. In Gloucestershire we are tackling this issue in several ways. Locally, we are working with the University of Gloucestershire to develop a bid for a Health University Technical College. This is an exciting and encouraging opportunity, offering young people a chance to study and train locally with the prospect of full-time employment and a career in healthcare at one of our hospitals.

"More immediately, our strategy for recruitment at home and abroad includes a range of initiatives from recruitment fairs to targeted overseas visits. We also know it is important to retain the staff we have by ensuring they feel involved in decision making, are supported in learning and development and are empowered to do their job to the best of their abilities."

Something to be proud of

End of life care

Our trust board is dedicated to making end of life care as good as it can be for every individual and those important to them; in both of our hospitals.

They are also working with our countywide partners to ensure that we can support and influence end of life care for those who move on to other care services.

For more than a decade, we have been part of a dedicated countywide approach to end of life care (EOLC). Across our health and social care organisations, we have recognised the need to work together to ensure that as people approach the last year of their life, we can provide the right care, at the right time, in the right place without organisational boundaries impacting upon this. This group has recently reformed and established a set of paperwork, guidance and resource to support care across the county. There is an education programme for professionals across the county and community based projects have also been developed.

"There is an education programme across the county"

However, despite all of these achievements, at our hospitals we are recognising the need to move onto a wider integration of end of life care across all staff groups. Our trust board want us to embed pride and care excellence in end of life care delivery, and break down some



of the barriers around discussing it.

So what are we doing?

Our Palliative Care Consultant Emma Husbands is working alongside our Divisional Director for Nursing Jon Burford to make this vision a reality. Emma explains why: "Death and dying will, at some stage affect us all. We will care for our patients, our own friends and families and even ourselves going forward.

"We often consider end of life care as referring to the last days in a person's life but in fact, end of life care relates to the last 12 months of life. Understanding and recognising when people may be approaching the last year of their life enables us to support them in making choices about their care, where they wish it to be and what matters to them.

"We know that end of life care is everybody's business and the clinical issues, whilst obviously vital, are not the only ones to address - it also includes

the non-clinical from the environment, catering, porters, through to how patients' belongings are returned to their family.

"We have a range of documents and guidelines available to all staff, but for different clinical areas their exposure to patients approaching end of life can mean different things; some wards support dying patients most weeks, but others less often and so the impact and needs for each clinical area will need to be individualised.

"Staff need to know where they can positively impact"

"Non-clinical staff need to know just how important their role can be and where they can positively impact upon care at end of life. As one of Gloucestershire's largest employers, we also recognise our social responsibilities to our staff as well as our patients.

"Promoting discussions around your wishes, organ donation and writing a will is something that we should all be doing - this will help our staff but also help us as an organisation in helping others by leading through example.

"With all of this in mind, we are moving away from a purely directive approach and a focus on clinical (and general) guidance, and moving towards a sustainable and inclusive strategy which builds on our achievements and the resources we already have in place.



"We have formed an end of life quality group to support this work and the group includes representation from all staff groups, medical, nursing, allied health care professionals, chaplaincy, services and a non-executive board member."

The group will be working with wards and departments across our Trust over the coming year to raise awareness about the things we need to change and to introduce new End of Life Patient Charters for all staff groups that highlight our commitment to provision of high quality end of life care. Expect some public and staff events as well as on the ground sessions!

Something to be proud of

Reducing DNAs in paediatrics

Our Acute Paediatric team have been working with the Clinical Strategy Team to reduce 'Did Not Attends' (DNAs) and patient cancellations as well as increasing clinic slot utilisation as part of an audiology pilot project.

They have implemented a new process where patients are not provided with a follow up (FU) appointment at the end of their appointment; instead they are placed onto a pending list.

When the due date for their FU approaches, the patient is sent a letter advising that their appointment is due, and that they must contact the Central Booking Office (CBO) to agree a convenient appointment or advise that they no longer require the appointment. Patients who do not respond within two weeks receive a letter advising that they have been discharged from the service.

"The patient is sent a letter advising that their appointment is due"

Safeguarding is of foremost concern in the NHS, especially so within paediatric services. It was acknowledged that safeguarding concerns within audiology were comparatively low, given both the nature of the service but also the small size, lending itself to increased knowledge of individual patient history. However in response to safeguarding considerations it was decided that patients who subsequently contact



the CBO to request an appointment after receiving the discharge confirmation letter, would be provided with an appointment.

Plans are underway to extend the pilot across more specialties within acute paediatrics. The team is currently exploring alternative safeguarding options to improve the service further, such as the clinician identifying patients as high/low risk at the time of issuing a follow up appointment.

There are many benefits for the patients as they can choose a convenient appointment date and time; the improved clinic efficiencies allow patients to be seen sooner and they are spared the inconvenience of attending an appointment they do not require.

Clinicians are able to provide the care they planned for their patients, seeing 'follow ups' on the date intended and benefit from the reduction in the number of follow up appointments. The clinics are filled with patients who need to be seen and the clinical risk associated

with delayed follow ups is removed.

There are also benefits for the service as a whole, with DNAs being identified in advance of the appointment. This enables the team to offer the appointment to a patient who needs it. This process clearly reduces DNAs on the day and patient cancellations and short-notice cancellations are significantly reduced, enabling the Central Booking Office to better fill clinics.

The project reduces DNAs and where appropriate, enables some patients to be safely discharged without a further appointment, and this ultimately helps the service to meet the ever-increasing demand and in turn, in increasing capacity, the service is able to increase income.

"This helps the service to meet ever-increasing demand"

Acute Paediatrics Assistant General Manager, Rowan Roberts said:

"This is a win for the family and the clinician as well as the service. The family get to choose the date and time of the appointment and do not have to attend an appointment which they no longer need. The clinician only sees patients which he or she needs to and on the date intended. The service benefits with less patients not turning up on the day, less overall patient cancellations and increased clinic utilisation. This hopefully enables us to see more patients!"



The pilot was initiated in January last year and ran until April where it was embedded as 'business as usual' for paediatric audiology.

This model will shortly be introduced in Dermatology and Gastroenterology and there are plans to extend much further throughout the Trust over the next 12 months.

Dementia strategy launched



Julie Bruce-Watts



At the beginning of the year, we published a dementia strategy for the organisation, aiming to address the needs of someone with dementia with 'person-centred' care.

Lecturer Practitioner Julie Bruce Watts is the author of the document. She says:

"The purpose of the document is to provide staff with a clear overview and understanding on how they can support people with dementia to live well when they are in our hospitals.

"It sets out our ambition for excellent, compassionate care"

"This support could be as an inpatient, attending our out-patient services or as family members or visitors to our hospitals. It also sets out our ambition and standards for excellent, compassionate care for people with dementia and recognises the vital role that carers and family provide."

Dementia is not an inevitable part of ageing; not everyone who is old has Dementia and not everyone who has Dementia is old. It is

estimated that there are 820,000 people living with Dementia in the UK, and by the year 2021, the number of people with Dementia will have reached 1 million.

Potentially 1 in 3 of our own patients will be aged 65 or above and potentially 1 in 4 experience symptoms of confusion or are known to have dementia. There are approximately 8,000 people currently diagnosed with dementia in our county.

For people with dementia, a hospital admission may cause them to be more confused than normal. This mental confusion is called a delirium and can occur when people become medically unwell. It is thought that one in 10 patients in hospital have a period of delirium rising to one in three for people aged 70 years and over.

Julie continues: "When someone with dementia comes into hospital, it can be a very frightening and distressing time as well as being an anxious experience for the family and carers. We aim to acknowledge this and to make the experience as good as it can be.

"We have been doing a lot of work over the last few years on enhancing the healing environment - with things like improved signage and clocks on

our wards. We have also been running cognitive stimulation sessions for patients with the help of our psychology team. These have been a great success."

Our dementia steering group have been instrumental in delivering the many improvements we have made to date. We can be rightly very proud of what has been achieved so far in our Trust in the care of people with dementia, but we want to continue to develop and improve our services.

"We need to develop and improve our services"

Fundamental to how we can support people with dementia when in our Trust is the relationship between the person with dementia, the health care professional and the carer/family member. This is often referred to as the triangle of care.

Julie says: "We have formed strong links with local charitable organisations to improve the support for carers of patients with dementia.

"Gloucestershire Alzheimer's Society are core members of our dementia steering group and support our training programme. We are also committed to partnership working within Gloucestershire as part of the Countywide Dementia Strategy and Dementia Alliance Group."

As well as publishing this new strategy, we have lots of information and support for patients and their families:

- › Our Trust supports John's Campaign whereby carers are welcome on all inpatient wards to visit outside



of our usual visiting hours.

- › The Alzheimer's Society has a leaflet called 'This is me' that supports people with dementia, carers and families to do that. It can be downloaded from the Alzheimer's Society website and completed to bring into hospital or it can be obtained from our staff and completed on admission.
- › There is a carer's emergency scheme for people unable to care because of an accident, emergency or illness. Contact Carers Gloucestershire on 0300 111 9000 for further information.
- › My Hospital diary' is a new resource for sharing 'informal news' between our patients, their families and our staff. It is designed to provide reassurance and promote patients' wellbeing and comfort as well as supporting the development of therapeutic relationships with patients during their hospital stay.

For more information, and to read the strategy, go to the [carers pages of our website](#).

It's better for you



Act FAST

It is estimated that as many as one in four people in the South West would fail to call 999 when witnessing first signs of a stroke, according to research undertaken for Public Health England.

They have launched their annual Act FAST campaign to remind people of the key symptoms of stroke and the importance of calling 999 immediately if they notice any single one of the symptoms themselves or in others.

Research for PHE shows that 24% of people would wait to call an ambulance because they wrongly believe that they need to see two or more symptoms of stroke

before making the call. Other barriers to dialling 999 include feeling that they need permission to act on behalf of others.

As part of the campaign, new films being released will encourage everyone in the South West not to hesitate and to make the call immediately when they see any one of the key stroke symptoms:

- **Face – has their face fallen on one side? Can they smile?**
- **Arms – can they raise both their arms and keep them there?**
- **Speech – is their speech slurred?**

For further information visit:
www.nhs.uk/actfast



It's better for you



New healthy lifestyles services for county

In January a new provider took over from the Gloucestershire Stop Smoking Service.

The service will support people who are ready to make a lifestyle change with integrated positive lifestyle behaviour change support:

- Stopping smoking
- Achieving and maintaining a healthy weight
- Increasing their physical activity
- Reducing their alcohol consumption
- Improving their overall health and wellbeing

Individuals can access holistic support to improve their overall health and wellbeing, all through one single point of access. This new approach really makes sense, and there will be two ways of referring to the service:

Self-referral - Individuals can refer themselves by phone, email or use the 'Contact Us' form on the HLS Gloucestershire website: www.hslsglos.org/contactus
Phone: 0800 122 3788
Email: glccg.hslsglos@nhs.net

They aim to contact all clients within two working days of HLS receiving a referral.

Signs of sepsis

We are supporting a new campaign aimed at parents of children under five to help them identify the symptoms of sepsis and know when to seek urgent medical attention.

PHE, in partnership with the UK Sepsis Trust estimate that there are more than 120,000 cases of sepsis in adults and children, and around 37,000 deaths each year in England.

An important part of this is making parents aware of the key symptoms and signs and knowing what to do if they are concerned.

Director of Safety Andrew Seaton:

"We are engaging with colleagues in our emergency departments and children's services and sharing these materials with these teams to raise awareness with parents using our services."

For further information on sepsis or to access the digital leaflets and posters, visit: www.sepsistrust.org

REVEAL end of trial event

Thursday 12th January saw Sandford Education Centre filled to capacity as the REVEAL trial research team said 'goodbye' to its participants after 5 years.

The Randomised Evaluation of the Effects of Anacetrapib through Lipid-modification (REVEAL) has been an international clinical trial involving 30,000 volunteers. Large numbers of participants were recruited at Cheltenham General Hospital by our senior research nurses Paula Hilltout and Sarah Smith, contributing to the world-wide total.

"We consider the participants to be very special people"

The aim of the trial has been to investigate if treating cholesterol with the new drug reduces the risk of heart attacks, stroke, and death from coronary heart disease.

The trial has been coordinated by the Clinical Trial Service Unit (CTSU), part of Oxford University, and has been funded by the Merck Sharp and Dohme Corp.

Participants, all of whom had pre-existing atherosclerotic vascular disease, were given atorvastatin to ensure good baseline control of LDL (bad) cholesterol along with either anacetrapib or matching placebo (dummy) allocated on a random basis.

Senior research nurse Paula Hilltout was delighted with the turnout:

"Our principal investigator for the trial, Consultant vascular surgeon Richard Bulbulia gave an enlightening and hugely entertaining talk, summarising the main points of the study and advising the audience that results are anticipated



at the end of the summer this year.

"Vascular Practitioner Jackie Morrison helped with a sub-study within the main trial, but was unfortunately unable to attend the gathering and we would like to take this opportunity to thank everybody who was involved in the trial as well as the end of trial event; it was a very emotional end to the five years.

"We consider the participants to be very special people; friends, rather than trial participants and they will be missed, however the follow-up period of the trial will consist of six-monthly phone calls to willing participants, probably for a period of two years."

GALAHAD for glaucoma

We are one of are among eight partners from the UK and Denmark who have just started work on a new €4 million European project to develop a high-resolution optical coherence tomography (OCT) system for glaucoma diagnosis.

The GALAHAD (short for Glaucoma - Advanced, Label-free High Resolution Automated OCT Diagnosis) effort, funded through the European Commission's Horizon 2020 innovation platform, officially kicked off at the end of last year and runs for three years.

"Glaucoma is the second most common cause of blindness"

Glaucoma is the second most common cause of blindness worldwide and is expected to affect 60 million people worldwide by 2020. The condition causes irreversible damage, which develops slowly over many years. The damage cannot be repaired but its progress can be halted, or slowed, with treatment. Early diagnosis of damage to the optic nerve is important for patient outcome.

A range of tests are used to detect Glaucoma but early and accurate detection still remains very challenging.

The GALAHAD project brings together a world-leading team to design and build a new device for diagnosing glaucoma. This device will use new technologies based on light to try and improve the diagnosis of Glaucoma.



Gavin Lloyd, in the Biophotonics Research unit GRH:

"Our role in the project is to provide clinical input into the design of the device such as patient comfort and clinical requirements. In the future we hope to be able to contribute by testing the device in clinic, allowing early access for our patients to the best technology available."

Find out more about the project at: www.galahad-project.eu

Patient stories: Promoting dignity in the ED

Get your GEEC on

We had two very successful DigniTea events within both our Emergency Departments, on 1st and 2nd February.

The events were to support Dignity Action Day which is described as 'an annual opportunity for health and social care workers, and members of the public to uphold people's rights to dignity and provide a truly memorable day for people who use care services.'

"Staff were served tea and cake on their breaks"

The events involved ED consultant, Tanya de Weymarn, and geriatric emergency care nurse, Ali Trigg, serving staff tea and cake (on proper china!) on their breaks whilst encouraging them to sign up to become dignity champions and promoting the GEEC project (Gloucestershire Emergency Elderly Care project).

The event generated plenty of discussion about ways of maintaining patient dignity and treating both patients and colleagues with dignity and respect whilst they are in the Emergency Department.

During the event the staff created a digni-tree. This involved staff writing on red or green leaves: red leaves were issues that staff identified as areas that could be



improved and green leaves were used to celebrate areas in which the Emergency Department excels when it comes to treating patients with dignity and respect. This generated multiple useful ideas which will be used to focus future areas of improvement where possible and also some compliments to feed back to staff in general (and for specific individuals).

The majority of people who attended the digni-tea event also signed up to be dignity champions, with the majority using their personal mobile phones whilst they were still drinking the tea and eating the cake. New dignity champions included paramedics, health care assistants, nurses, junior doctors, Consultants and managers.

Deborah Lee was unable to attend in person but signed up to be a dignity champion and ordered a dignity champion badge! She also encouraged the rest of the board to sign up as dignity champions and Peter

Lachecki was quick to sign up. Natasha Swinscoe, the acting chief operating officer attended the digni-tea event at Cheltenham General Hospital and signed up there and then to become a dignity champion.

The communications team arrived to take photos for social media and have also pledged to champion dignity (you don't have to be a member of staff to be a dignity champion, nor do you need to be a member of staff: if a member of the public believes in treating patients with dignity and respect they can sign up too).

Homemade cakes were provided by Jeanette Welsh, Ali Trigg (GEEC nurse) and Tanya De Weymarn (GEEC consultant) and also by Chase de Vere, a financial advice company associated with the BMA.

"The GEEC project looks to improve the care of elderly patients in our EDs"

The event was lucky enough to have some beautiful vintage china supplied by Delight Vintage Tea Set Hire, based in Stroud. They can be contacted on 01453 766332 (or via their website, <http://delightvintageteasethire.co.uk/>) if anybody requires vintage china for an event they are organising.

The Gloucestershire Elderly Emergency Care project (GEEC project) is looking to improve the care of any elderly patient attending the Emergency Department for any reason. To find out more about it, contact Tanya.DeWeymarn@glos.nhs.uk

Maintaining patient dignity is one of the most important aspects of providing excellent care to all patients and to delivering our vision: Best Care for Everyone.



Sign up today:

www.dignityincare.org.uk/Dignity-Champions/Becoming_a_Dignity_Champion/

Positively speaking



Positive patients

This month we focus on the increasing level of feedback that we get on our facebook pages daily. At what's been a very busy and challenging period, the great care offered by staff has shone through in these reviews.

Julie said:

This time I was brought to Cheltenham and it has been a wonderful experience from the staff in A&E to all the staff on Prescott ward would definitely recommend this hospital again.

Becci said:

I visit CGH very often due to having a disabled 3 year old. We are often at Battledown outpatients to see various consultants and doctors. Of course, sometimes they run late but that's life. I have to say, the nurses are wonderful too.

My daughter had to have bloods taken yesterday, which for a 3 year old is awful. They worked to keep her calm and occupied with an ipad and when she wouldn't calm, they got it over and done with as soon as they could. My daughter was given a bravery certificate, a present and a sticker afterwards.

Valerie said:

A big thank you to everyone on Rendcomb ward you are all wonderful, the care you deliver is second to none (a big compliment from a Nurse) thank you so much for making Chris better you are all stars.

Christine:

I had my gallbladder removed and the nurses and staff on the ward were amazing. They couldn't do enough for me or my mum who came with me. Very clean and hygienic too.

Christine:

Just wanted to say thank you to the staff on the Avening Ward for the great care they gave me over the weekend..THANK YOU!

Lisa:

I was accompanying my daughter for a procedure in the Day Surgery Unit. The staff were amazing, from the ladies on reception to the consultant who carried out the surgery.

Darren:

All I can say is thank you all so much on the children's ward, you are all amazing for what you do and how you do it, I can't put into words what all your hard work means to me and my family.

Frances:

Funny that 5 stars means 'I loved it'... perhaps I didn't exactly 'love' being there but there is one part of this hospital - the Endoscopy Unit - that provides the sort of attention to detail and care that is exemplary.

"The attention to detail and care provided is exemplary"

Admittedly the ward I had to stay on following wasn't quite what I would have hoped for, but when people are rushed off their feet, the NHS is understaffed and you are watching every minute tick past on the clock for it to be over, as I'm sure people do, if you get ONE absolute gem like any one of the Endoscopy doctors, nurses or HCAs you are a fortunate person.

I have already said thank you and know I've gotta go back next year, so fingers crossed the same people are there!

Sarah:

On behalf my grandad, he was taken to hospital new years day and the staff

were great; it was very busy but we were seen as soon as they could. The staff on 8b were absolutely outstanding and the medication my grandad was given really worked a treat. Couldn't be more happy with the care he received. So thank you very much and he's recovering really well.

Liz:

I would like to extend my heartfelt thanks to all of the staff on Ward 9b over the Christmas/New Year period whilst looking after our Great Auntie. With care and respect, they lovingly looked after her and our family during her final days. You are an absolute credit to our county hospital and the NHS as a whole - thank you from all of us.

Jayne:

I was referred from Swindon for radiotherapy in the oncology department. I want to thank the kindness and professionalism of all the staff who put me at ease throughout my 20 sessions.

Although I am pleased that the treatment is over, I was quite emotional at my last session and almost didn't want to cut ties with the staff. Thank you for looking after me.

OUR PATIENTS: *in their own words*

Having just spent the past 3 days in Gloucester Royal Hospital with Influenza A, I cannot believe how professional and dedicated the staff are, despite the current climate and issues affecting the trust.

The treatment was outstanding, I was treated for both Influenza and Viral Meningitis while we waited for the test results meaning I was already being treated no matter the result. Overall, from a medical point of view, I could not have been in safer hands and feel blessed we have the NHS.

Food for thought

Since September 2015 there have been some big changes in Fosters, Blue Spa and Glasshouse Restaurants.

Our Food & Beverage Manager Simon Aquilina is delighted with the progress made, as he explains: "The menu has been reviewed several times and we have tried to keep the pricing as competitive as possible. We now charge for each menu item separately, rather than charging the customers for unwanted food. This has resulted in many of the dishes sold being cheaper than they were a year ago.

"We made the decision to start producing our sandwich range in house, launching with ten varieties. We now sell 15 lines and we are looking to expand this with new flavours and different breads very soon. Producing our own sandwiches has enabled us to serve a fresher, tastier range and have proved to be very popular.

"One of our strong sellers in the summer was our grab and go salad boxes; we could barely keep up with the demand. We will soon be launching a brand new 'deli to go' section in Fosters.

"We launched our farm shop in Fosters



in June with the mayor of Gloucester cutting the ribbon and we are very pleased with the feedback and comments from our customers. We currently stock fresh fruit and vegetables as well as freshly baked breads, cordials, preserves, juices, pickles and dairy produce.

"Our afternoon service in Fosters and Blue Spa has changed and we now offer a cooked to order snack menu with hot Paninis, toasted sandwiches, pizza slices, jacket potatoes, chips and freshly made baguettes. Looking to the future, we now have a head of food production that will be looking to improve our service to a higher level."

In Gloucester, the team have taken on pastry chef who is making all of the cakes in Fosters and Blue Spa. Pop into the restaurants to find out more.

Change of date for members' seminar

Please note that the seminar on Hearing Services planned for 13 April has moved to Tuesday 4th April.

More members' seminars and events in the next edition of Involve.

2017	
4 Apr	Hearing Services
6pm, REC	
Find out about the high quality care our hearing Services department provides for patients	

EQUALITY & DIVERSITY

First among equals

Consultant Obstetrician and Chief of Service Dhushy Mahendran has recently been announced as the new Chair of the Equality and Diversity Steering Group.

Dhushy said: "I am delighted to have been asked to chair the Equality Steering Group. Its scope is very broad and as well as covering our legal duties and the protected characteristics, the committee has a wider duty to ensure that every patient and every member of staff is treated fairly, with dignity and respect. Equality is about creating a fairer society where everyone has the opportunity to fulfil their potential.

"Equality is about creating a fairer society"

"I know that there are a lot of 'live' issues that the committee gets to consider and look forward to being part of this group. One of the areas that I am really interested in developing is the involvement of more staff in helping the group to tackle issues that affect staff on the ground.

We know that our staff survey has revealed in the past that some minority groups feel they are treated less fairly and are more likely to suffer bullying or harassment. I would say to anyone who feel they are affected like this, please come forward – we can only fix the issue if we know what it is and how it affects you.

Dhushy adds: "Nationally, almost 20% of the 1.3 million people that work in the NHS are from a black, Asian and minority ethnic (BAME) background. Without them the NHS



Dhushy Mahendran

wouldn't be able to function, so it's really important that diverse talent is nurtured and developed. It is becoming evident that the NHS recruitment process has been shown to disproportionately favour white applicants and there's a growing body of research that highlights concerns about the absence of BAME colleagues in senior NHS roles.

"As Chief of Service for the Women's and Children's division, this hasn't been a personal concern in my career, but it's absolutely a very important issue both locally and nationally.

Director of HR Dave Smith said: "We're delighted that Dhushy has agreed to take on this important role and hope his involvement will re-invigorate this key area and encourage interest from more staff. Diversity is about recognising and valuing difference in its broadest sense. Having a diverse workforce enables us to deliver a more inclusive service, which in turn will help us deliver Best Care for Everyone."

If you have any concerns about equality in our trust, email us: equality@glos.nhs.uk

cheltenham
and gloucester
hospitals charity



Charity of the year

Clarkson Evans has named our Cheltenham & Gloucester Hospitals charity as its staff charity for 2017.

The charity was selected because it was considered to have broad appeal among staff at the company. This is the first time that the national electrical contractor, which specialises in wiring new homes, has ever had a staff charity of the year.

Ambitious plans are being put in place to raise as much money as possible for the good cause, with particular emphasis being put on raising money to support the Focus Fund for local cancer patients.

"We are very excited to be working with Clarkson Evans"

Staff will be encouraged to get involved in employee supported volunteering projects at the hospitals as well as raising money for the charity by supporting local events such as the newly launched cupcake appeal and the Forest of Dean Triathlon in June.

Our Head of Fundraising Richard Smith, said: "We are very excited to be working in partnership with Clarkson Evans to make a difference for local cancer patients. As two organisations which have long been at the heart of the local community it's



Richard Smith with Clarkson Evans

fantastic for us to join together in our first charity of the year partnership.

"Every penny raised by the Clarkson Evans team will directly support the Gloucestershire Oncology Centre through our Focus fund, which will make a real impact for local people fighting cancer.

"Our Cancer team are leaders in their field, renowned for their dedication, innovation and patient care and so it is especially fitting for us to be working with Clarkson Evans, the number one electrical contractors in the UK."

A close shave

Ryeworth Ward's Pauline Champion has shown her support for the Hospital Charity's cancer fundraising appeals by raising an incredible £2,500 through a sponsored head shave!

The funds raised will directly help local cancer patients, with Pauline splitting the money between the Focus Fund, which helps to provide extra care and equipment in the Gloucestershire Oncology Centre, and the Breast Cancer Appeal for new Gamma Probes.

"The appeal will provide life saving technology"

Breast Cancer is the most commonly diagnosed cancer in women in the UK, and our dedicated team work with over 7,000 local patients and see 625 new cases of breast cancer every year. The Gamma Probes appeal will provide life saving technology used directly in surgery to help treat cancer and detect if it has

Thank you to all the supporters who helped to make the Children's Ward staff's Christmas fundraiser event such a success on 21 December.

The staff raised a fantastic amount to go towards improvements to teenagers' and parents' areas on the ward.

If you would like to find out more about our charity appeals, events and challenges then please contact the fundraising team on 0300 422 3231 fundraising@glos.nhs.uk or visit www.gloshospitals.nhs.uk/charity



Pauline Champion

spread, making an impact on the lives of local people fighting breast cancer.

Pauline explains why she has raised the funds: "We all know someone who is Fighting or has fought cancer which was why I decided to have my head shaved and raise funds for local cancer patients. I am so humbled at the generosity shown towards my fundraising, never in my wildest dreams did I think I would or could raise so much for having my head shaved."



Going for gold

We are working closely with other leading 'Gold Standard' employers across the country as part of our work to promote the aims of the Armed Forces Covenant.

An Alumni group has been established for all UK organisations that hold a Gold Defence Employer Recognition Scheme (ERS) award. Its members are part of a wider community of over 1,300 companies from the private and public sector that have signed the Covenant and are working to ensure that serving or former members of the Armed Forces and their families get a fair deal. The Armed Forces Covenant relies on the support of the wider community to achieve its aims and business is a key part of that.

"The covenant relies on support from the wider community"

The creation of the group has been undertaken in partnership with the Ministry of Defence (MOD), including the Defence Relationship Management and Employer Engagement teams, although it will be led and driven by business.

The Alumni Group will work closely with MOD to promote the Armed Forces Covenant, champion Armed Forces engagement with employers and provide an informed and influential stakeholder sounding board for new initiatives that build on the good work already achieved.

We support all employees who are members of or wish to join the Volunteer Reserve Forces. The accolade was awarded to the Trust in 2015 for what the Gold Award judges described as being 'extremely and visibly supportive to the Armed Forces



Peter Lachecki at the event

Personnel community, reservists in particular. Driven by their senior management, this support has been advocated in many ways through their internal and external channels'.

Our Chair Peter Lachecki attended the first Gold Alumni Group event in January:

"I was very proud to be able to represent Gloucestershire Hospitals at this Gold Award Alumni event. Supporting our Armed Forces with reservists in this way is yet another route by which we support the broader community.

"Furthermore, the reserve experience not only benefits the individual, but can have a major benefit to us as an organisation with the further skills that reservists develop. We look forward to continue actively supporting this initiative."



The big picture

In the pharmacy labs at CGH

@gloshospitals this afternoon held the hand of my very poorly grandma on ryeworth ward. Despite being v busy, was clear staff caring & involved. thank you.

Twitter, Martin (7 February 2017)

