

The

DCH way

Issue 18

Autumn 2017

The Newsletter for Public and Staff Foundation Trust Members

Open day success

Hundreds of visitors had the chance to see behind the scenes of their local hospital at our annual open day.

This year's tour programme included theatres, the cardiology department and the equipment library. There was also the opportunity to take part in the popular CPR challenge and the Practice Educators were demonstrating their training aids.

Free health checks were available with the diabetes, respiratory, nursing and dermatology teams, and young visitors enjoyed bringing their cuddly toys to the Teddy Bear Clinic for them to receive a bandage.

There were a range of displays in the Education Centre from departments around the Trust, including Research and Innovation, DCH Charity and safeguarding, as well as from organisations who work closely with the hospital.

Visitors also learnt about the hospital's plans for the future, with two talks from the Director of Strategy and Business Development about the hospital's strategy and plans for the hospital site.

Chief Executive Patricia Miller said: "The Open Day is a great opportunity for us to showcase the excellent work of the Trust, and to give visitors the chance to see all the hard work that goes on behind the scenes at the hospital.

"Staff and volunteers put a lot of work into organising the afternoon and we were delighted to give so many people the opportunity to find out more about how their local hospital operates."



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Outstanding care for people in ways which matter to them

Welcome

...to the latest edition of our newsletter for public and staff members of Dorset County Hospital NHS Foundation Trust.



If you have any comments on this edition of The DCH Way or would like to contribute something for a future edition please contact the communications team on **01305 254683** or **communications@dchft.nhs.uk**



Staff and volunteers honoured at GEM and Long Service Awards

Staff and volunteers received well deserved recognition for their hard work and dedication at the 2017 GEM and Long Service Awards. The awards are presented annually to people who have made an outstanding contribution to the hospital – Going the Extra Mile – and to those who have achieved 25 years of NHS service. Colleagues, patients and relatives were asked to nominate hospital staff and volunteers for a number of awards to honour those who have gone over and above what is expected to make a difference to people's lives.

The winners received their awards from Chairman Mark Addison, Chief Executive Patricia Miller and executive directors at a presentation ceremony held at Weymouth and Portland

Sailing Academy. Guests also enjoyed songs from DCH Players members, Dr Will McConnell and Theresa Brown.

Trust Chairman Mark Addison said: "Our awards are a celebration of the amazing contribution and achievements of our staff and volunteers.

"Staff from throughout the organisation were recognised for their incredible efforts to ensure our patients receive the best care possible. We are very lucky at DCH to have such focussed and dedicated teams.

"All the GEM Award winners, and those who were shortlisted, consistently go above the call of duty to provide exceptional service and it was an honour to present them with their awards. The awards panel had a very difficult job choosing the winners this year from so many great nominees."

The winners are listed below:

Patient Safety Award

Winner: Infection Prevention and Control Team

Runner-up: James Jupp, Consultant Gastroenterologist

Innovation Award

Winner: Ambulatory Care Team

Runners-up: Hilary Maxwell, Gynae-oncology Clinical Nurse Specialist; Stroke Unit

Volunteer Award

Winners: Peter and Heather Foster, Ridgeway Hospital Radio

Runner-up: Hilary Maxwell, Go Girls Support Group

Student/Apprentice of the Year

Winner: Abbie Roster, Recruitment Administrator

Runners-up: Jordan Spiller, Workforce Resourcing Modern Apprentice; Rea-Georgina Tarrant, ICT Modern Apprentice Service Desk Analyst

Team of the Year

Winner: Emergency Department

Runners-up: Children's Community Nursing Team; Lung Cancer Team

Leadership Award

Winner: Stefanie Thomas, Emergency Department Matron

Runners-up: Sarah Knight, Divisional Manager; Louise Clark, Gill Faley and Isabel Hooley, Heads of Therapies

Patient Choice Award

Winner: Agnes Graja, Diabetes Nurse Specialist

Runners-up: Ben Stubbs, Consultant Colorectal Surgeon; Hilary Maxwell, Gynae-oncology Clinical Nurse Specialist

Chairman's Award

Winner: James Jupp, Consultant Gastroenterologist

Runners-up: Neil Johnston, Senior Finance Business Partner; Rakesh Madhyastha, Renal ST3 Doctor

Lifetime Achievement Award

Winner: John Thorne, Senior Biomedical Scientist

Runners-up: Fred Cartwright, Emergency Department Consultant; Anne Smith, Infection Prevention and Control Nurse Consultant

Long Service Awards recipients

- Alison Bromley, Consultant Ultrasonographer
- Bev Tromans, Clerical Bank Administrator
- Caroline White, Chemotherapy Staff Nurse
- Carolyn Southam, Domestic
- Carrie Ward, Abbotsbury Ward Deputy Sister
- Elaine Hartley, Practice Education Facilitator
- Gloria Moss, Bank, Pool and Recruitment Clinical Lead
- Helen Archer, Clinical Contracts Manager
- Helen Jowett, Highly Specialist Physiotherapist
- Karyn Stewart-Dodd, Service Manager
- Kathryn Stubbs, Maud Alex/CCU Ward Sister
- Loraine Poole, Transfusion Nurse
- Mary Hinchliffe, Critical Care Staff Nurse
- Maureen Stoodley, Outpatients HCA
- Nicola Lucey, Director of Nursing and Quality
- Nicola Tutton, Practice Education Facilitator
- Sarah Burrows, Fortuneswell Ward, Ward Sister
- Sian Simpson, Maud Alex/CCU Deputy Sister
- Sue Montgomery, Staff Nurse
- Tracey Stevenson, ICT Clinical Change Assistant
- Tracey Turnbull, Fortuneswell Ward Deputy Sister
- Tracy Critchell, Clinical Administrator

Top Hospitals award winner

Dorset County Hospital is one of the CHKS Top Hospitals for 2017, an accolade awarded to the top performing CHKS client trusts. CHKS is part of Capita Healthcare Decisions and The Top Hospitals award is one of several awards that are part of the CHKS Top Hospitals programme.

As well as national awards for patient safety, quality of care and data quality, CHKS celebrates excellence amongst its clients across the UK. The Top Hospitals award is based on the evaluation of over 22 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care. The indicators are revised annually to take into account any newly-available performance information.



DCH Charity news



The Cancer Appeal currently stands at £1.25 million.

Festive fundraising for the Cancer Appeal

Help us get to £1.5 million!

To date, staff at Dorset County Hospital have raised nearly £50,000 for the Cancer Appeal. Last year staff raised nearly £4,000 from Christmas-themed events. Please help the Appeal by organising a Christmas 'Fun-Raising' event in your ward or department – here are some seasonal ideas:

- Christmas Fair with crafts, bakes and second hand items
- Christmas jumper and dress-up day
- Christmas quiz or games night
- Christmas-themed afternoon tea
- Fundraising New Year's Eve party
- Christmas carol service or concert
- Sale of Christmas decorations
- Donate to the Appeal in lieu of sending Christmas cards



Medical Outpatients Christmas Fun-Raising Day

Medical Outpatients are running a second Christmas-themed fundraising day on Wednesday 13 December in aid of the Cancer Appeal. Following their great success last year, the nursing team will be paying £1 to bling up their uniforms with Christmas lights, hats, jewellery and lots of festive accessories and other staff will be wearing their favourite Christmas jumpers with added sparkle and glitter. There will also be a big raffle with fantastic prizes including a luxury hamper, and a tombola. Please contact Jan Wilson on ext 5292 for more information or to make a contribution to the raffle or the tombola.



Cancer Appeal update

Anyone who has visited Damers Restaurant recently will have seen the progress that has been made on the site of the new Radiotherapy Unit and Cancer Outpatients Department.

Interserve have successfully completed the complicated concrete pours including 300 cubic metres of normal concrete and 70 cubic metres of heavyweight concrete for the bunker walls. The steel frame is now in its final stages and brickworking has started.

The Charity is working with staff, trusts, the community and local businesses to raise the rest of the money needed and would like to thank everyone who has supported the appeal so far. To find out more please contact Simon, Rachel or Damian in the Charity office.

Please support the Cancer Appeal



5p Challenge

Our 5p Challenge has now reached its first target – one mile's worth of 5p pieces – raising £4,500 for the Cancer Appeal! We are now 'Going the Extra Mile' to try to get to two miles. Please contact the Charity to find out how you can help.

Walk for Wards 2017

A huge thank you to everyone who took part in Walk for Wards this year on Weymouth Seafront. 137 adults and 43 children (and a lot of dogs!) walked the 5km route and another 17 volunteers helped on the beach site and stewarding along the route. Staff at Dorset County Hospital raised just over £10,000 out of a total of £16,089 – a fantastic result.



If you would like to support the Appeal or for fundraising ideas, please contact the DCH Charity team:

01305 253215

charity@dchft.nhs.uk



www.dchft.nhs.uk/charity



facebook.com/DCHcharity

Dorset County Hospital Charity,
Williams Avenue, Dorchester,
Dorset DT1 2JY

Registered Charity Number 1056479

Knowvember

Staff at DCH are being invited to a celebration of knowledge this Knowvember.

Knowvember is an opportunity to share your knowledge and to learn more about the work of colleagues, teams and departments at the hospital.

Throughout November there is a programme of Knowvember events at various dates, times and locations across the hospital. To view the programme, and for details of how to book, please go to <https://dchlibrary.wordpress.com/events>



Patient Research Ambassadors



Are you interested in shaping innovative health research at Dorset County Hospital? The Research and Innovation Department is looking for volunteer Patient Research Ambassadors to:

- Help raise community awareness of lifesaving medical research
- Assist with guiding the direction of our research strategy
- Represent the patient perspective at meetings
- Help with designing research projects

To register your interest or for further information please contact the Research and Innovation department on **01305 253106** or email research@dchft.nhs.uk. Alternatively please complete and return the reply form available on our website www.dchft.nhs.uk/patients/departments-P-Z/Pages/Research.aspx

Military Challenge

Congratulations to the DCH team who completed the South West Military Challenge. The competition is held by 243 (Wessex) Field Hospital, and involves challenging physical and mental tests provided by local reservists from the Royal Navy and Marines, Army and Air Force Reserves.



Magic Carpet

Young patients (and staff!) have been having great fun with a fabulous new piece of equipment on Kingfisher Ward. The 'Magic Carpet' projects interactive moving images and games on the floor and provides a fantastic distraction for children awaiting treatment and staying on the ward. The ward team would like to say a big thank you to local fundraisers the BC Club and Dorset County Hospital Charity for funding the equipment. Retired Kingfisher play specialist Sally Burnham returned to the ward to officially launch the Magic Carpet with three-year-old patient Archie who gave a brilliant demonstration of how much fun it is!



Hospital welcomes CSR decisions

In September Dorset Clinical Commissioning Group's Governing Body approved the Clinical Services Review recommendations. You can read our response to the decisions below:

“ We are delighted that the Clinical Commissioning Group's comprehensive review has recognised the importance of DCH continuing to provide planned and emergency services to people in the west of Dorset.

We are looking forward to building on the collaboration work with our partners in health and social care to ensure we can provide high quality emergency and district general hospital services for our patients now and into the future.

The CSR outcome reflects and supports our drive to deliver outstanding care for people in ways which matter to them. It provides the foundation for a bright future for DCH, with some exciting developments on the horizon, including the new radiotherapy centre and integrated community services hub.

We are committed to building high quality services across Dorset, and ensuring that the needs of people in the west

are fully taken into account, with investment throughout the county to support improvements.

We welcome the CCG's preferred option for paediatric and maternity services in the west, with DCH working with Yeovil District Hospital (YDH) to provide a sustainable and safe service for women and children. Our consultant paediatricians and obstetricians will continue to work with their colleagues in Yeovil on the best possible solution for the local population.

Any proposed changes to services in either hospital would be subject to further local public consultation by both Dorset and Somerset CCGs as appropriate.

You can find out more on the CCG's website at: www.dorsetccg.nhs.uk

Hospital launches 2020 Strategy

Our Mission

Outstanding care for people in ways which matter to them.

Our Vision

Dorset County Hospital, working with our health and social care partners, will be at the heart of improving the wellbeing of our communities.

Our NHS is facing its greatest challenge yet. Rising demand on our services coupled with stretched resources mean we simply cannot carry on doing things the way we always have done.

The local picture in Dorset is no different. We have to fundamentally change the way our services are delivered so we can afford to continue providing high quality care for our patients.

One of the major challenges Dorset has to contend with

is its ageing population. People are living longer and chronic long-term conditions like diabetes are on the increase. Our focus must be on improving the health of our population, keeping people well and out of hospital.

We are also facing ongoing challenges with recruiting enough nurses, doctors and healthcare workers, and have reached the point where we are competing with neighbouring organisations for the same pool of staff.

If we don't take action now we won't be able to provide what our community needs in the longer term and we will lose control of our own future.

We have developed a strategy to take us where we need to be and now we need your help to make it happen.

With the scale of the challenge, we can't do this alone. We will need to work more closely with our local partner organisations to join up health and care services so they work more efficiently and effectively for our patients.

We need to work as a healthcare 'system' rather than as standalone organisations. As part of that work we will site a Mid-Dorset Integrated Community Services Hub at Dorset County Hospital to provide that crucial link between hospital, community and primary care.

We have not worked like this before and it may sound daunting, but we should also view this as an exciting opportunity to take a close look at what we do and reshape services so patients get an even better, more seamless service.

Local hospitals, local authorities and the Dorset Clinical Commissioning Group have worked together to develop a Sustainability and Transformation Plan (STP). This outlines how we will work together to join up services. The Dorset Clinical Services Review (CSR) will feed into this work. Together we are far stronger and together we will ensure our community has access to first class health and care services, now and into the future.

Our aim is to join up health and care services in Dorset by breaking down barriers between organisations and keeping the patient at the centre of everything we do. We want to help people stay healthy for longer and empower patients, giving them greater control of their own care.

We will achieve our mission and deliver our vision through a culture and set of values focussed on excellence, integrity, respect and teamwork. These values are at the core of everything we do at DCH.

Our People Strategy sets out a plan to continue to make DCH a great place to work. We need to ensure that we have the right people with the right skills in the right jobs. We also need to support and develop our leaders and managers to build effective teams and enable staff to do the best job they can.



Our Strategic Objectives

Integrated
Joining up
our services

Enabling
Empowering
staff

Outstanding
Delivering
outstanding services
every day

Sustainable
Productive,
effective and
efficient

Collaborative
Working with
our patients and
partners

What do we need to look like in the future?

We are a
key partner in
the delivery of
the Dorset-wide
Sustainability and
Transformation
Plan (STP)

We are
using technology
to the benefit
of our patients

Our services
are joined up
with community
and primary
care

We are
the location of
the Mid-Dorset
Integrated
Community
Services Hub

We are
the acute planned
and emergency
hospital in
West Dorset

We are
managing care for
the frail elderly and
those with chronic
illnesses in the
community

Therapy horse visit

We were delighted to have Lofty and his team from Lofty Therapy Horses visit Kingfisher Ward. Lofty is a miniature therapy horse who visits hospitals, hospices, nursing homes and schools, to help those in need. You can follow Lofty's adventures on his Facebook page www.facebook.com/LoftyTherapyHorses



Clinical audit winners

At this year's clinical audit competition we were treated to eight presentations covering a wide range of audit projects from a variety of professional backgrounds. After some deliberation, our judges awarded 'Highly Commended' to Dr Hannah Leaver for her audit which showed how the safety and quality of weekend medical handovers has improved since moving to an electronic system (Careflow). This year's winners were Dr Gagan Singh and Dr Laurie Fulford for their work on improving the content and quality of our electronic discharge summaries. Gagan and Laurie were presented with a bottle of champagne and the Clinical Audit Competition trophy by our Chief Executive, Patricia Miller.



Diabetes UK Clinical Champion

Agnieszka Graja, diabetes specialist nurse at DCH, has been selected as a Diabetes UK Clinical Champion, to help transform care for people living with diabetes in Dorset. She was chosen for her passion for and commitment to excellence in diabetes care.

As a Clinical Champion, Agnieszka will join a two-year leadership development

programme, supported by Diabetes UK. Through her training, she will identify areas in need of improvement and push for changes to improve the care that people in Dorset receive.

Agnieszka said: "I hope that the Clinical Champion role will help me to create opportunities for diabetes nurses across the county to build effective working

relationships, resulting in better care for patients. Working together could help the focus on prevention, as well as keeping patients well, educated, engaged and successfully self-managing their condition, receiving care close to home when it is required. My overall aim is to help develop a seamless, integrated diabetes service across Dorset."



Be a flu fighter!

The hospital is encouraging all its staff to be a 'flu fighter' and get the flu jab – to protect yourself, your family, colleagues and patients.

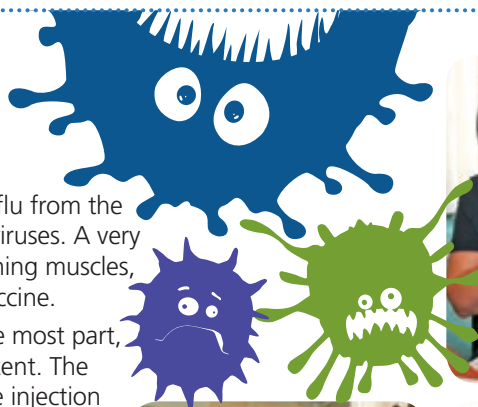
The flu jab can't give you the flu: it's impossible to get flu from the flu vaccine because the adult vaccine doesn't contain live viruses. A very small number of people experience side effects such as aching muscles, but this is simply the immune system responding to the vaccine.

The side effects of the flu vaccination are mild: for the most part, seasonal flu vaccine side effects are mild or often non-existent. The most common side effect is soreness around the site of the injection and occasionally aching muscles. These symptoms are a lot less serious than having flu.

You need the vaccine every year: if you were vaccinated last year, you joined to fight against flu and took an extra step towards excellent patient care. Please do the same again this year. You won't be protected against the new strains of flu that are circulating.



Staff can attend any of the organised vaccination sessions (details on the flu fighter page of StaffNet) or by contacting the HR department to ask about the peer vaccinator scheme for your area.



Members' events

All members are welcome at our forthcoming Talking about... members' events. Please do bring along friends and family who can join on the day. There will be the opportunity to meet other members, Governors and staff. These events are free and refreshments are available. For more information please call **01305 255419** or email foundation@dchft.nhs.uk.

Talking about... the needs of the older patient

Tuesday 28 November 2017: 10.30am

Lecture Theatre, Education Centre, East Wing,
Dorset County Hospital

James Richards (Consultant Geriatrician) and his team will be talking about the needs of the older patient, particularly regarding the increase in dementia.

Meet your new Governors

Earlier this year, the hospital held elections for Governors in a number of constituencies. We are delighted to welcome some new faces on to our Council of Governors.



Gavin Maxwell,
West Dorset



Dave Stebbings,
Weymouth and Portland



Margaret Alsop,
Weymouth and Portland



Simon Bishop,
East Dorset



Lee Armstrong,
Staff



Tony James,
Staff



Tracy Glen,
Staff

Public meetings

Members and the general public are welcome to attend quarterly Council of Governors' meetings and bi-monthly Board of Directors' meetings at the hospital.



Meeting dates and papers can be found on our website www.dchft.nhs.uk or contact the corporate support team on **01305 255419** or email foundation@dchft.nhs.uk for further information.

Your Council of Governors

The Council of Governors represents the views and comments of the membership, and therefore plays an important part in ensuring decisions made by the Trust are in the best interests of the community and patients.

Public Governors

West Dorset

- **Christine Case** contact via membership office
- **David Cove** dhcove@btinternet.com
- **Les Fry** contact via membership office
- **Gavin Maxwell** 01308 456398 email via membership office
- **David Tett** 01308 425070 email via membership office

Weymouth and Portland

- **Margaret Alsop** contact via membership office
- **Michel Hooper-Immins** 01305 779705 hooperimmins@btopenworld.com
- **Andy Hutchings** 01305 784332 a.hutchings265@btinternet.com
- **Dave Stebbings** daves.dchftgov@gmail.com
- **Sharon Waight** contact via membership office

East Dorset

- **Simon Bishop** sjhbishop@aol.com

North Dorset

- **Christine McGee** contact via membership office

Staff Governors

- **Lee Armstrong**
- **Tracey Glen**
- **Tony James**
- **Ron Martin**

Appointed Governors

- **Peter Wood**, Age UK Dorchester
- **Annette Kent/Barbara Purnell**, Friends of DCH
- **Dr Jenny Bubb**, Dorset CCG
- **Kevin Brooks**, Dorset County Council
- **Davina Smith**, Weldmar Hospicecare
- **Paul Bithell**, Dorset Kidney Fund



For more information on membership or to make contact with the Governor for your constituency please call the membership office on **01305 255419** or email foundation@dchft.nhs.uk.

