

## Ongoing praise for levels of patient care

Teams across Dorset County Hospital (DCH) continue to be praised by patients for their high standards of care.

In a number of recent surveys, patient feedback has highlighted outstanding care and positive experiences.

The Urgent and Emergency Care Survey ranked DCH as one of the top 10 in the country for emergency care, highlighting efficient ambulance handover times, treating patients with dignity and respect and involving patients in making decisions about their care and treatment.

Emergency Department Matron Clare Turnbull said: "The team work extremely hard to provide high quality care and strive to give our patients the best experience they can, in an often very busy, unpredictable and stressful environment."

An inpatient survey revealed 86% of patients rated their experience at the hospital as a 7/10 or more; 99% felt treated with respect and dignity and 98% had confidence and trust in the staff.

Patients particularly highlighted how they were able to keep in touch with family and friends throughout the COVID-19 restrictions.

In the Children and Young People Patient Experience Survey, the hospital was rated above average in providing parents with written information about their child's condition or treatment; having enough for their child to do and being told what to do or who to contact if they were worried once home.

Parents also praised the level of engagement staff had with their child.

Paediatric Matron Anna Ekerold said: "Our paediatric team work incredibly hard to ensure that both the child and their parents have a positive experience at our hospital."

The Maternity Unit was also recognised as one of the best in the country. Particularly high scores were achieved for treating people with respect and dignity, having trust and confidence in staff, and the cleanliness of the environment.

Interim Chief Executive Nick Johnson said: "I am so proud of our teams for achieving such fantastic results in a number of surveys, despite the continued unprecedented pressure on our hospital. The results are evidence of the huge amount of commitment and hard work from staff and we are incredibly grateful for their unwavering dedication to providing the best possible care for our patients."

You can read all the survey results on our website at [dchft.nhs.uk/about-us/latest-news](https://dchft.nhs.uk/about-us/latest-news)



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# Welcome

...to the latest edition of our newsletter for the 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 253394** or email **communications@dchft.nhs.uk**



## Our commitment to sustainability

As a hospital, we have the opportunity to make a meaningful impact on the economic, social and environmental wellbeing of the local population, and have a key role to play in the movement towards net zero carbon.

Over the years we have made great strides in sustainability, mainly through investing in our mechanical and electrical equipment, and implementing more sustainable models of care.

We are committed to making further changes that will make us a greener hospital. A multi-storey car park is being built which will free up space for a new Emergency Department, Critical Care Unit and Integrated Care Unit.

These will be built to the Net Zero Carbon Hospital Standard.

To help guide us towards those targets, we recently recruited a new sustainability manager and have developed a Green Plan.

The Green Plan outlines our priorities for the next three years.

We focus on all areas, from reducing the use of unnecessary plastics to improving the quality of our green spaces; from reducing our food waste to making our buildings more energy efficient.

You can read our Green Plan in full on our website at [dchft.nhs.uk/about-us/sustainability](https://dchft.nhs.uk/about-us/sustainability)



**Sustainability Manager  
Isabel Bourne**

## Tackling the COVID-19 waiting list backlog

We are continuing to work extremely hard to tackle the long waiting times for routine surgery within a number of specialities which were significantly impacted during the response to the COVID-19 pandemic.

Work is currently underway to address the backlog with extra clinics and surgical sessions.

We understand the impact longer waits have on our patients and we apologise for the inconvenience of any delay in treatment. The safety of our patients is our top priority and we will prioritise those most clinically urgent.

We have rigorous infection control safety measures in place to protect both our patients and our staff. As a result of these measures some planned treatments are taking longer to perform than they did before which is also adding to delays.

Built in conjunction with patient groups, the My Planned Care platform is one of the latest measures in a major package of moves by the NHS to tackle the COVID-19 backlog. It has been developed to create the opportunity to provide patients with:

- information specific to a range of conditions to enable a better understanding of supporting your own health while on the waiting list
- information to give you an idea of how long you may be waiting.

You can access the NHS My Planned Care patient platform at [myplannedcare.nhs.uk/my-planned-care](https://myplannedcare.nhs.uk/my-planned-care)

We would like to thank you for your patience and reassure you that our teams are doing everything they can.

Our waiting lists are reviewed and re-prioritised on a regular basis. If your condition has changed or worsened since you were referred please get in touch with your GP practice.

More information and support is also available on our website at [dchft.nhs.uk/patients-and-visitors/waiting-well](https://dchft.nhs.uk/patients-and-visitors/waiting-well)

### My Planned Care

Latest information and support for people waiting for a hospital appointment, operation or treatment in the South West.

[www.myplannedcare.nhs.uk](https://www.myplannedcare.nhs.uk)

NHS



# Supporting staff health and wellbeing

It has been a tough two years at Dorset County Hospital and staff remain under immense pressure as we continue to deal with the impact of COVID-19 and recover services for our community.

Our commitment and focus on improving staff experience, health and wellbeing for all staff has never been more important and the positive impact of this work is reflected in the latest NHS National Staff Survey results.

The annual survey provides an important insight into the working environment and staff experiences within NHS trusts throughout the country.

DCH scored higher than the national average in all nine themes of the survey.

The survey was undertaken between September and December 2021 and a total of 1,517 DCH staff responded, representing 47% of the workforce.

For 2021, the survey themes were aligned to the NHS People Promise. There are seven People Promise themes, plus two additional themes: we are compassionate and inclusive; we are recognised and rewarded; we each have a voice that counts; we are safe and healthy; we are always learning; we work flexibly; we are a team; staff engagement and morale.

Positive results of the survey included 74% of staff said they are offered challenging work; 71% have opportunities to improve knowledge and skills and 57% felt supported to develop their potential.

Furthermore, 85% of staff said they enjoy working with their colleagues, 70% feel valued by their team and 66% feel a strong personal attachment to their team.

The survey also highlighted that 75% of staff think that the organisation respects individual differences (cultures, working styles, backgrounds, ideas, etc). This is 8% higher than the national comparator and an early indication of the positive impact our inclusion work at the Trust is having.

The pressure on the NHS is evident in the two additional themes of staff engagement and morale. The Trust equaled the national comparator with 21% of staff saying they find work emotionally exhausting and 16% saying they feel worn out at the end of their shift.

Chief People Officer at Dorset County Hospital Dawn Harvey said: "The past two years have been incredibly challenging for our staff and we can't underestimate the ongoing impact of the pandemic on staffing levels and staff health and wellbeing.

"Putting our people first to make DCH a great place to work and receive care is the foundation our Trust Strategy. A major focus for the hospital over the last 18 months has been on inclusion and wellbeing to ensure all staff have a positive experience at work, and this will continue this year.

"It is heartening to see survey answers relating to teamwork, kindness, equal opportunities and support for health and wellbeing ranking above the national trend.

"The survey also demonstrates improvements in the experience of disabled staff and those from minority ethnic groups, yet experience remains less positive than other groups of staff. We need to celebrate the progress made and remain focused on our improvement plans, working closely with our staff networks to deliver a great staff experience for all of Team DCH to support the delivery of outstanding care for the people of Dorset."

You can read the full survey results on our website at [dchft.nhs.uk/about-us/latest-news](https://dchft.nhs.uk/about-us/latest-news)



**Chief People Officer  
Dawn Harvey**

## Maximising potential

In November 2021, our Trust recruited an Inclusion Lead to help us build on the progress we have made so far in making DCH a place where diversity is respected and where everyone can bring their full self to work and maximise their potential.

Our new Inclusion Lead is already helping to drive changes in the Trust. We now have five active staff support networks: Pride, Without Limits, Ethnic Diversity, Armed Forces Community and Overseas Staff Support. All networks meet regularly to provide information, advice and guidance and are currently working to increase their visibility across the Trust.

On a strategic level, the Equality, Diversity and Inclusion Plan for the Trust has been refreshed and whilst accommodation issues for overseas staff and other staffing pressures continue to be a challenge, plans are also being developed to look at inclusive wellbeing activities that can counteract some of the feelings of stress and anxiety.



# Site redevelopment will

## Your Future Hospital



Exciting plans for the redevelopment of our site, including a new Emergency Department and Critical Care Unit, have been submitted to Dorset Council.

We have been earmarked £77.3m of Government funding to build a new Emergency Department and Critical Care Unit, which would link to the existing hospital. The scheme, if approved by local planners, would form part of the Government's New Hospital Programme.

We also have additional plans to build a new two-storey main entrance, hospital support centre and key worker housing, and are looking at ways to be more energy efficient with lighting, insulation, ventilation and heating - including on-site solar power.

Interim Chief Executive at Dorset County Hospital Nick Johnson said: "It's an exciting time for us. We hope these plans will make a huge difference to our patients, staff and visitors.

"They will help us increase our capacity and give patients the care and support they need, as well as provide staff with a better place to work, enabling them to continue to provide outstanding care to those who need it."

In February and March, we invited patients, staff and local community to view and comment on the proposals online. Nearly 400 people gave us their feedback.

This has been included as part of our outline planning application, which seeks a decision on the general principles of how our site can be developed.

If Dorset Council grants us permission, it would be subject to conditions, and we would need to submit full planning permission for each individual scheme.



## Improving our current Emergency Department



While we develop plans for a new building, we are making some improvements to the existing Emergency Department (ED).

We received one-off funding from NHS England as part of a drive to upgrade Emergency Departments across the country.

We are using the money to refurbish our current facilities. These will offer improvements in the near future and support longer-term plans for the new building.

The refurbishment includes two extensions and will provide a new entrance and waiting area, larger resuscitation rooms, bigger cubicles and many other improvements.

The work is being carried out in phases to minimise disruption, making sure the ED remains open 24/7. The refurbishment is due to be completed in summer 2022.

# It will make huge difference

## New multi-storey car park

Our 650-space multi-storey car park (MSCP) is due to open this summer and will free up space for us to expand our clinical facilities on site.

It will include 12 electric vehicle charging points, with the potential for more to be added in the future.

To help enhance biodiversity, bee blocks will be built into the gabion walls and there will also be native shrubs, bird boxes and climbing plants.

Images of Portland Bill, Durdle Door and Corfe Castle are being created on perforated metal panels to cover elevations of the car park. Staff chose the theme and the images were voted for by the wider community.

We are also increasing the number of disabled parking spaces across the hospital site, making sure those that need to park closest to the hospital are able to do so.



## Health on the high street



Dorset County Hospital has signed a 20-year lease to use South Walks House in Dorchester town centre.

Since November, we have been using a floor of the former Dorset Council offices as an Outpatient Assessment Centre. We are currently using it to offer people orthopaedic, musculoskeletal and physiotherapy appointments.

Dorset Council offered us the chance to use more of South Walks House on a longer-term basis and we are now planning for a mixture of clinical and non-clinical staff to move into the building.

This will help us maximise clinical space on the hospital site and support plans to tackle waiting lists for elective surgeries and offer integrated care services with health partners.

## Giving back to our community

As part of our Social Value Pledge, we are committed to making a positive impact within the community by contributing to the economic, social and environmental wellbeing of local people.

For example, our multi-storey car park contractor Willmott Dixon employed local tradespeople and donated items to a Dorchester Food Bank at Christmas. Earlier this year they also donated 600 trees to Dorchester Town Council for the new community woodland at Kings Road and our Chairman, Mark Addison, helped local volunteers to plant them.



For more information about our development plans, go to [dchft.nhs.uk/your-future-hospital](https://dchft.nhs.uk/your-future-hospital)





#### The DCH Greatest Need Appeal will:

- support projects across the whole hospital
- direct funds to where they are needed most
- provide extra help for wards and clinical units
- enhance the hospital environment for all users

To find out more visit [dchcharity.org.uk](http://dchcharity.org.uk)



# Dorset County Hospital Charity

Registered Charity Number 1056479

## London Marathon

Fiona Sallows from our Integrated and Holistic Care Management team will be running the London Marathon in October on behalf of DCH.

Look out for more information on how to support Fiona's fundraising activities.



## We can help

Don't forget to contact the DCH Charity team for any information or support regarding donations from patients or their families, or for advice on fundraising activities you may be interested in organising or taking part in.

Contact Kitz Clifford on **07919 018868** or email [kitz.clifford@dchft.nhs.uk](mailto:kitz.clifford@dchft.nhs.uk)

## Celebrating 35 years of Arts in Hospital



This year we are celebrating 35 years of Arts in Hospital (AIH). Talking of the achievement, the programme's founder Val Pitt-Rivers said: "Isn't it amazing that AIH will have been in existence for 35 years. Little did we realise when we started off that it would thrive and continue for so long."

As part of our celebrations, one of our main projects for 2022 is to produce an Arts in Hospital map and information booklet. For this project, we invited back our famous twins, Felicity and Annabel, now 22, to have their photo taken in front of their original baby portrait.



It has been a busy few months for AIH; to celebrate Black History Month back in October we were privileged to be able to display a stunning piece of work by Chloe Cox, 23, from Bridport.

She was the winner of Best Young Portrait or Figure Award, from the Society for All Artists (SAA), making her Young Artist of the Year 2020.

Chloe's work left us at Christmas to go on to further exhibitions.

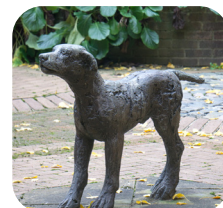


In January our beloved Elisabeth Frink Dog was returned to us after his European Tour, having been on show in Germany's Gerhard Marcks Haus with the exhibition 'Man is an Animal'. It was fantastic to have been able to loan him out and educate a new audience, but good to have him back where he belongs.



We have two new acquisitions at the hospital. Following the popularity of Zennor's exhibition last summer, the DCH Charity kindly agreed to purchase a canvas print of the most popular piece in the exhibition. We put it to a staff vote and 'My Big Nurse' was the clear winner, and rather appropriate too!

We were also contacted by a very notable local artist, Percy Lizzard, who wanted to show his gratitude to the great work being done by NHS staff across the country, by donating 'Forty-Two Orange Birds' and hope you agree that this is a very eye catching and cheery piece.



You can read more about all our activity on our website at [dchartsinhospital.org.uk](http://dchartsinhospital.org.uk) or scan the QR code. Don't forget to look out for our new map coming soon.



# Recognising our incredible workforce

The Going the Extra Mile (GEM) Awards 2021 was a night of celebration to honour the dedication and commitment of staff and volunteers at DCH that colleagues, patients and their friends and family feel have made a stand out difference in these unprecedented times. The awards evening also recognised those staff receiving their 25 year NHS Long Service Award.

## GEM Award Winners

**Volunteer Award:** Cheryl Fitch, Moira Farley and Teresa Taylor

**Student/Apprentice of the Year Award:** Claire Bracey

**Quality Improvement and Innovation Award:** Patient Action Tracker Development Team



**Contribution to Research Award:** Tim Crook

**Leadership Award:** Louise Brereton

**Patient Safety Award:** Infection Prevention and Control

**DCH Charity Fundraiser of the Year Award:** Cheryl Heard

**Team of the Year Award:** Critical Care Unit

**Lifetime Achievement Award:** Ruth Gardiner

**Chairman's Award:** Deborah Cobb

The GEM and Long Service Awards were held as part of a wider DCH Thank You Week to shine a light on our incredible workforce and show how much we appreciate every single member of staff for all they do for the hospital and our patients.

The week was celebrated with plenty of cake and each staff member received a 'Proud to be part of Team DCH' pin badge.

## Long Service Award Winners

Stuart Coalwood

Elliot Stuffins

Ian Powell

Victoria Frost

Kim Mitchell

Louise Godber

Alastair Hutchison

Leanne Simmonds

Andrew Cornaby

Robert Torok

Claire Thompson

Dennise Hill

Rosemary Rose

Leeann Tye-Bliss

Emma Haynes

Shane Cowan

Joanna Taylor

Jayne Hansonw

Erica Mason

David Toman

Patricia Clark

Jonathan Archer

Sean Santos

Vera Voss

Deborah Cobb

Susan Berry

Alistair Downton

Colleen Fletcher

Sandra Derryman

Heather Moynehan

Deborah McDermott

Lorraine Street

Jacqueline Thomas

Alison Drew

Vilma McCowan

Polly Horwood

Raymond MacAllister

Lucy Walton

Graham Marriott

Andy Walbridge

Latham Yates

Fran Samsom

Antoinette Wallace

Angela Ridge

Sharon Ings

Suzanne Clayton

Nicola Brown





## Birthday celebrations for volunteer Wendy

We recently celebrated the 90th birthday of our volunteer guide Wendy. Wendy is our longest serving volunteer and has been supporting the Trust for an incredible 25 years! She is a very much loved and valued member of Team DCH and we can't thank her enough for her dedication.

She is incredibly well known throughout the Trust for her warm, welcoming and helpful attitude and said she has no intention of stopping her commitment to volunteering with us anytime soon.

Our entire team of dedicated volunteers continue to support the organisation and have been a key support during the most challenging times. We cannot thank them enough!



## Improving patient care and experience



Our expanding Inpatient Pain Service team have been developing the service in a number of new and innovative ways.

This included the launch of a new rib fracture pathway that will significantly improve patient care and reduce the likelihood of secondary complications, such as chest infections.

The team are proud to use a holistic and interventional approach to pain management within the Trust and work with other groups of health care professionals to best support our patients.

## 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

- **Sarah Carney** *contact via membership office*
- **David Cove** *dhcove@btinternet.com*
- **David Tett** *contact via membership office*
- **Kathryn Harrison** *contact via membership office*
- **Judy Crabb** *contact via membership office*
- **Steven Hussey** *contact via membership office*

#### Weymouth and Portland

- **Margaret Alsop** *contact via membership office*
- **Stephen Mason** *chadwoodhouse77@gmail.com*
- **Dave Stebbing** *daves.dchftgov@gmail.com*
- **Mike Byatt** *contact via membership office*
- **David Richardson** *contact via membership office*

#### East Dorset

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

#### North Dorset

- **Lynn Taylor** *contact via membership office*
- **Maurice Perks** 01258 821520 or *mauriceperks@btopenworld.com*

### Staff Governors

- **Tracy Glen**
- **Kathryn Cockerell**
- **Tony Petrou**

### Appointed Governors

- **Annette Kent**, Friends of DCH
- **Davina Smith**, Weldmar Hospicecare
- **Cllr Tony Alford**, Dorset Council
- **Dave Thorp**, Age UK



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**