

Members' *newsletter*

'How are you?'

Dear Member,

I hope you have enjoyed the summer and have been staying safe and healthy in the sun.

Whilst the weather could not be more different, demand on our services has, on occasions, mirrored that of winter. Despite this, I'm pleased to report that our performance remains exceptional with our emergency department (A&E) routinely achieving the best (shortest) waiting times in the country.

We were proud to celebrate the 70th anniversary of the NHS in July, with a range of local events and activities. Some of you may have seen our series of 70 short films, shared through social media, celebrating the fantastic diversity of our workforce. These videos were viewed more than 60,000 times and are still available on our Facebook and Twitter pages – they make for entertaining and engaging viewing.

The Trust also received extended positive media coverage during the celebrations. Our success with overseas nurse recruitment, and the work to support these nurses through appointment, training and arrival, was the subject of a lead feature within the national newspaper The i. The article included interviews with Shelagh Meldrum and Sister Gemma Perlas, who herself joined YDH from the Philippines and now has active role in overseas recruitment and support of new nurses.

The hospital hosted the outside broadcast of BBC Somerset's Breakfast Show on 5 July, with more than three hours of programming featuring interviews with staff and patients, demonstrating the breadth of services, and skills, and the life-changing difference made to patients each day.

I personally had the opportunity to represent Yeovil Hospital at a NHS70 service held at Westminster Abbey, whilst our Chairman attended a ceremony in York Minster. We were both accompanied by hospital colleagues who have each worked for the NHS for more than 30 years which made the experience even more special.

In other news, I'm pleased to report that, following their first inspection by the Care Quality Commission, the day surgery services run by our subsidiary company, Daycase UK, have been assessed as 'Good' overall.

Daycase UK was established in March 2017, and is 70 per cent owned by Yeovil Hospital. The results of the CQC inspection are testament to the hard work of the day surgery staff, both in Yeovil Hospital and in Yeatman Hospital.

You can find out more about our subsidiary companies, our performance last year and our plans for the future, at September's Annual General Meeting. I hope to see you some of you there.

Best wishes

Jonathan Higman
Chief Executive

Annual General Meeting

Our Annual General Meeting (AGM) will take place on **Wednesday 26 September 2018** at Yeovil District Hospital. The event will be held from **5.30pm-8.30pm** in the Academy on Level 4. There will be a number of stands at this year's AGM providing attendees with an opportunity to discuss the latest key issues and 'hot topics' with hospital staff including:

- An update on Symphony Healthcare Services, Simply Serve and Daycase UK
- Membership and Governors
- Health Checks
- Hospital Charity
- Patient Experience
- League of Friends
- Recruitment and Apprentices
- TrakCare

Daycase UK – officially 'good'!

Daycase UK, a subsidiary of Yeovil Hospital, has been assessed as 'Good' in its first ever review by the Care Quality Commission (CQC).

The CQC announced the official rating today (Wednesday, 8 August), following an inspection in May 2018

Over three days, inspectors visited Daycase UK's services in Yeovil Hospital and Yeatman Hospital in Sherborne. The overall 'Good' rating was comprised of a range of individual ratings for a number of standards, including leadership, care, and the responsiveness of services.

Reporting on their findings, the CQC inspectors said staff showed an 'encouraging, sensitive and supportive attitude' to patients and their next of kin, and were 'caring, respectful and compassionate'. They also said that patients and their relatives spoke highly of the care they received, and remarked on the safety track record of services.

The CQC noted that the environment sometimes comprised staff's abilities to provide optimal service to patients, which had already been identified as area for improvement.

Alison Giles, CQC Inspection Manager for the South West said:

"This is the first time we have inspected both services since they were registered in March 2017. We found a strong leadership team that had skills, knowledge and integrity to lead the service.

"There was a culture of openness, candour and honesty amongst staff, who felt valued and empowered to suggest improvement initiatives and raise concerns if they needed to.

"There were areas where the Trust needed to take further action to improve its services and we will be returning to inspect in due course. We will continue to monitor the safety and quality of services through our continuing relationship with the Trust and our regular inspections."

Yvonne Thorne CQC Registered Manager for Daycase UK, said:

“Since forming Daycase UK we have been continuing to focus on providing patients with good, safe care and the best possible experience and outcomes.

“Receiving the ‘Good’ rating from the CQC shows that we are getting things right. It’s testament to the skills, experience and hard work of staff that we have established such stable foundations upon which to build services for the future.

“There are always opportunities for improvement, and these reports provide us with valuable, independent insights which help to focus us on those areas where we can provide an even better service to patients.”

Daycase UK was formed on 1 March 2017, and is a partnership between Yeovil Hospital and Ambulatory Surgery International. It is 70 per cent owned by Yeovil Hospital. Last year (April 17-March 18), it carried out more than 18,000 day case procedures across both sites

To see the full Daycase UK reports, click <https://www.cqc.org.uk/provider/1-3256040454>



Little 'Thank yous' go a long way

Every week, our wards and departments receive numerous thank you cards and notes from patients and families whose lives we have touched during their care.

Here, Director of Nursing Shelagh Meldrum (centre) and members of our senior nurse team, proudly display some of the 'thank yous' received just in two weeks.



Yeovil Hospital caring for patients of the future by being part of South West research network

Nearly 30,000 people in the South West received the most advanced care in the NHS last year after being enrolled in pioneering clinical trials.

The South West saw a 17% increase in the number of people taking part in research studies in 2017/18 – with 29,134 people opting to take part in a research study, up from 24,838 in 2016/17.

Figures from the National Institute of Health Research (NIHR), which cover the twelve month period between April 2017 to March 2018, suggest that health research is thriving across the country and the NHS continues to be seen as a good place to deliver high quality clinical trials.

Clinical research is the way that doctors gather evidence about new treatments, in order to improve patient care in the NHS. A growing body of research indicates that a research-active culture brings a host of benefits for patients, clinicians and the NHS. It drives innovation, gives rise to better and more cost-effective treatments, and creates opportunities for staff development. Consequently, although most NHS organisations do some level of research, there is a national drive to increase the number of opportunities for patients to take part in high-quality research studies.

Senior Research Nurse at Yeovil Hospital, Kerry Renniemi said: "The Clinical Research Team at Yeovil are very proud to be part of the NIHR Clinical Research Network South West Peninsula success last year. Working together with our committed clinical teams at Yeovil Hospital, we are able to offer clinical research studies for a wide variety of conditions. This collaboration provides opportunities for patients to take part in research studies here at their local hospital and make valuable contributions to the continued developments in evidence based treatments and health care."

Dr Jonathan Sheffield OBE, Chief Executive Officer of the NIHR Clinical Research Network (CRN) said: "By taking part in life sciences industry studies, patients are participating in new and innovative forms of treatment which will provide evidence for future improved care for all patients. The knowledge gained could provide the evidence to license new treatments in the NHS securing healthy lives for future generations.

“Partnerships between the NHS and the life sciences industry bring a range of benefits to the healthcare sector – giving trusts access to new treatments and funding for health research, while also boosting the wider economy each year through the development of cutting edge medical innovations.”

Celebrating, learning and sharing ideas as hospital’s dietetics team highlights importance of good nutrition and hydration

Our Dietetics team enjoyed a successful week highlighting the importance of good nutrition and hydration to patients and staff during this year’s Nutrition and Hydration Week.

The national campaign, which ran from Monday 12 to Sunday 18 March, emphasises the impact good nutrition has at all stages of life, from infancy to old age. The week also recognises the impact social isolation has on nutritional intake, especially in the elderly.

Staff took part in training on the wards as well as the dieticians at Yeovil Hospital gathering feedback from staff, patients and visitors as they look at identifying areas that can be developed to improve the experience our patients have while staying on a hospital ward, encouraging patients to eat well.

Head of dietetics Sarah Ashley-Maguire said: “There is already a lot of fantastic work going on across our wards at Yeovil Hospital, with milkshake rounds to build up our elderly patients and social eating where possible, as well as a big move to encourage patients to eat meals out of bed, like you would at home.

“This week has been a great opportunity for us to celebrate this as well as for our staff to learn more and share their great ideas. It has been a great success in helping staff, patients and visitors to understand the impact good nutrition and hydration has and the different difficulties many of our patients may have, from difficulties with breathing to the effects of dementia.”

Alongside the training and sharing of ideas, the dietetics team has also been focussing on the importance of staff eating well and staying hydrated with activities and challenges such as the 10th floor challenge (stair climbing activity) and healthy snacks for staff to keep them focussed during the training.

Nutrition and hydration “Champions” were selected throughout the week with a winning team being announced on Friday.



Don't forget your clothes! Yeovil hospital helps patients to ditch the PJs and get up and dressed

Yeovil Hospital is taking part in the national 70 day #endPJparalysis challenge, which aims to give patients back one million days of their precious time that would otherwise be spent in a hospital bed. Each day the hospital will help patients who can to get up and dressed, ditching the hospital gowns and PJs for everyday clothes to help them get back on their feet and stay active during their time in hospital.

Working with patients' relatives and friends, the hospital aims to make sure patients have all the items they need to keep as close to their usual routine as possible. Families and friends should use the checklist below and bring in the items to help patients maintain their strength, dignity and sense of identity while in hospital.

- Day clothes and shoes
- Regular medication
- Glasses
- Nightclothes
- Dentures
- Hearing aids
- Non-slip slippers
- Toiletries
- Usual walking aids
- Any medical/community care plans

Shelagh Meldrum, Director of Nursing, Elective Care and Deputy CEO explained, "Our patients' recovery starts the moment they get to Yeovil Hospital. This campaign helps continue to promote true partnership between our staff and patients, and plays a crucial part in encouraging independence as soon as possible.

"Families and friends can support us to encourage recovery and independence by making sure their loved one has clothes and all their independence aids with them in hospital. As we all know it's amazing the difference a person's favourite jumper or dress can make to their wellbeing and sense of identity."

The League of Friends

The Friends of Yeovil Hospital have made the following donations to the hospital since last February. In April £5,086 was donated for a pilot scheme to help elderly and sick patients improve their hydration; an 'awareness about Sepsis' wrap for the lifts for the general public; and four televisions and videos for the Intensive Care Unit for the patients use.

In June £11,439 went towards a portable intensive care transport ventilator to help very sick patients' breathing when being transported to another hospital; specially designated iPhones for screening heart patients; carbon monoxide monitors for the maternity unit; electronic baby scales for our outreach team and some dementia friendly specialised clocks for Day Theatre.

In August £17,232 will go towards fans for the Emergency Department and every ward; a specialised headset for laser treatment for the Ophthalmology Department; small wooden comforters for the dying for the Chaplaincy team and a special workbook to help with neurological rehabilitation.

The Friends provide many extra services and equipment not normally available on the NHS which enhance the experience of the patients, their relatives and the staff who care for them, particularly providing user friendly equipment and comfort enhancing items.

We receive our funding from generous legacies and donations from our local community although we rely heavily on our own Friends' Shop.

The Friends' Shop continues to be our main source of funding and we proudly donate all the profits to the hospital via The Friends Main Committee. The Shop continues to run the daily Ward Trolley Service delivering newspapers in the early weekday mornings and the general Trolley Service in the afternoons. The Friends Coffee Shop in the Emergency Department is continuing to thrive and provides yet another valuable service.

The Friends Shop, Trolley Service and Coffee Shop are all run mainly by volunteers, but to keep all of these enterprises operating successfully we need more volunteers. It is an extremely rewarding job and we welcome new members to our team to help us. Please contact Margaret Spurr, Chairman of the Shop, for more information on 01460 241181 or call into The Friends' Shop on Level 3.

The Friends' Committee meet every other month to decide on the purchasing of equipment and distribution of funds to the hospital. Please contact Anne Bennett, Chairman of The Friends, for more information about the Friends' Committee on 01935 823271.

Thank you for your support, we really appreciate it.

For more information please contact:

The Friends' Shop contact Margaret Spurr 01460 241181 or call into The Shop on Level 3 or via The Friends' Committee contact Anne Bennett 01935 823271

Yeovil Hospital A&E waiting times amongst best in England

Yeovil Hospital was one of a handful of hospitals in England to meet an important waiting time target for emergency care last year.

The hospital saw 96.9% of all patients who arrived at its Emergency Department (A&E) within four-hours, exceeding the 95% target set by NHS England.

This was despite one of the busiest winters on record for the NHS, with exceptionally high-demand causing challenges for many A&E departments. National figures showed that the overall performance for A&Es in March was 84.6%. This made Yeovil Hospital the third best performing hospital in the country in that month.



Yeovil itself saw a significant increase in the number of people attending its emergency department compared to previous years. In the year 1 April 2017 to 31 March 2018, 50,455 people attended Yeovil's emergency department, compared to 46,452 in the previous year; an increase of 4,003 people or 8.6%

Simon Sethi, the hospital's Director of Operations and Urgent Care, said:

"The fact we've been able to achieve such good performance at a time of such high demand is testament to the incredible commitment and hard-work of staff throughout the hospital and in our local health and care system. This is truly a whole-system effort."

With demand for urgent care increasing year-on-year, the hospital has had to think differently about how it cares for patients, working closely with colleagues in community and primary care (GP practices) to help people stay well and at home. Where necessary, the hospital and partners work to provide services on the same day without requiring patients to stay in a hospital bed overnight. Doing so helps people maintain independence which, for older patients, can often be severely impacted during a stay in hospital.

"There's always further improvement to be made, but we're confident that by listening to what patients and our teams tell us, and supporting them to deliver excellent care, we can continue to provide people with the very best care when they need us most. This is more important than achieving a target – it is about caring for everyone as if they're a member of our family.

Yeovil Hospital is using colour and lights to make a difference for patients with dementia



A coloured plate and flashing lights on a cup can make all the difference when it comes to a confused patient eating and drinking enough while in hospital.

Our teams at Yeovil Hospital are looking at ways to improve the nutritional intake of people living with dementia. Older people are at high risk of malnutrition and this has a clear impact on a person's health and wellbeing, combating this risk is extremely important.

Clinical Nurse Specialist Kirsty Withers said: "There are many reasons why older patients come into hospital malnourished. As we get older our appetites may reduce, you can have trouble swallowing, food can taste different, vision can be reduced and patients with dementia are particularly at risk.

"We need good nutrition and hydration to ensure our bodies can repair themselves so after surgery or a period of illness it is more important than ever."

The hospital's new meal system includes an entire finger-food menu. This assists patients who may have difficulty with cutlery as well as those who prefer to eat small amounts of food throughout the day and who may otherwise feel daunted by a full plate of food.

The Trust has also embarked on a pilot project to enable staff to evaluate the impact that the colour of food plates has on how much a person eats. There is evidence to show that coloured plates that contrast the food helps to enable those with visual impairments or dementia to see their meal and identify the food on their plate better.

This supports them to eat more. The dementia care team is currently gathering information from patients, their visitors and staff to help choose which colour plates will be put in place for the pilot.

Nurse Consultant for Dementia/Care of Older people Janine Valentine said: “We started with a small project comparing the amount of food waste between blue plates and white plates and now we are looking at comparing a wider variety of different coloured plates. Often these small changes can have a surprising impact.

“With people living longer, many of our older people are coping with a number of complicated medical conditions. Anything we can do to improve the amount of food a patient is eating is a positive step in supporting their health. Eating and drinking goes hand in hand with medicines and treatment and is just as essential to a person’s recovery.”

The hospital has also introduced bright coloured orange mugs as well as the option of tea cups and saucers allowing patients a choice, different weight options and a bit of nostalgia.

Alongside these current initiatives to ensure patients are drinking enough, the wards are piloting the use of the Droplet Drinking System.

Key Somerset-wide initiative changes lives for diabetes sufferers



With “integration” very much the buzz word when it comes to the future of healthcare, a diabetes expert from Yeovil Hospital is leading the way in Somerset, gaining an award recognising his on-going work for patients with diabetes across the county.

Dr Alex Bickerton joined the Trust in 2007 with the ambition of improving the quality of life of diabetes sufferers, and was selected as a “Diabetes UK Clinical Champion” in 2015. This set the way for the latest accolade in which Diabetes UK names Dr Bickerton as the winner of the Campaigning and Influencing Inspire Award.

The Diabetes UK award celebrates the work Dr Bickerton has done to bring Yeovil Hospital, Musgrove Park Hospital in Taunton, the community hospitals under the Somerset Partnership, Somerset CCG and Primary Care together to form a well linked-up service and ensure patients and clinical staff have all the information they need, when they need it, to give the best possible results to help them to live their lives able to control their diabetes.

Dr Bickerton said: “I’m extremely flattered to receive this award, as well as being very excited about the evolving service that is already changing the future for our patients with diabetes.

“The service has been evolving and we are now working much more collaboratively with colleagues in other Trusts as well as the community which means consistent care for our patients throughout Somerset, as well as the launch of an online self-management tool with a whole host of resources specifically targeted to each individual as they log on, as well as the patient’s blood results.”

In the year the NHS turns 70, it is clear that with more patients than ever being diagnosed with diabetes there are exciting times ahead in this field.

Dr Bickerton added: “The My Diabetes, My Way platform is continuing to evolve with plans to include notifications and reminders for patients and clinical staff as well as the opportunity to link with popular wearable devices to get a full picture of a person’s lifestyle and how small

changes can really make a difference for them. Giving patients all the information they need to manage their condition and reduce the number of medical appointments they need gives individual's their life back."

Poignant stories of illness, recovery and career paths behind NHS 70th birthday art

Celebrating the NHS turning 70, Yeovil Hospital is shining a light on the people who make it what it is.

Healthy Voices is the latest exhibition to line the walls of the outpatients' department corridor, telling the stories of volunteers, patients and staff, both past and present.

Throughout the next few months, visitors to Yeovil Hospital will see this moving portraiture exhibition by Gabriella Sancisi. The portraits are part of the 70th anniversary celebrations and each image is accompanied by a statement from the sitter describing how he or she is connected to the hospital. There are poignant stories of illness and recovery as well as references to career paths and long-service within the NHS.

Bob Norbury is featured in the exhibition. Bob is now a regular volunteer and can often be seen at the main entrance collecting for the Hospital Charity or supporting patients who have suffered a stroke. Bob was interviewed for the Healthy Voices and told his story.

Bob said: "I've lived here for 30 years and for the first 20 I didn't even go in the hospital. After I retired, I had a stroke and was sent to Yeovil Hospital. I was in there for six weeks and during that time they treated me very, very well and that's why I now volunteer at the hospital and do quite a lot of work for the Stroke ward and the charities.

"I can see the vast difference between the last eight years – physios and stroke nurses now work seven days a week and there are now more nurses on the wards than when I started."

The exhibition has been funded by the Heritage Lottery Fund and is part of a wider project collecting voices and memories relating to the NHS over the past 70 years. These recordings will form the beginnings of an oral history archive which will be available via the Community Heritage Access Centre in Yeovil.

The portraits will form part of the Hospital's Art Collection and will be on permanent display providing a visual and written insight into some of the incredible people connected to the Hospital.

Slime and squishies take a prominent place in tackling mental health issues

Little things can make a big difference when it comes to mental health conditions, as the children's ward at Yeovil Hospital is finding out.

A new initiative has seen the introduction of self-care kits. Children and teens on the ward create something personal to them, that they can keep and use in times of need as a distraction and way to manage their desire to self-harm. It starts with a box which they can decorate on their own, with a staff member or relative. They are then able to talk with the adult and work together to select items that will be a good distraction when they are struggling.

The items vary from patient to patient but include pots of slime, squishy toys, positive quotes, essential oils, mindfulness colouring books and more. The contents of the boxes are aimed at soothing the five senses and promote self sooth techniques. Parents are also able to add items from home too but it is much more than just the items themselves. The whole process starts a conversation where families are able to rebuild that communication.

It also gives staff a way of confronting the issue in a positive way, developing trust between the child/teen and clinical staff.

Paediatric nursery nurse Charlotte Drayton introduced individualised self-care kits after becoming more and more aware of the challenges some of the patients face.

Charlotte said: “When I started on Ward 10 my role was more focused on our younger admissions and assisting with their care. Whilst this is still a significant part of the role, In the eight years I have been here the role has developed as has that of my colleagues on the ward. We have observed an increase in the number of mental health admissions affecting children and young people.

“Mental health is still a taboo subject for many and it can be extremely challenging for the whole family, so anything we can do to support these patients, especially during that interim period while they wait for a CAHMs referral or intervention, can be of huge benefit.”

As her role changed, Charlotte was keen to develop her knowledge and skillset, and began a degree course in Child and Adolescent Mental Health. Charlotte added: “Self-harm is a particular challenge for an increasing number of our patients and these kits are about developing ways to manage their condition that they can continue when they leave the ward.

“They are also about rebuilding relationships with family members and giving parents a visible tool. Once a patient goes home, it may be that they are sitting in the living room with a resource from their kit and that could be an indicator for the parent that the child is struggling. Identifying this early allows us to help prevent the escalation to self-harm and can be extremely useful.

“It’s such a simple idea but extremely effective.”

Mental health problems affect around one in ten children and young people. As the numbers of children and teens admitted to Yeovil Hospital’s children’s ward for mental health conditions increases every year, the team is continually looking at ways to improve the care they receive.

The Yeovil Hospital Charity update

Thanks to donations and legacies from the public in the last 12 months, Yeovil Hospital Charity has been able to: refurbish the oncology unit; fund laser surgery equipment to make eye surgery quicker and safer; buy new patient monitors; provide a Wellbeing Officer to support vulnerable patients in A&E; purchase life-saving equipment for sick babies; fund art around the hospital; arrange live music on the wards; buy cardiac rehab equipment; pay for equipment to make hearing tests quicker and easier (and much, much more!).

How you can help

Yeovil Hospital Champions

Become a Hospital Champion by donating to Yeovil Hospital every month. Income from regular-givers means we can buy what is needed, whenever it is needed. This means that more local people will benefit from a better equipped hospital with better facilities and services. Call James on 01935 383020 or email james.kirton@ydh.nhs.uk

Leaving us a gift in your Will

Leaving a legacy gift is easier than you think and you don’t need to choose between the hospital and your loved-ones. It’s a unique opportunity to make a lasting difference. Just like the hospital’s doctors and nurses, you will be helping people at a time when they need it the most. Call James on 01935 383020 or email james.kirton@ydh.nhs.uk

Challenge Yourself

Take part in one of our events and get sponsored to get out of your comfort zone!

Abseil from the roof of Yeovil Hospital, which at 100 feet, is the highest point in Yeovil

Wing Walk and get a birds eye view of the South West from the top of a vintage Boeing Stearman biplane

Yeovil Half Marathon - be part of an amazing team of runners supporting Yeovil Hospital

Sky Dive from 15,000ft and enjoy the exhilarating feeling of a tandem skydive

Do Your Own Thing

If you have your own fundraising idea, let us know and we'll give you as much help and support as we can. Email sarah.cherry@ydh.nhs.uk or call her on 01935 383020.



Do you have family or friends who would like to become a member of Yeovil District Hospital?

If so ask them to visit the link below:

[Yeovil Hospital Membership](#)

Or they can scan the QR code on their electronic device



Governors' Surgeries

An opportunity to come and meet and engage with your local Governors of the hospital, in Outpatients, Level 3, 10:00-12:00 and 14:00-16:00:

Wednesday 26 September 2018

Thursday 25 October 2018

Thursday 22 November 2018

Thursday 20 December 2018

For more information please email: membership@ydh.nhs.uk

Membership Discounts



Have you accessed the Health Service Discounts? By being a member of the Trust you have access to exclusive deals and money saving offers on travel, mobile phones, clothing and many more. Please visit Health Service Discounts on the link below for more information: [Health Service Discounts](#)