

Round of app-lause for new technology that helps manage long term pain

The Pain Management Unit at the RBFT has launched a unique App that provides guidance and information on the management of long term pain, for both healthcare professionals and patients, whenever they need it, wherever they are.

Chronic pain is one of the main symptoms for patients suffering with neurological conditions such as fibromyalgia, multiple sclerosis and diabetic neuropathy.

Every year approximately 900,000 hospital bed days are taken up nationally with the management of patients suffering with long term pain. It is known that early and timely prescribing of analgesia contributes to better patient outcomes and could influence early discharge for those who require a hospital stay.

The new Pain App was created following feedback from patients and junior doctors, who said that although there was a plethora of useful books



and websites offering information, they wanted accurate, locally relevant, high quality information readily available when they needed it.

Dr Deepak Ravindran, Consultant in Anaesthesia, Pain and Musculoskeletal Medicine at RBFT, led the development and is delighted the App is now available: "Our aim was to create a one point source of information that would be available on mobile devices such as smartphones or tablets. The Pain App provides quick and easy access to information about all painkillers currently available at the

Royal Berks, along with suggested regimes for many different drugs.

"It is hoped the new technology will support junior doctors and GPs, and provide confidence in starting appropriate analgesic medication for patients early. Users can be confident that the guidelines and information in the application are an accurate reflection of the advice given by the RBFT Pain Management Unit."

Reading West MP, Mr Alok Sharma, was very interested to hear about the latest development: "Living with

chronic pain can be incredibly debilitating, so good pain management is crucial. The Pain Management Unit at RBFT is well known for its excellent care and forward thinking approach.

"Ultimately, of course, the best source of advice for pain management, or indeed other ailments, is a qualified healthcare professional. The App is an excellent additional resource, not only for healthcare professionals, but also for patients as an educational tool for self-management."

Dr Ravindran added that special thanks should go to The Reading and District Fibromyalgia Support Group and the West Berkshire Neurological Alliance (WBNA), for their support and donation of £1500 towards the project.

Healthcare professionals and patients can access the MicroGuide App through the App store for iOS devices or Play store for android devices, and then follow instructions to choose the correct guide for the Royal Berkshire Hospital.

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Message from CEO, Steve McManus

I am delighted to have started at the Trust, and over the past few weeks have been out and about across the organisation meeting many, many people. It is clear to me already the passion and pride that is felt by staff for the services they provide to our patients. I have been really impressed with the commitment shown by everyone I have met.

I have also met some wonderful people from the community. In early January, I spent time at the Sikh Gurdwara in Earley, at the launch of their new community initiative called 'Chai and Chat'. I was invited to talk about the hospital and afterwards I had a queue of people wanting to tell me about the positive experiences they have had regarding the care they, or their relatives, have received from our staff. I was also there to receive two Jeena Suitcases and BabyBags, full of useful items for vulnerable or homeless women within our maternity service who may benefit from such support. Jeena is a local

charity that seeks to support vulnerable individuals in a range of different ways. Jeena's founder, Rani, told us that we were the first hospital to receive these.

This community spirit and engagement is one we need to harness and build on. I am finding that there is so much goodwill out there for 'the Royal Berks' and we need to nurture and protect this. We have also experienced another aspect of the community's view of our services in relation to the Hydrotherapy service. We have received concerns from a range of community and patient groups regarding our proposed closure of the service, as well as representation from our local Members of Parliament, on this issue. This is, in part, what led to the Board's decision to postpone the closure of the Hydrotherapy pool whilst we also look at the longer term clinical requirements for the hospital site in Reading. Over the coming weeks we will be working hard to ensure that we have engaged with our patients and the support groups that have asked



us to review the decision. I also want to hear the views of our Members regarding the Hydrotherapy service, so please do let me know what you think via email at steve.mcmanus@royalberkshire.nhs.uk

These examples of community input has really underlined to me just how much the Royal Berkshire is part of the local community, and that we have a responsibility to engage with the public about how we currently deliver our services, and our plans for the future.

I understand just how challenging it is at the current time for the NHS, and for the Trust and am looking forward to working hard with all our staff to deliver what is expected of us for our patients, and to widen our engagement with our community.

Update from the Chairman, Graham Sims

Hello everyone, it is with great pleasure that I write some opening comments to this edition of Pulse.

You will remember the plans the Board and I put in place to secure an excellent new CEO for the Trust. Well, at the beginning of January, I was delighted to welcome Steve McManus to the Royal Berkshire. His appointment signals the next phase of the evolution of our Trust and the scaling up of the wider improvements in our operational performance and strategic plans to ensure we meet the considerable challenges the NHS faces.

Steve and I have already started to develop our focus on solving some of our issues within the context of a wider health system in West Berkshire and the NHS nationally. A fundamental part of this is working more closely with our partners to completely change the way we deliver health and social care services; to ensure the health needs of people in our community can be met within the resources available.

So that everyone is more knowledgeable

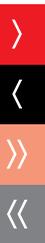


of the facts and real actions and rationale for decisions we make, I am introducing a much clearer method of engagement and inclusion for our Governors and through them, to you, our wider membership. This will include looking at how we communicate and how Pulse feeds into that plan. I will be briefing all Governors either directly, or

by way of a fortnightly Chairman's update to ensure they are better informed on what is happening to improve your Trust.

Finally, I must acknowledge the pressure on the Trust, it has been intense. We are facing the same challenges as the rest of the NHS nationally. Thankfully the Royal Berkshire is performing better than most....nevertheless, we still have much to do. I feel sure that with the wonderful, professional and dedicated teams we have here we can get through this.

Thank you for your support as always and, I hope a new re-energised Pulse will enable even greater sharing of success going forward.



RBFT staff challenge colleagues to get fit and healthy

In January, the Occupational Health team hosted a week of events and incentives to promote health and wellbeing for staff.

The week kicked off with an emphasis on health and fitness, with a number of local council-led and private gyms including Northcroft Leisure Centre, David Lloyd, Simply Gym, Buzz Gym and Anytime Fitness, offering a range of membership deals to help and encourage staff to improve their fitness.

Other themes during the week included weight loss with representatives from Slimming World and Eat4Health – a local healthy eating initiative, smoking cessation, and alternative therapies including Tai Chi and Shiatsu. The week culminated in encouraging staff to look after their mental wellbeing with various incentives such as a mindfulness course, yoga

classes, and resilience training.

Staff were also able to challenge their colleagues to a game of table tennis at lunch time, to help relax and take a break from their duties. The Occupational Health team was also on hand to take blood pressure for any staff wishing to make a personal commitment to improve their overall health and fitness.

Mary Sherry, Chief Operating Officer and Deputy Chief Executive, said: "We had a great response from staff, the week was a real success – it's super to see so many staff taking an interest in the opportunities highlighted to improve their health and fitness. We know we all need to do more in this area, and this initiative has created quite a buzz on the subject, with staff prompting each other to take part in various activities."

New Nursing Associate roles

Caroline Ainslie, Director of Nursing, was delighted to announce that the Trust has been chosen, along with other trusts across the Thames Valley, to be included in the second wave of pilot areas to train Nursing Associates.

Nationally 2,000 Nursing Associates will commence their training this year, and the Trust is very excited that through our involvement in the pilot programme, we will be able to help influence and shape this new role.

The Nursing Associate role will sit alongside existing nursing care support workers, offering higher level support to registered nurses. Its introduction is pivotal to providing the workforce we need to continue to provide high quality care for our patients in the future. The Trust will be offering five training places as part of this pilot.

Seeing things from a different perspective

Patients brought friends and family to a special event hosted by the Trust's eye team, so they could find out more about what it is like to live with low vision.

"Losing your vision is much easier when those around you are aware and have the confidence to tackle issues with you," explained Sarah Short, Senior Eye Clinic Liaison Officer.

"In clinic, patients often say that their families and friends don't understand what they are going through with their low vision; saying things like 'over there' and pointing. Many patients say they wish they could show loved ones what it is like to live practically and emotionally with their condition. Our event last week gave them the opportunity to do just that."

24 people attended the successful and fun evening, where they discussed common eye conditions and barriers to independence, along with the emotional consequences of sight loss. Attendees then split into groups to practice sighted guiding techniques, with guests with full vision invited to carry out practical activities whilst wearing special glasses that simulate low vision.

The Ophthalmology team at the Royal Berks knows it is important to treat not only the clinical aspect of a person's eye

condition, but also understand the huge emotional and social challenges that patients face when diagnosed with a sight threatening condition.

"We need to reassure our patients that we are there to guide them and help them to continue to thrive. Support events like this are so important and we are very excited to be arranging another event at the Prince Charles Eye Unit in Windsor in the summer," said Sonya Nikchevska, Eye Clinic Liaison Officer.

"Feedback we have collected has been very positive: "so helpful and informative, we learned a great deal", and "this evening helped us understand issues that are really a problem, for example, support groups, where to look for information and advice, and how to deal with stairs, chairs and gaps – thank you", she added."

Summing up the evening Arinder Channa, Senior Orthoptist concluded: "It was literally eye opening to see the struggles and challenges that patients face at home, as clinicians we are not often privileged to this.

"We were delighted that the evening was so well received, and would like to say a huge thank you to the Reading Mobility Team at Guidedogs for helping us run the event."



Thank you

A big thank you to all our supporters, donors and volunteers, who have worked tirelessly to help raise funds for our Trust. It is impossible to name

everyone, so on behalf of the Royal Berks Charity, a very big thank you for everything you do in support of our work.

If you would like to find out

more about how you can get involved with helping to raise funds for the Royal Berks Charity, please visit our website or contact the team on 0118 322 6969.

The RBC Soapbox Challenge

The Royal Berkshire Charity is delighted to introduce a new and exciting event to its 2017 fundraising calendar – The RBC Soapbox Challenge.

The non-motorised racing event, which will be held at Englefield Park on Saturday 19 August, will challenge entrants to design and build imaginative soapbox dream machines and then, individually, speed down the hill in a timed run. Each machine will be hand-made and fuelled by nothing but courage, adrenaline, and the force of gravity.



So gather your colleagues and friends together, challenge your skills and bravery, and join in the thrills, spills and laughter at this fun event. More

information can be found on the Charity pages of the Trust website or contact the Charity office on ext 8860.



Golf Day

The 2017 Charity Golf Day will take place on 15 September. For further information, please visit: <http://www.royalberks.beingbuilt.uk/event/golf-day/>

Last year's event raised a staggering

£12,000 for the Breast Screening Clinic, to enable the purchase of a Faxitron machine – a specialised piece of equipment that cost £47,00. Many thanks to everyone who has supported this appeal, together we made it!

Open challenges

There are a number of companies who arrange challenges which individuals, groups of friends, or teams can sign up for and raise money

So if you fancy taking part in an adrenalin fuelled activity and raise money for the Royal Berks Charity at the same time, here are a few ideas that you might like to consider...

Abseiling down Avon Gorge, TrekFest in

the Brecon Beacons, Wing Walking, Isle of Wight Challenge, Sky Diving, Trekking across the Lava Fields in Iceland, Glacier Trek – Iceland, Horse riding in Mongolia, English 3000s Trek (Lake District), London to Paris Bike Ride and Tough Mudders.

For further information about any of these events please email june.leadhead@royalberkshire.nhs.uk or contact the team on 0118 322 6969.

Freedom to Speak Up Guardian

Joan Potterton is the Trust's new Freedom to Speak Up Guardian. Joan has taken on this role, in addition to her job as Assistant Director of Nursing and Head of Clinical Education and Practice Development. She is very excited about taking the Freedom to Speak Up agenda forward in the Trust.



About the role

The appointment of Freedom to Speak Up (FTSU) Guardians in NHS trusts was recommended by Sir Robert Francis, following his review and subsequent report into the failings in Mid-Staffordshire. In July 2015, the then Secretary of State confirmed the steps needed to be taken to develop a culture of safety, and supported Sir Robert's recommendations.

What is an FTSU Guardian?

FTSU Guardians have a key role in helping to raise the profile of raising concerns in their

organisation and provide independent, confidential advice and support to staff in relation to concerns they have about patient safety and/or the way their concern has been handled.

Guardians don't get involved in undertaking investigations, but help to facilitate the process of raising concerns where needed, ensuring organisational policies are followed correctly.

Patient Leaders needed

An exciting volunteering opportunity has arisen which will really make a difference to patient care. The Patient Leadership Programme will give you the opportunity to effectively influence our health care agenda. Interested? Apply now to become a Patient Leader.

The Patient Leadership Programme aims to provide a safe, friendly and relaxed environment which encourages open discussion and mutual regard for each other's views and opinions. It is our intention that you enjoy taking part in the programme and also feel challenged and stimulated by what takes place. A series of five training workshops and a staff shadowing exercise will prepare and support you before you become a Patient Leader; this includes an overview of the concept of Patient Leadership. By the end of the training workshops you will have developed skills in:

- effectively influencing the quality agenda
- working collaboratively with others
- having the confidence to suggest improvements to enhance patient care and patient experience.

You will have the opportunity to be involved in:

- consultant and nurse Interviews

What some of our current Patient Leaders say...

From a Patient Leader's perspective, the RBH scheme offers volunteers an interesting and different route to involvement in a complex organisation. As it develops perhaps matching the Patient Leaders' skills, knowledge, experience and availability to projects and events could maximise their patient focussed contribution.

I became a Patient Leader to try to help improve the quality of care for patients. In the process I have met kind, caring and compassionate people. I have also become aware of the pressures on the NHS. I still believe that by listening to each other we will make a difference.

Patient Leaders can get involved at all levels for as long or short a time period as you have to offer. The learning that patient leadership offers is an ongoing and exciting activity with curiosity and dogged determination being the only real qualifications needed. I would recommend it without reservation.

I have been very impressed by the professional way the hospital leadership programme – recruitment, training and administration.

- ward inspections
- patient surveys
- patient led assessments of the care and environment (PLACE)
- clinical governance meetings and staff training.

You will also have the chance to suggest new projects and be a real

part of decision making and our strategic direction.

More information is available from:
maria.walker@royalberkshire.nhs.uk
– Patient Experience Facilitator
0118 322 7446;
andrew.kilby@royalberkshire.nhs.uk
– Patient Experience Facilitator 0118 322 6893.

Excellence as standard

The Trust's annual Staff Excellence Awards are a way of recognising individuals and teams who go above and beyond the high standards displayed every day at the RBFT.

The second annual Staff Excellence Awards event, held in November 2016, gave staff an opportunity to acknowledge and celebrate the achievements and commitment of colleagues across the organisation for the important work they do.

Nominations were received from staff and members of the public, and our judging panels certainly had their work cut out in choosing last year's award winners from the many entries.

On opening the ceremony, Graham Sims, Chairman, said: "Although things are currently very tough in the NHS, the Board understands and recognises that people are working harder and increasingly having to do more with less.

"However, the spirit of the Trust, the endeavour, the commitment, the motivation of the staff who work here continues. It's absolutely essential that we take time out of the day to day schedules to celebrate, recognise and reward your successes and achievements."

The eleven award categories and the winners were:

The Clinical Achievement

Award: recognises the outstanding contribution towards the implementation of a new service, or instigation and delivery of a service redesign in a clinical area, resulting in efficiency improvement, patient care or patient satisfaction.



Winner: Alifiya Sachak, Speech and Language Therapist, for her innovative approach to teaching domestic staff with English as a second language, how to administer drinks and food safely to stroke patients. Alifiya designed a handbook written in English, Punjabi and Polish and used pictures to teach each member of the domestic teams.

The Non-Clinical

Achievement Award: recognises outstanding contribution

towards the implementation of a new service or instigation, or the delivery of a service redesign in a non-clinical area.



Winner: Medical Records Support team for embracing the changes to their system and tackling significant issues in the medical records library, which had become overcrowded with boxes of records to be sorted, filed and checked out.

The Executive Director of

Nursing Award: recognises the nurse, midwife or allied health professional who has demonstrated outstanding inspirational leadership to a team or clinical project. It recognises those who promote on-going service improvement, delivering an effective and efficient service through a highly engaged and productive workforce.



Winner: Trisha Burnett, Emergency Department Staff Nurse, who goes above and beyond in her role every day. During her 23 years in the department she has trained countless numbers of staff in the art of ED skills and how to provide a truly holistic approach to nursing.

The Award for Achievement in Learning and Development:

recognises an individual or team who have made significant and lasting contributions to developing others in the organisation through training, mentoring, education or development.



Winner: The Orthopaedic Senior Nurse team who developed a new and unique rotational Orthopaedic graduate scheme which will increase the knowledge and skills of our orthopaedic nurses, but also retain and potentially attract new nurses to the department.

The Working in Partnership

Award: recognises the work staff undertake in partnership with colleagues within the NHS or other local, regional, national organisations and service providers to the hospital, to improve healthcare outcomes, patient experience and organisational performance.



Winner: Jill Gillespie-Shahabi, recognised for demonstrating exceptional leadership, partnership working and enthusiasm not only across the organisation, but also the work she carries out with partners in local authorities and with local NHS partners.



Excellence as standard – continued

The Volunteer of the Year

Award: recognises volunteers who have made an outstanding contribution to patients' experience. This includes areas such as fundraising, patient care, administration support or customer care amongst others.



Winner: Kirsty Hill, who is a passionate and active member of the Parents Panel, a group of parents/carers and staff working together in partnership with the aim of facilitating the recognition of RBFT as a Centre of Excellence. Kirsty went above and beyond in her work for paediatrics during 2016. As part of the Picker Action Plan, Kirsty took time to independently talk to children and their parents on the care they received. Her work led to immediate changes to increase the quality of care and experience, such as changes to signage in the

parent's kitchen, clocks in all the bays and the promotion of a bay for teenage children.

The RBFT Charities Award: recognises staff who have made an outstanding contribution to the work and achievements of the charity or acted as an advocate and contributed ideas and improvements to the way in which the charity operates.



Winner: The 'Pass the Pinard' team who cycled from Truro to Newcastle, to raise funds for training equipment for the Maternity practice development service.

The Unsung Hero Award: recognises staff members who consistently make the extra effort and go above and beyond their normal duties with their colleagues, patients or visitors.



Winner: Natasha McCann who works on Truetta and Heygrove wards, was described as being an asset to this Trust. She received several commendations for this award, including wonderful feedback from the Palliative Care team who described how calming and helpful she was in caring for patients at the end of their lives, and making the families feel as though they were her only priority.

The Chairman's Award: recognises an outstanding contribution in raising the external profile of the Trust over the last year.



Winner: Dr Apurba Chatterjee who with his team set up and developed the Hip Fragility Unit leading to improved outcomes. In addition to this Apurba worked with patients on a trial of a laser cane which has featured in the news.

The Chief Executive's Award: recognises the outstanding contribution towards the Trust's vision to provide safe, caring, efficient and locally engaged services.



Winner: The Rheumatology Specialist Nurse Team led by Clinical Nurse Specialist (CNS) Sara Burton, the six nurses provide innovative solutions to the management and burden of chronic long-term conditions. The members of the CNS team are Linda, Donna, Bonita, Kim, Zeljka, Helen and Esther. With increased demand of managing a chronic long-term illness such as arthritis, the nurses have provided a solution through the integrated DAWN monitoring service.

Making A Difference Award:



Before the ceremony drew to a close, Jean O'Callaghan wanted to recognise the work of Kevin Staniforth, popularly known as Stan the Man!, an individual who has made a significant difference in the Trust. Jean described Stan as being "a real walking morale boost". A regular fixture around our hospital and our other sites and often seen wearing a big yellow onesie! In addition Stan has raised thousands of pounds for local charities including RBH Charity and Children in Need and as a result was awarded the British Empire Medal for his charitable services.

Stan said: "I'm so thrilled. I love working at the Royal Berks and my role within the Trust provides me with the opportunity to do charity work and the amazing people I meet as a result. Thank you once again."



Partnership working helps to support older patients

The Trust works with many partners to ensure the best possible outcomes for patients. Staff from the Therapies Department are delighted with their collaboration with Reading Voluntary Action (RVA) Social Prescribing service.

The Social Prescribing service helps patients link with community activities to improve health and wellbeing, and their regular visits to the hospital are proving to be a great success.

Sarah Martin from the Social Prescribing team said: "People are often unaware of the support and activities available to them in the community, or where they can go to find out. Visiting patients before they are discharged gives us an opportunity to encourage people to look at things they would like to change using a simple tool called the Wellbeing Star. This can help them identify areas in their life where local activities and support could help them feel better and more confident."

Sarah Morland from RVA added "We work closely with a range of voluntary organisations, including Age UK Berkshire's Living Well project, to ensure



that we can link patients to the most appropriate support."

The Occupational Therapists and Physiotherapists have been instrumental in building the new relationships and are supporting attendance at the Falls clinic and Hurley ward.

Moyra Pugh, Lead OT said: "Working in close partnership with other local

organisations helps to create a more joined up system of care and support for our patients. Social Prescribing very much supports a patient's return to their own homes, giving them a contact in the community to talk through ideas or concerns.

"We are delighted to have them on board and look forward to a long and rewarding partnership."

New ED Extension



In November, the Trust invested in a new extension for the ED, to help meet the rising demand over the winter and improve patient care. The new extension formed part of the plans to support the new ways of working, ahead of the winter and help ease pressure on the existing emergency department.

The extension, funded by the Trust, provides eight additional cubicles where patients brought into the ED by ambulance, will be seen and assessed before being

transferred to the most appropriate area for the continuation of their care.

Installation started in mid-October with the ground works for the installation finishing to plan. The last stages of installing medical and IT equipment was completed and tested in the week prior to the unit being opened. Patients arriving by other means will continue to use the main emergency department entrance.

You can view our video on YouTube <https://www.youtube.com/watch?v=Q304fN4oA8I>

More than 'Jam and Jerusalem' for the WI



Sharon Herring, Director of Nursing for Networked Care, and Maria Walker, Patient Experience Facilitator, warmly welcomed members of the Berkshire Women's Institute to an afternoon of learning and discussion on the care of patients in hospital with dementia.

Sharon explained: "The Women's Institute nationally selected 'Appropriate Care in Hospital for People with Dementia' as their 2016/17 resolution. With this in mind we felt this would be a perfect opportunity for us to showcase our dementia friendly wards and invite the group to learn more about our dementia strategy and encourage collaborative working.

"It was a great privilege to meet

Marlene Voke, County Chairman of the Berkshire Federation of the WIs and other members of the group, and to have the opportunity to discuss the work we do to support our patients with dementia and their carers.

"We are currently trialling the use of purple bands to help staff identify patients with dementia who may need additional help or supervision. Worn by the patients, the bands are easily visible enabling staff to provide the most appropriate care.

"We like to encourage our patients to get up and dressed to avoid loss of functionality, and are currently launching a project called 'dressed for dignity'. However, in the past we found that many patients' slippers and socks

provided a hazard as they were slippery on the ward flooring. To address the problem dementia friendly flooring has now been laid throughout all of the elderly care wards, and along with special non-slip slipper socks, this has helped to reduce the number of falls."

Following the session, the group enjoyed a tour of the elderly wards, including the cinema room and reminiscence rooms, specially designed for patients with dementia.

Berkshire WI member, Sue Godwin said: "Visiting the hospital today has given me a much better understanding of how patients with dementia are cared for and what happens in a hospital – things I would never have known. It has been a very informative and worthwhile visit."

Hospital appeals for more organ donors



Rory Collier is one of the specialist nurses responsible for matching those waiting for a transplant with potential donors admitted to the Emergency Department and Intensive Care Unit at the Royal Berkshire Hospital and other hospitals in the Thames Valley area.

"One donor can save or transform up to nine lives and many more can be helped through the donation of tissues. If you want to help people after you have passed away there is no greater gesture than becoming an organ donor," said Rory.

"People often think you have to be a perfect physical specimen which isn't true. You can donate up to the age of 85 and just because you have some long term medical problems or drink in moderation it doesn't exclude you from being able to donate."

Donor figures have increased considerably since a national taskforce was introduced eight years ago but sadly three people still die every day waiting for a transplant and demand always outstrips supply.

Rory's job includes choosing the appropriate time to raise the possibility

of donation with loved ones if the patient is unlikely to recover. He said: "It calls for tact and diplomacy because relatives are overwhelmed with what has happened and the last thing I want is to be seen as an opportunist.

"We encourage everyone to join the NHS Organ Donor Register and to tell their loved ones, so that they are aware of their wishes. Often families are not aware which can make it difficult for them".

Gaining consent from the family is just the start. Once consent is granted, a full physical assessment of the donor needs to take place, followed by organ matching via the national database, organising a specialist surgical team to perform the organ retrieval and making arrangements to transport the organs to the recipients anywhere in the country.

The time frame from retrieval to transplant can be as little as four hours for a heart and lungs with surgical teams on standby at both ends. A liver transplant can take place up to eight hours later while kidneys have a little longer with up to a 20 hour window.

For more information, visit www.organdonation.nhs.uk

Consider all healthcare options and help relieve the pressure on A&E

With the winter bringing more ill-health amongst all age groups, demand on the health system is increased, with attendance at the accident and emergency department at the Royal Berkshire Hospital particularly affected.

In hospitals' Emergency Departments (A&E), priority is given to patients with very serious and life-threatening conditions such as loss of consciousness, suspected heart attack or stroke, severe breathing difficulties or severe bleeding that cannot be stopped. If you fall into these categories, please come to A&E immediately so we can care for you.

If you, or someone you care for, is feeling unwell, there are a number of

ways to get the right care.

Self-care is often the best choice to treat very minor illnesses and injuries. A range of common winter illness and injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest.

You don't need an appointment to see a pharmacist and some pharmacies now have private consultation areas, so they are a good first port of call. Your pharmacist will say if you need further medical attention.

Your doctor's surgery can advise on most health conditions. Out of hours, the NHS 111 service is an excellent first point of call for medical advice.

They know where to go, do you?



For minor injuries or illness you can also attend a Walk In Centre or Minor Injuries Unit: these services are run by a team of highly qualified clinical practitioners with a lot of expertise in the treatment of minor injuries including deep cuts, sprains and strains, broken bones (fractures), bites and stings (including problems): minor eye infections, scratches or something lodged in your eye.

If you are not sure please call NHS 111 for advice or to be directed to the best local service to treat your injury or illness.

We are lucky in West Berkshire, as many services are available:

Reading Walk In Centre, Broad Street Mall, 1st Floor, 103-105

Broad Street Mall, Reading RG1 7QA: open from 8am to 8pm, seven days a week including weekends and bank holidays (managed by Virgin Care)

Bracknell Healthspace Urgent Care Centre, Eastern Gate, Brants Bridge, Bracknell, Berkshire, RG12 9TR (managed by Berkshire Healthcare NHS Foundation Trust) open from 8am to 8pm, seven days a week including weekends and bank holidays

West Berkshire Community Hospital Minor Injuries Unit, London Road, Benham Hill, Thatcham, Berkshire RG18 3AS: open from 8am to 10pm

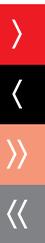
St Marks Hospital Urgent Care Centre, St Marks Road,

Maidenhead SL6 6DU (managed by London North West Healthcare NHS Trust) open 8.30am to 5pm (9-1 weekend)

Townlands Memorial Hospital Minor Injuries Unit (managed by Oxford Health NHS Foundation Trust), York Road, Henley-on-Thames, Oxfordshire, RG9 2EB open from 9am to 8pm

Wallingford Community Hospital Walk In Centre, Reading Road Wallingford OX10 9DU (managed by Oxford University Hospitals NHS Foundation Trust) Open Monday to Friday 0830 – 6.30 pm. Closed at weekends

Upton Hospital Walk In Centre, Slough – open 8am – 8pm 365 days per year.

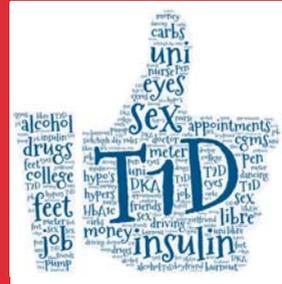


First Young Adult Diabetes event for Trust

The Young Adult Diabetes team held their first event for young people with Type 1 Diabetes in December and was delighted with the feedback of attendees.

The event included various topic stations ranging from driving, benefits, living away from home, sexual health, drugs and alcohol, along with a question and answer session with a facility to submit questions anonymously.

Sponsored by a number of local companies the evening



also offered top tips, goodie bags, food and refreshments, and a raffle. Some of the great prizes included a Libre handset and sensor, Skull Candy headphones, and iTunes

vouchers.

Young People Diabetic Nurse Specialist, Boikie Osupeng said: "Type 1 Diabetes is a lifelong condition and, if untreated, it can cause very serious health problems. The Trust has a range of outpatient services for children and young people with diabetes and we actively want to see our patients manage their condition well and lead full lives, despite the medication and on-going management of their diabetes."

Hydrotherapy update

Following the announcement that the hydrotherapy pool at the RBH would be closing on 31 March 2017, and subsequent meetings held with those who have raised their concerns, the Trust Board has agreed to defer the closure of the pool until 30 June 2017.

During this period the pool will continue to be fully operational; the Trust will clarify its Clinical and Estates strategies in relation to

the hydrotherapy service and work with local partners, and the stakeholder engagement group, to address questions raised by MPs and local patient representative groups.

Chief Executive, Steve McManus, also committed to set up a series of engagement events with interested parties to enable further discussion regarding the future of a hydrotherapy service in Reading.

Local hospital nurse nominated for leadership award

Carol Thatcher a practice development nurse at the Trust, has been shortlisted and is a finalist in this year's NHS Thames Valley and Wessex Leadership Recognition Awards.

The Awards celebrate NHS leaders at all levels and professions who have ultimately improved people's health and the public's experience of the NHS, and who we are truly proud to work alongside.

Carol will learn whether she has won the Award at the TVWLA Leadership Summit and Awards Ceremony on Thursday 2 March where the winner of each award category will be announced.



Trainee anaesthetist wins Royal College of Anaesthetics (RCoA) award

Dr James Sheehan, a trainee anaesthetist at the Trust, has been recognised by the RCoA for his outstanding contribution to clinical research, particularly in relation to the National Institute for Health Research Clinical Research Network Portfolio research studies.

Applicants to the awards were required to outline their contribution to the leadership of several NIHR CRN Portfolio studies.

James will be presented with his award at the RCoA Anniversary Meeting in March 2017."

Royal College of Physicians Excellence in Patient Care Award

Dr Caroline Higgins, Consultant Dermatologist has been shortlisted in the Royal College of Physicians Excellence in Patient Care Awards for her outstanding contribution to the

medical profession. Caroline will learn whether she has won the award during the conference dinner on the first day of Medicine 2017: RCP annual conference, on Thursday 16 March.



Congratulations Dr Waldmann

The Trust is delighted to announce that Dr Carl Waldmann, Intensive Care Consultant, has been appointed the new Dean of the Faculty of Intensive Care Medicine (FICM).

Dr Waldmann has worked at RBFT for 30 years and is well known and respected by

colleagues. He led the establishment of the Rehabilitation after Critical Illness service; an outpatient clinic which supports patients after their stay in intensive care.

On receiving his new appointment Dr Waldmann said: "It's a great honour but

comes at a very challenging time. I hope I can do justice to the job."

The FICM is the professional body responsible for the training, assessment, practice and continuing professional development of Intensive Care Medicine doctors and practitioners in the UK.



Council of Governors

The Council of Governors at its meeting on 5 December undertook one of their statutory duties and re-appointed Alison Hill as Non-Executive Director for a further one year term of office. Alison has wide experience in the health service, and has been a Non-Executive at the Trust since 2013.

The Council of Governors also recently reviewed the composition of partner governors and agreed that the composition should be amended to include a representative from either the University of Reading or the University of West London.

This does mean that the Youth Representative role has been removed. However, we anticipate that the introduction of a partner governor from a local university will help strengthen links with younger members and help us in developing a more representative membership.

If you are interested in becoming a governor or would like any further information please visit our website:
<http://www.royalberkshire.nhs.uk/council-of-governors.htm> or email foundation.trust@royalberkshire.nhs.uk

Gold rating for Work Experience Quality Standard

The Learning and Development team was thrilled to receive Gold rating in their recent Work Experience Quality Standard accreditation. The Standard is a national accreditation which provides external quality assurance to ensure organisations are providing high quality work experience and employability programmes.

The Standard covers a variety of areas such as work shadowing, work experience, apprenticeships, volunteering and Project SEARCH. Each of these is assessed through a variety of categories including:

- Organisation
- Planning the placement
- Starting the placement
- The placement
- Conducting reviews



- End of placement

Recent work experience placement, Luke Barlow, said: "I hoped to gain an awareness of what working in the NHS was really like. I wanted a realistic outlook on the pressures and responsibilities that I would have to handle every day if I were lucky enough to become a doctor.

"During my two days I observed a variety of clinics, scans and treatment techniques. I think the over-riding impression from my time was the friendliness and support the staff have towards one another and to the patients."

Claire Dhaffir, Widening Participation Officer/Work Experience Coordinator told us: "Getting Gold standard signals to prospective candidates that we are offering good quality work experience. The nationally accredited frameworks ensure that we are delivering comprehensive programmes that help us to develop a structured talent pipeline for the organisation. This helps us to stand out as an organisation dedicated to offering fair, supportive and high quality training."

Welcome to our new Governors

We are pleased to welcome:

Ruth Evans: Partner Governor, University of Reading

Shirley Anstis: Partner Governor, Alliance for Cohesion and Racial Equality

John Bagshaw: Public Governor, West Berkshire & Borders

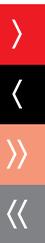
If you would like to contact the governor for your area, please email Emma Sampson, our Deputy Trust Secretary on foundation.trust@royalberkshire.nhs.uk

Members' Event – Stroke Services – Dr Andre Van Wyk

Over 25 members attended our membership event on 16 November 2016 at Townlands Memorial Hospital, Henley on Thames. The event was hosted by Tony Lloyd, Public Governor, Wokingham and was attended by Public Governors Jon Andrews, David Cooper and Angelina Lewis.

Dr Andre Van Wyk, Elderly Care Consultant and Medical Lead, gave a presentation on stroke services at the Trust. The presentation provided an overview of the types of stroke, symptoms, impact and the management of stroke at the Trust.

Members said that the event highlighted 'the great improvement in stroke care' and 'why the Trust is a centre of excellence'.



Membership Engagement

The Trust is committed to meaningful engagement with its Members. We carried out a data cleanse in August 2016 and removed Members for whom we did not have email addresses. This was because our membership database, originally created in 2006, held over 17,000 public Members but a significant number of data entries were incomplete.

Members are still welcome to register even

without an email address and they will be able to participate in governor elections which are circulated by post. However, we will be able to stay in touch with our Members more regularly through email.

If you wish to become a Member or believe that you may be one of our Members who have now been removed, please contact the Membership Office on 0118 322 7405 or email foundation.trust@royalberkshire.nhs.uk.

Governor Elections

Elections are due to be held in the next few months to fill the vacant posts on the Council of Governors of the Royal Berkshire NHS Foundation Trust.

The Council of Governors holds the Board of the Trust to account and represents the community, our stakeholders and approximately 9,000 members of the Trust. The Council is responsible for some key

actions such as appointing the Chairman and non-executive directors, and the auditors. It also provides a unique perspective on what patients and public want of the Trust.

Further information on the role and election process can be found on our website <http://www.royalberkshire.nhs.uk/council-of-governors.htm> or call on 0118 322 5364

For further information, please use the following details:

WEBSITE: www.royalberkshire.nhs.uk
EMAIL: foundation.trust@royalberkshire.nhs.uk
TEL: 0118 322 7405
POST: Foundation Trust Membership Office, Royal Berkshire NHS Foundation Trust, London Road, Reading RG1 5AN

Social media:

@RBNHSFT
www.facebook.com/RBNHSFT
 Instagram @royalberkshospital

Register of Governors

The following is the register of Governors of the Royal Berkshire NHS Foundation Trust. It is maintained by the Trust Secretary who can be contacted on 0118 322 5335

READING

Ms Deborah Sander^^
deborah.sander@royalberkshire.nhs.uk
Dr Sunila Lobo^^^
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Vacant^
Mr Jon Andrews^
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Mr David Cooper^
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WOKINGHAM

Mrs Angelina Lewis^^^
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Mr Tony Lloyd^
tony.lloyd@royalberkshire.nhs.uk
Mr Paul Gupta^^
paul.gupta@royalberkshire.nhs.uk

EAST BERKSHIRE & BORDERS

Mr Jeremy Butler^
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Vacant*
Mr Spike Humphrey^^^
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WEST BERKSHIRE & BORDERS

Ms Gwen Mason^^
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Mr John Bagshaw^^^
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Vacant^

SOUTHERN OXFORDSHIRE

Vacant^^

VOLUNTEERS

Mr Ian Clay^^^
ian.clay@royalberkshire.nhs.uk

STAFF

Vacant**
 Health Care Assistant/Ancillary
Mr Steve Sellwood^^
 Administrative, clerical and management
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Dr Charlie McKenna^
 Medical and dental
charlie.mckenna@royalberkshire.nhs.uk

Mr Filipe Morgado^
 Allied Health Professionals/Scientific
filipe.morgado@royalberkshire.nhs.uk

Vacant^^
 Nursing and midwifery

PARTNER

Ms Wendy Bower
 Berkshire West Federation of Clinical Commissioning Groups
wendy.bower@royalberkshire.nhs.uk

Ms Jennie Ford
 Berkshire East Federation of Clinical Commissioning Groups
Jennie.ford@royalberkshire.nhs.uk

Mrs Shirley Anstis
 Appointed by Alliance for Cohesion and Racial Equality
shirley.anstis@royalberkshire.nhs.uk

Mr Peter Dooley
 Appointed by Berkshire Carers Service
Peter.dooley@royalberkshire.nhs.uk

Councillor Bet Tickner
 Appointed by Reading Borough Council
bet.tickner@royalberkshire.nhs.uk

Councillor Richard Dolinski
 Appointed by Wokingham Borough Council
richard.dolinski@royalberkshire.nhs.uk

Councillor Gordon Lundie
 Appointed by West Berkshire Council
gordon.lundie@royalberkshire.nhs.uk

Dr Ruth Evans
 Youth representative appointed by The University of Reading
ruth.evans@royalberkshire.nhs.uk

** Governor constituencies which were due for election in 2016
 ^ Governor constituencies which are due for election in 2017
 ^^ Governor constituencies which are due for election in 2018
 ^^ Governor constituencies which are due for election in 2019