

Recovery →



Great Western Hospitals
NHS Foundation Trust



What makes us Great

2022 edition

Great People
Great Place
Great Western Hospitals

Our vision and strategy

Our Vision



We will deliver great joined up services for local people at home, in the community and in hospital, helping them to lead independent and healthier lives.

Our 4 Pillars

What we'll be known for



Outstanding patient care and a focus on quality improvement in all that we do



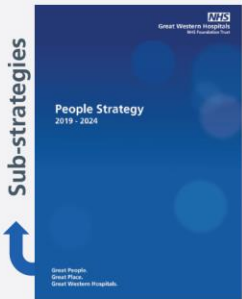
Staff and volunteers feeling valued and involved in helping improve quality of care for patients



Improving the quality of patient care by joining up acute and community services in Swindon and through partnerships with other providers



Using our funding wisely to give us a stronger foundation to support sustainable improvements in quality of patient care



People Strategy



Equality, Diversity & Inclusion Strategy



Clinical Strategy - under development

Introduction



I'm extremely proud of the work we do around-the-clock to provide the highest quality care for our patients.

We are one team, and whatever your role in our Trust, you are contributing to the care that we give the people of Swindon and Wiltshire.

In such a busy organisation, it's sometimes too easy to lose sight of what we've achieved, and the work of so many people who give tirelessly every day.

This book looks back on some of our biggest achievements and I hope you will take a few minutes to read through it and that you will feel the same sense of pride that I do.

But I know that it's not just big achievements that make a real difference – It's the small and simple things too, when combined can have a huge impact.

I know that there are many more achievements not featured here, and there is also much more to come.

We are ambitious for what we can achieve and with the Improving Together way of working and our major site developments. I'm certain that the best is still to come.

Having risen to the challenge of Covid-19, we have achieved so much more besides and so, I'm confident that we can meet the future challenges we will face head on together.

Thank you for everything you have done and continue to do for our patients and for being part of our Great Western family.

A handwritten signature in black ink that reads "K. McNamara." with a long horizontal line underneath.

Kevin McNamara,
Chief Executive

Our journey through the COVID-19 pandemic

How we provided care to every COVID-19 patient who needed it



We had to postpone routine activity and move some of our services to the independent sector.



We set up daily incident control meetings to coordinate and manage the Trust's response.



We quickly reconfigured the rest of the hospital into COVID-19 and non-COVID-19 areas.



We introduced a separate entrance for suspected COVID-19 patients, and a dedicated COVID-19 Assessment Unit (CAU).

What we did to continue providing care to non-COVID-19 patients



We continued urgent treatment such as cancer care and changed many of our outpatient clinics to virtual ones. This includes telephone and video appointments, which meant we could reduce footfall on site.



Hundreds of staff stepped forward to support other areas



Keeping our staff safe

Whilst big changes were taking place, it was more important than ever to keep our staff safe and to look after their physical and mental wellbeing. This was also made possible by the overwhelming support we received from local people, businesses and charities. Have a look at the faces of those who have supported us, further down this timeline.



Millions of PPE items were delivered to the Trust - thousands were kindly donated to us.



Thank you for keeping us safe



We tested thousands of staff, ensuring those who tested positive were self-isolating and received the care they needed. In November 2020 we were able to roll out routine testing for asymptomatic staff.



11 March 2020

Our first COVID-19 patient was admitted to hospital.



Since then we have treated thousands of COVID-19 patients.



We had one of the highest number of COVID-19 admissions in the South West.



We set up both hospital and community (drive-through) testing for COVID-19.



We provided training to up-skill staff to treat patients in our Intensive Care Unit (ICU).



We temporarily increased ICU beds from **12 to 32 ICU beds**



We helped to set up and support NHS Nightingale Hospital Bristol with medical, nursing, Allied Health Professionals and senior management roles to provide 300 beds regionally, should they be needed.



Our primary and community care teams worked really well together to provide ongoing care to COVID-19 patients.



Our GP practices were among the first to establish 'hot and cold' sites, allowing us to safely care for both COVID and non-COVID patients.



Community staff including therapists, podiatrists and dietitians have worked more flexibly to support vulnerable people in their own homes.



They see around 300 patients a day.



We personalised and delivered 685 letters to patients, from their loved ones who were unable to visit them in hospital. We also sent 750 letters to children of staff to thank them for supporting their parents throughout the pandemic.



685 letters from home



750 letters to children of staff



Almost 300 clinically vulnerable staff were asked to shield at home to protect them and home working arrangements were made.



We were proud to be one of 50 Trusts nationally leading the way with the COVID-19 vaccine roll out. We gave out

more than 100,000 life-saving vaccines

in the first year of the vaccine being available.



We developed a comprehensive 24/7 health and wellbeing programme for staff.



Care packages were delivered to staff

Some of these were donated to us by our local communities and delivered by volunteers.



COVID-19 vaccination programme

In December 2020, we made history when we became one of the very first places in the world to deliver the Covid-19 vaccine, leading the way as one of the 50 hospital hubs implementing the new vaccine, and took on responsibility for leading on the roll-out of the vaccine across BSW.

This was a real step forward in the fight against coronavirus, and in next to no time we turned our Commonhead offices in to a vaccination centre for both staff and members of the public.

The vaccination centre was later stood down, and then reopened for a short period in the Academy to aid the acceleration of the booster campaign in December 2021.

Our team have administered well over 100,000 vaccines, helping save more than an estimated 2,000 lives in the process, and we have also supported the vaccination centre at the Steam Museum.

The team's incredible efforts were rewarded with the Star of the Year award in the 2022 Staff Excellence Awards.





**Outstanding
patient care**

Our new Swindon ICA Coordination Centre

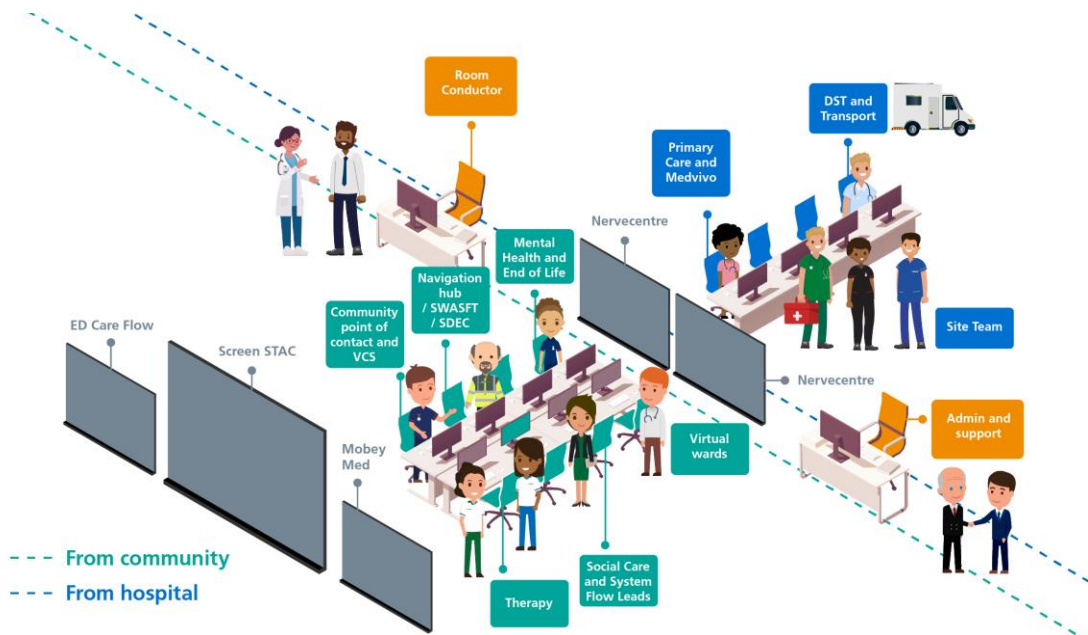
The new Swindon Integrated Care Alliance Coordination Centre launched in September 2022. Located in the Liden Centre, the centre is home to clinical call assessors, the SAFER and navigation hub, representatives from our ICA and community services, voluntary services, transport, ambulance, therapists, end of life, health and social care, locality leads, mental health workers and many more.

In this one physically integrated centre, these professionals sit side by side to coordinate the patient's care, from the moment they dial 111, 999 or as they walk through our doors.

Working alongside our discharge support team and flow matrons means that we can be proactive with supporting our patients from admission to discharge, helping them to get the right care in the right place.

We know from experience, that it's not always easy to navigate through the many different services within our health and care system.

This applies to both patients and staff, and often leads to unnecessary referrals, duplicated work and frustration.

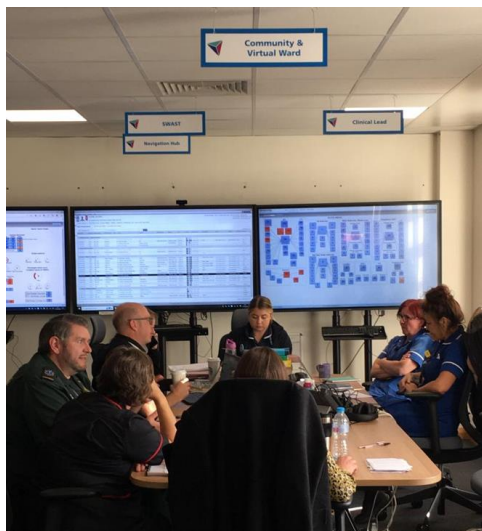


By removing organisational boundaries, we feel that we can resolve these issues and better understand our patients' needs so that we can provide the right care, first time.

Our Trust vision is
"We will deliver great joined up services for local people at home, in the community and in hospital."

The Coordination Centre is a key way for how we will deliver that goal.

It's about looking beyond just providing care in hospital, and asking ourselves,
"how can we best support our patients in the community or in their own homes?"



In October, 34 patients were supported by community teams so they didn't need to come to hospital – some of these called 999 and were seen by paramedics who contacted the coordination centre to avoid a hospital trip and others were 111 callers which the Coordination Centre worked with Medvivo to intervene earlier.

In one case, a patient was stuck in a chair at home for a number of hours and called an ambulance but was triaged as being a low priority call. The Coordination Centre stood down the ambulance and sent a nurse and therapist to the patient's home instead.

They attended within two hours of the initial call and completed an assessment alongside Swindon Borough Council's Live Well service which organised equipment for the patient.

By avoiding unnecessary hospital admissions, we are also supporting our staff wellbeing and freeing up time for our front line teams and ambulance colleagues to do what they do best.

In the coming months, we will continue to develop the Coordination Centre and explore ways in which we can improve remote monitoring and our digital infrastructure.

First in the world to trial new method of pacemakers

Led by Cardiology and Research and Innovation

We became the first Trust in the world to trial a new method of pacemakers, in a bid to improve the lives of patients following a heart condition.

The trial, named Conduction System Pacing Optimized Therapy, aims to find the best way of setting up pacemakers to ensure they are meeting the unique needs of the patient. Traditionally, the pacemaker has been set to either look at the function in the bottom pumping chambers of the heart or, to the whole system controlling the rhythm. With this new method, the team are looking to see if combining the two is more effective.

The first patient was fitted with a pacemaker in December 2021. Just six months later, the patient has shown extremely positive improvement in his heart function, and reduced hospital attendances.

Going forwards, the pacemaker will make the pumping of the heart more co-ordinated, and will reduce the risk of heart failure or fluid retention.



Covid Medicine Delivery Unit

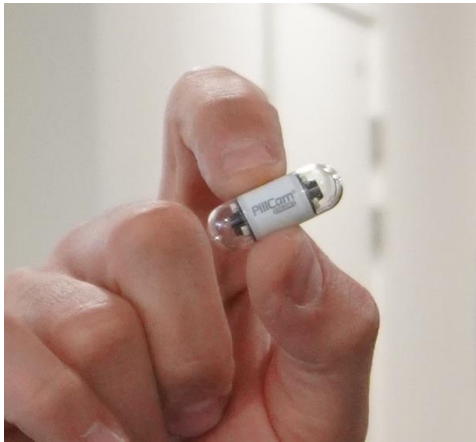
Led by Dr Patricia Monteiro and Dr Bushra Sohail, Consultants in Emergency Medicine

In December 2021, NHS England asked that all acute trusts set up and deliver Covid Medicine Delivery Units in collaboration with the Clinical Commissioning Group, the Integrated Care System and local service providers.

Dr Patricia and Dr Bushra worked closely with pharmacy and nursing colleagues to set up both intravenous and oral therapies within the unit, on short notice.

A great many patients have benefitted from access to this treatment who might otherwise have needed hospital admission.





PillCam

Led by Cancer Services and Research and Innovation

We are proud to be piloting miniature cameras that patients can swallow to get checked for bowel cancer, for the first time ever at Great Western Hospitals – with the first patient receiving this camera on 28 September 2021.

We are one of four NHS Trusts in the south west to pilot these cameras on an initial group of 11,000 NHS patients.

Known as a colon capsule endoscopy, the cameras are the latest NHS innovation to help patients access non-invasive cancer checks at home.

The imaging technology, in a capsule no bigger than a pill, can provide a diagnosis within hours with minimal inconvenience to the patient.

Mr Anwar Owais, Consultant Colorectal Surgeon, who is leading this project in Swindon and is providing this service said:

“We are really excited to be one of four NHS Trusts in the south west to pilot this new technology and I think this will be a great step forward towards improving the experience for patients needing a colonic investigation. I am very proud and honoured to be part of this project in Swindon.

“Importantly, the capsule cameras will help to speed up the checks and avoid delays in cancer diagnosis. It will also help us identify which patients can be discharged and which patients need further investigations.”



Recruitment to clinical trials and studies

Led by Research and Innovation

The Research and Innovation team are very active, taking part in many clinical trials and studies which will ultimately improve the treatment patients receive.

During 2021/22 we recruited 1,241 participants to 52 research studies across 25 clinical specialities.

Since the start of the Covid-19 pandemic, we recruited 2,048 participants to 13 research studies designed to develop diagnostic tests, treatments and vaccines to prevent and manage the spread of the virus.

The Trust recently became the first place in the world to fit a new method of pacemakers, through a clinical trial looking to improve the lives of patients following a heart condition. We also became one of the few Trusts to pilot miniature cameras that patients can swallow to get checked for bowel cancer.

We regularly open new trials, working closely with clinical teams across the organisation to recruit suitable patients. There are currently 55 trials underway across GWH NHS FT, with over 2,700 patients recruited to them.



Thanks to the incredible hard work of the research and innovation team, thousands of patients have benefited from improved care and treatment options. Lives are not only being saved locally, but through the bravery of patients signing up to our clinical trials, patients across the country with similar conditions are receiving better treatment options.

As an example, the team have successfully recruited 65 patients to the GenOMICC trial, the world's largest study of genetic variants associated with severe COVID-19, which will act as a roadmap for potential therapies and diagnostics.



**Quality
improvement**

Improving Together

Quality is the golden thread running through every decision we make and everything we do.

Quality improvement does not need to be big transformational change. It's often small changes and how we do things day-to-day, which make a big difference to the quality of care we provide.

Our Trust-wide approach to improvement, 'Improving Together' is about empowering staff to make improvements in their area that will lead to a better experience for patients.

We began rolling out Improving Together in 2022, training staff from different teams across the Trust in this new way of working. But you don't need formal training to introduce the principles of Improving Together in your area. It's all about dedicating time to meet as a team to talk about areas for improvement, discuss problems and ideas and explore and own different solutions.

We are supporting this with a new Leadership Framework, the behaviours which will underpin our approach to embedding quality improvement every day.

Share your improvements by scanning the QR code below



Principles of Improving Together

1

A clear vision

2

A clear process for improvements

3

Involving everyone

4

Celebrate success

5

Speak to the experts

Great Care Campaign

Whilst our staff have always provided the best level of care, we do recognise that sometimes things don't always go to plan and we are committed to making improvements to our services and the experience our patients receive.

That is why we have set up the Great Care Campaign, which acts as an umbrella for every initiative, new process or pathway, quality improvement project or other good work that seeks to improve the patient experience.

Everything related to patient care feeds into the campaign, and this good work is then streamlined and shared between every team in the organisation so that learning is embedded and every team is providing the same level of quality care.

The campaign is made up of our four work streams:

Environment

Harm free care

Personalised care

Expert care

Here are just some of the projects our staff have been working on in the last year:

Great Care 

Personalised Care



- Keeping in contact
- Mouth care
- Personal care training
- Compassionate conversations
- First Impressions Count:
- 15 step challenge
- Hello my name is...
- I see you
- Dos and don'ts for uniform

Harm Free Care



- Patient Safety Week
- Learning Zone
- Falls:
- Slipper bank
- Bathroom sensors and sensor mats
- P.J Paralysis
- Meaningful activity
- Nutrition and Hydration
- Medicine's safety huddles

Environment



- Improvements to overnight stays:
- Eye masks, quietness, lights off
- Sleep champions
- Machine settings
- Clean our Corridors
- Street monitor

Expert Care



- P.R.I.D.E:
- Bitesize newsletter
- HCA Away Days
- Clinical Practice Educators
- Matron Development:
- Matron Away Days
- Surveys to understand working life as a Matron
- Leading through change
- Masterclasses



PERIPrem

Led by Dr Sarah Bates, Consultant Paediatrician and Neonatologist

PERIPrem (Perinatal Excellence to Reduce Injury in Premature Birth) is optimising the health outcomes of our most vulnerable babies and mothers.

An evidence-based bundle of interventions, including delayed cord clamping and early breast milk, is delivered by doctors, nurses and midwives joining forces, to consistently provide the very best care before, during and after birth.

Mothers are informed, involved, and empowered through early conversations and a parent held passport.

PERIPrem began here in Swindon and Bristol. In collaboration with local Health Science Networks and the Neonatal Network, PERIPrem is standardising care across the South West, while introducing new and more innovative practices. PERIPrem has elevated the South West as a region of excellence in perinatal care.

Rate My Day

Led by Nicky Vilbar, Charge Nurse on Teal Ward

A simple, fun tool provides Teal Ward with a daily check of staff morale.

After the team decided to focus on boosting staff morale, Nicky felt inspired to create this tool to measure how staff are feeling.

Each team member posts a stick into a tin at the end of their shift to reflect their experience. Staff with a poor experience are encouraged to share more details.

Results are discussed at daily improvement huddles and practical changes are made to improve the working lives of staff.

This could be a new piece of equipment, or more support for new team members.



EasyWee

Led by Dr Sian Thomas, Emergency Registrar

EasyWee is a solution fashioned from a male urinal bottle, with a wider opening allowing female patients to pass urine while lying or sitting, reducing the pain and risk of injury from moving, while maintaining dignity.

This local innovation isn't new, but a research project has been launched to explore the options for a bespoke product which can be used consistently across the hospital, as well as in homes and ambulances.



Emergency folder holders

Led by Georgina Leach, Delivery Suite Coordinator

Emergency Folder Holders have been introduced in the Delivery Suite so that midwives can quickly access everything they need to scribe in an emergency.

They are highly visible, consistently positioned and include safety checklists, paper, and pen, all in one place.

This saves time, stress and has improved documentation so the team always have a true and timely record of events.

Swindon Integrated Diabetes Care Model

As an integrated provider we're uniquely placed to redesign services around communities, and this has enabled us to deliver better diabetes care.

The previous diabetes care model had three tiers – hospital, community and primary care, with separate teams, differences in skill levels, and knowledge gaps.

We've introduced a bespoke integrated diabetes model based around neighbourhoods with a single point of referral. This includes multi-disciplinary teams, triaging patients to the right place, sharing knowledge with teams, and delivering care closer to home. It has already significantly improved the care we are able to provide to people with diabetes in Swindon.

Safer footwear

Led by Rachel Taylor, Falls Specialist Nurse

Well-fitting footwear can reduce the risk of falling, particularly among older people. However, often patients do not have their slippers with them in hospital or are not wearing their slippers or shoes.

Free slippers are now offered to patients in need, helping to reduce the risk of falls, injury, and further hospital care, while prompting conversations about falls.

An education campaign is teaching nursing and therapy teams the importance of safe footwear for patients in hospital and at home.





Site developments
and sustainability



Our new site developments

In December 2018, we successfully bid for £30million of central government funding to improve the services.

Rather than simply expanding existing services, this is about building more integrated, streamlined and efficient models of care that will provide an effective balance of urgent and longer term services to meet the needs of the rapidly growing and ageing local population.

In 2020, the Trust successfully secured the purchase of 5.5 hectares of land adjacent to the hospital site, which will accommodate a number of new healthcare services on a campus situated just south of the main hospital.

Our development potential for this land is:

- a Centre of Excellence for rehabilitation
- a Medical Equipment Sterilisation Facility
- a Private Healthcare facility.



Other developments for the land could include on-site family and staff accommodation, a mental health facility and a research, learning and development centre.

Opening our new Urgent Treatment Centre

In our Urgent Treatment Centre (UTC) that newly opened in July 2022, patients will be signposted by a clinical navigator to the most appropriate service for their needs on arrival.

The new centre, designed with input from staff and patients, is a larger space, with more clinic rooms and designated adult and children's waiting areas.

It also houses our first changing places facility, gender-neutral toilets and thoughtful design features including a sky ceiling and calming colours to support patients with dementia.

Other developments for the land could include on-site family and staff accommodation, a mental health facility and a research, learning and development centre.

The UTC and future expansion of urgent and emergency care developments will be powered by our new Energy Centre which utilises air source heat pumps.

These heat pumps use renewable technology to provide the most sustainable means of power ever generated before at our hospital.

This means that the amount of heat they produce is more than the amount of electricity they use and will provide both heating and cooling demands without burning any fossil fuels.





● Future expansion and co-location of our front door services

The Emergency Department will be expanded, and other 'front door' services will be re-located to create a more-joined up department.

This will include co-locating the Medical Assessment Unit (MAU), Surgical Assessment Unit (SAU), Paediatric Assessment Unit (PAU) and Same Day Emergency Care (SDEC) unit.

Discussion is currently underway for the preferred design option, with variations of the design worked up that equate to differing amounts of funding, subject to the national release of funding. The new build is expected to be completed by 2023 and the refurbishment work to pre-existing space will be completed by 2024.

● Mobile PET-CT scanner

Finally, we now offer a mobile PET CT scanning service from the hospital site, meaning diagnostic investigation will be brought much closer to home for thousands of patients.

● Welcoming the first ever Radiotherapy Centre in Swindon

Building work for a Radiotherapy Centre on the Great Western Hospital site was completed this summer.

The centre is an expansion of Oxford University Hospitals NHS Foundation Trust's radiotherapy service, meaning Swindon patients will no longer need to travel to Oxford for treatment.

We know that this will have a huge and positive impact on the lives of patients needing radiotherapy.

This development was made possible thanks to £3.5 million raised by our charity, Brighter Futures, and the incredible support of local fundraisers, including many staff, patients and local people.



Improving our impact on the environment

Led by Caroline Railston-Brown, Sustainability Manager

As a Trust, we aim to reach net zero by 2040 for the emissions we control directly, with an ambition to reach an 80% reduction by 2032.

We are already well underway in achieving this, with a number of positive sustainable improvements in place and many more being progressed.



Our objectives for becoming net zero are: To measure our annual Direct Carbon Footprint and set future interim targets for reduction. To be Net Zero Carbon by 2040 for our Direct Carbon Footprint, in line with NHS Net Zero Commitments. To understand and further reduce our indirect scope 3 emissions, our Carbon Footprint Plus.

In 2021, the Trust scored 34% in the Sustainable Development Assessment Tool and is now working to address areas of sustainable concern – with particular focus on our carbon footprint (most prominent due to our site being located across a number of locations), estates and facilities, travel, medicines, our digital transformation and catering.

We have recently published our Green Plan, which is our action plan for delivering the organisation's sustainability objectives and net zero targets in order to help improve the environment in which care is delivered for both patients and staff. The Green Plan allows for formal governance of sustainable objectives that have been worked towards over the last 12 months, and allows us to formally embed this work in policy.

A few examples of successful initiatives already introduced include:

95% of lighting has been replaced with LED bulbs

Our new Urgent Treatment Centre and future expansion of urgent and emergency care development will be powered by a new Energy Centre (pictured above) which utilises air source heat pumps. These heat pumps are a renewable technology as the amount of heat they produce is more than the amount of electricity they use and will provide both heating and cooling demands without burning any fossil fuels.

The Trust now offers a more plant-based menu, and most food is packaged in recyclable materials. Work is underway to develop a food waste solution off-site for compostable food packaging.

Due to the COVID-19 pandemic, we have seen an increase in agile working, with around 30% of the workforce being able to work flexibly. This past year we have also seen over 88,000 virtual clinics which have meant fewer patient car journeys to the Trust. The mileage saved from virtual appointments and agile working is approximately equivalent to 78 times around the Earth, carbon abatement from over 20,000 trees per year and has saved nearly 6 and a half years in time spent travelling.

We have a new bike repair station, enhanced LED lighting, security fencing and new CCTV cameras. Recently, we have worked with our local council to offer bike marking for staff.

All of our electricity contracts are now on 100% renewable tariffs and backed by Renewable Energy Guarantees of Origin certificates, which means that we have greater transparency about where our energy has come from.

Since the introduction of a reusable container system, we have significantly reduced our consumption of single-use containers by 30 tonnes (over 50,000 containers) and reduced CO2 emissions associated with sharps container consumption by 148 tonnes.

The Trust has bi-monthly Sustainability Steering Groups where sustainability objectives are discussed and staff are encouraged to put forwards any ideas they may have. This will further be developed with Sustainability Champions across the Trust, who will be aware of key objectives and will help to implement change.

We have also been awarded Gold at the Green Apple Awards, which is recognition of the positive steps taken to become a more sustainable organisation.



Our People

Our role as an Anchor Organisation

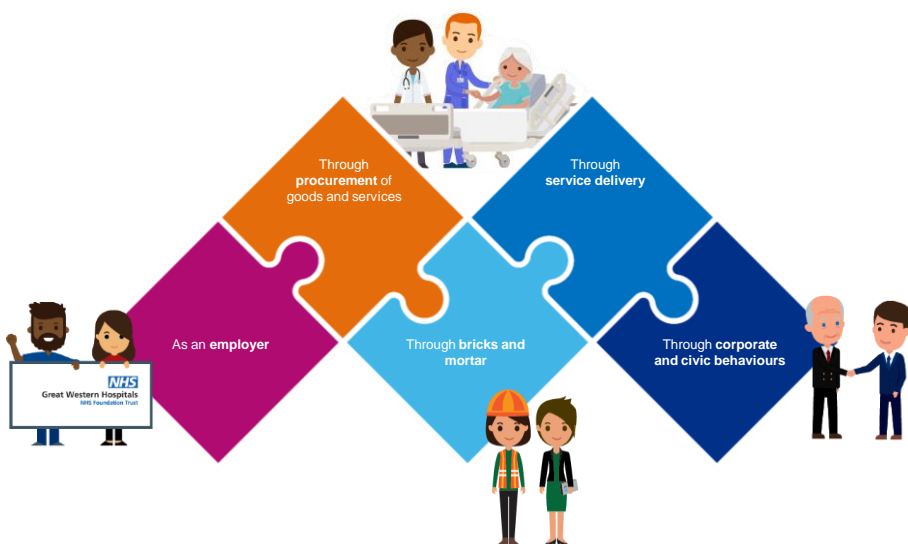
Anchor institutions are large organisations which are 'anchored' in place, meaning they are unlikely to relocate and are rooted in and closely connected to their local communities.

Our position as an anchor institution means that alongside all that we do to provide high quality healthcare, there is also lots we can do to support the overall health and wellbeing of our local communities, helping to reduce health inequalities and improve the life chances of people in Swindon.

Inequalities are unfair and avoidable differences that can impact on health across different communities, driven by factors such as education, housing, employment, ethnicity and access to services. Inequalities in health mean that on average people living in Swindon's most deprived areas are likely to live up to 14 years less than those in the least deprived areas.

Our position as one of Swindon's biggest employers is just one of the ways in which we can make a difference as an anchor organisation – through creating more opportunities for quality employment, stable pay and conditions and a healthy workplace, while ensuring that these opportunities are accessible to all, including people who are disadvantaged. We can support people through training, development and progression, allowing people to develop beyond their day-to-day roles and improve their skills.

We're developing a strategic partnership with New College Swindon to support entry routes in to our Trust, and currently offer 118 GWH apprenticeship places across range of roles.



Advanced Practitioners development

Advanced Practitioners (APs) are healthcare professionals who undertake additional educational study, to Master's degree or equivalent, to provide them with further skills and a wider scope of practice within their specialism.

Across the Trust, 66 APs provide a practice that is designed to transform and modernise pathways of care, whilst also enabling the safe and effective sharing of key clinical skills.

APs are a growing workforce group in the Trust, having more than doubled since 2015. Whilst traditionally nursing staff developed in advanced practice, we are empowering clinical colleagues from a range of backgrounds to become an AP, with one third of the workforce made up of Allied Health Professionals in roles such as physiotherapy and paramedic science.

In fact, our Dietitian AP is one of the first in the south west, and we currently have APs working across the acute hospital, visiting patients out in the community and in primary care.

Alongside providing an extra specialist level of care to patients, our APs are always looking at how they can improve services and introduce innovative projects to better the patient experience.



Some of the initiatives supported by APs include:

- First contact physiotherapy set up across primary care that has seen 80% of patients managed and discharged.
- A virtual ward that has reduced community admissions to hospital by 30%.
- The Hospital at Night team that has reduced the time that deteriorating patients are seen by a clinical practitioner.
- AP physiotherapists in the Emergency Department who effectively assess patients with frailty in the first instance, which has saved clinical hours, and ensure continuity of care for every patient.

We are also really pleased that funding from Health Education England has also been awarded to 11 trainee APs across the Trust, to offer them Masters level Advanced Practice programmes.



Equality, diversity and inclusion

We take equality, diversity and inclusion really seriously and have delivered our first EDI strategy, appointed our first EDI lead and set up a steering group led by the Chief Executive to help drive forward change.

Our staff networks (BAME, LGBTQ+, Differently Abled Network) have developed and matured and in February 2021 we formed a new Differently Abled Network.

We've supported Pride events locally and created a rainbow crossing at the front of the hospital, as a symbol of some of the deeper work being done.

We received an Armed Forces Accreditation for our work to become veteran aware, and improve NHS care for veterans, reservists, members of the armed forces and their families. We were recently awarded Silver Employer Recognition Scheme, and are now working towards Gold.

We piloted Reciprocal Mentoring last year, and this is now open to all our staff.

Through our Stay and Thrive initiative, we're helping support our Internationally Educated Staff through a number of supportive measures, including an in-depth tailored induction, advice on accommodation, finances, and the local area, and more.

In the new year, we are looking forward to welcoming our 400th international nurse recruit and holding a Celebration Event for all of our Internationally Educated Nurses and their invaluable contribution to our organisation.

Our commitments

We will be vocal advocates and allies for all the people we serve - our staff, our patients and our local communities.

We will challenge all forms of discrimination – we want discrimination in our Trust to be a 'never event'.

We will be curious about the impact of the decisions we make on the people we serve by actively promoting the use of Equality Impact Assessments.

We will spend more time with our local communities so that they can inform and influence the decisions we make and ensure we actively listen and act on the needs of the communities we serve.

We will hold ourselves, and those that lead, to account on how the actions we take make a significant difference to the experiences of our staff.

We will have open and honest conversations with staff. We will give under-represented groups a stronger voice through our staff networks.

We will champion opportunity as a means to reduce inequality.

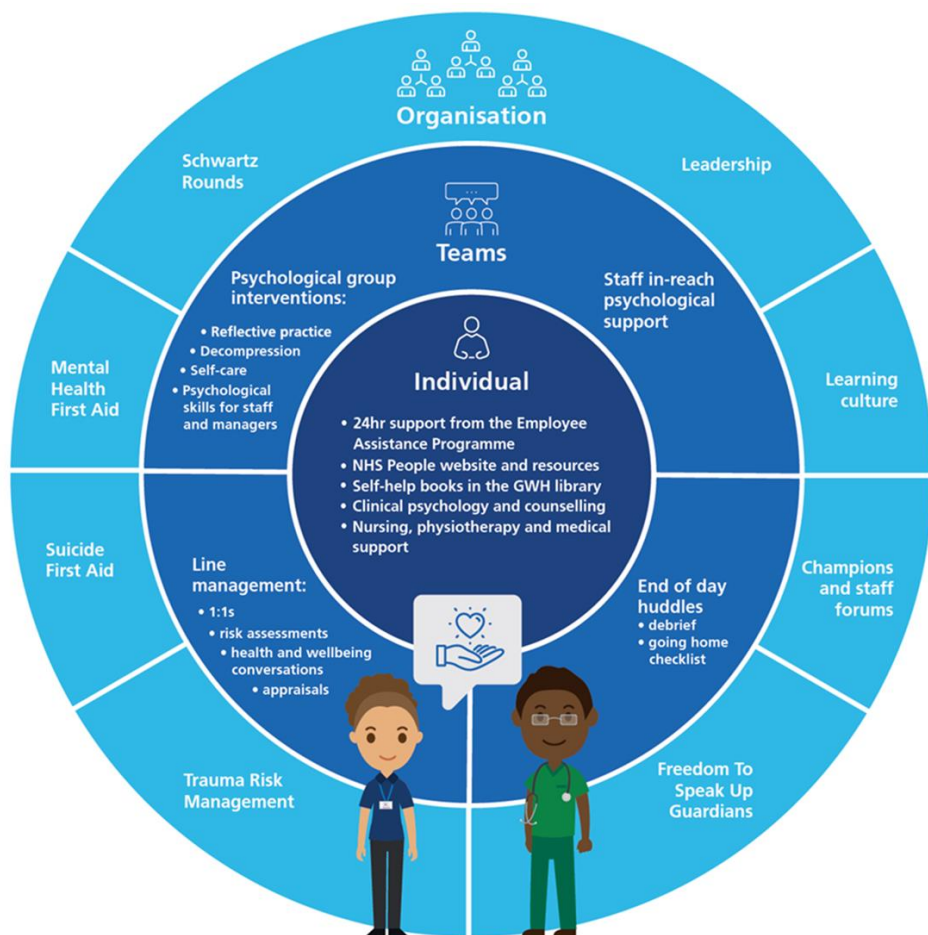
We will discuss the impact of discrimination at Board level and in senior leadership discussions to help us learn and make better, more inclusive decisions.

Health and wellbeing

In December 2020, our health and wellbeing team became a nationally recognised service after they were awarded the **Nursing Times Award for the best health and wellbeing initiative**.

Our health and wellbeing package has grown throughout the Covid pandemic, and is now available to all staff 24 hours a day, seven days a week.

It includes mental, physical and psychological support, with everything from financial advice to counselling, grief management and suicide prevention training.



Some new initiatives to the health and wellbeing programme include:

On-going Covid support, including a Long Covid support group and an agile workers network

Breastfeeding space for staff returning to work after maternity leave

Weekly bitesize sessions on topics including menopause, self-compassion and stress

Schwartz Rounds and Trauma Risk Management Training (TrIM)

Health and wellbeing conversations, which are sessions between managers and a staff member to discuss individual wellbeing and discuss a personalised plan for any additional support that may be needed

Suicide prevention training and mental health first aid training

Local discounts to gyms and health clubs

'Wellbeing Wednesdays'

Staff events, including annual staff excellence awards, a community open day and Great West Fest – a new, annual family fun day

Health and Wellbeing Champions who work across the Trust and provide additional support to their individual teams and peers

Since the health and wellbeing package was introduced, around 3,140 staff have accessed counselling. There are over 200 mental health first aiders and around 10 staff members are involved in one of the support groups available.

Additionally, the tea trolley (a drinks trolley that visits wards every day to give staff a hot drink and a snack) has been extended from a winter-only service to one that runs daily all year round.

In the last 12 months, the tea trolley is expected to have delivered around 10,000 cups of tea or coffee.





Regional and national recognition for our staff

Our staff go above and beyond every day and we regularly recognise and celebrate this work through regional and national awards. We are so proud to have a number of winners:

Julie Bolus Rising Star Nursing Award

Lisa Penny, Operational Matron for Unscheduled Care

Wiltshire Health and Care Awards

- Healthcare Team Award – Intensive Care Unit
- Care Hero Award – Dr Anthony Kerry, Consultant Respiratory Physician
- Health Care Employer - Great Western Hospitals NHS Foundation Trust
- GP Practice of the Year Award - Moredon Medical Centre and Abbey Meads Medical Group
- Adolescent and Child Care Award – Dr Sarah Bates, Consultant Paediatrician and Neonatologist

Advancing Healthcare Awards

Simon Lovett, Deputy Allied Health Professional Lead

Cavell Star Award

Sandy Eddy, Healthcare Assistant for the Emergency Department

West of England NIRH Research Awards

- Collaboration in research - Research, Pharmacy and Cardiology
- Rising Star Award - Ru Davies, Senior Research Sister

NHS Parliamentary Awards

- SW regional winner in health and wellbeing - Sam Walklett, Health and Wellbeing Project Manager
- National winner in nursing and midwifery - Tim Allen and Hannah Rogers, Admiral Nurses

Staff Excellence Awards



**Team of the Year
2021**
Neptune Ward



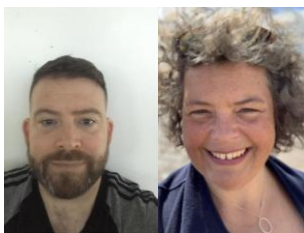
**STAR of the Year
2019/20**
Maxine Buyanga, Deputy
Director of Nursing



**STAR of the Year
2020/21**
Intensive Care Unit



**Improving Patient
Experience
2021**
Companion service



**Innovation and
Improvement
2021**
Dr Natalie Whitton,
Consultant, and David
Inglis, ED Practitioner



**Leading the GWH Way
2021**
Lisa Penny, Operational
Matron



**Excellence in
Integration
2021**
Diabetic Foot Team



**Wellbeing at Work
2021**
Chris Mattock, Chaplain



**Championing Health
Equalities
2021**
Alicia Messiah, Community
Nurse Team Leader



Patient's Choice 2021
Denise Selby, Faith Cullis, Chantal Woog, Lucy Edwards,
Charlotte Sullivan and Emma Frayne, Midwives

Staff Excellence Awards



Rising Star 2021

Enya-May Marsh, Theatre
Support Worker



Lifetime Achievement 2021

Dr Debesh Mukherjee,
Consultant



Team of the Year 2022

Cardiology Physiology
Team



STAR of the Year 2021/22

COVID Vaccination Team



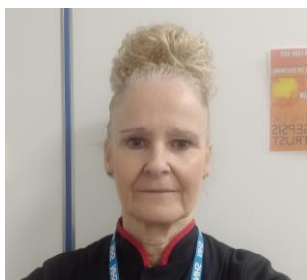
Improving Patient Experience 2022

Lauren Watts, Nurse
Practitioner



Innovation and Improvement 2022

Perinatal Team



Leading the GWH Way 2022

Michele Grange,
Advanced Practitioner



Excellence in Integration 2022

Dr Patricia Monterio and
Dr Bushra Sohail,
Consultants



Partnership Working 2022

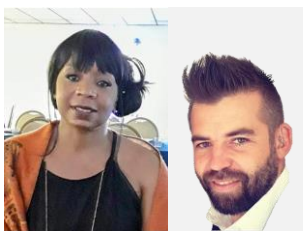
Navigation Hub

Staff Excellence Awards



Wellbeing at Work 2022

Jerry Spary, Rehabilitation
Assistant



Championing Health Equalities 2022

Justin Sysum, Clinical
Audit and Effectiveness
Facilitator, and Esther
Williams-Delhoun,
Safeguarding Lead



Patient Choice 2022

Lucy Loveday, Community
Sister



Rising Star 2022

Nadiya Johal, Cardiac
Physiologist



Lifetime Achievement 2022

Dr Helen Jones,
Consultant

Share your achievements with us

We know that there are more improvements being implemented across the Trust, which we haven't included in this book, and so we are encouraging you to use the space below to write about your work and successes.

Leave the book in your staff room and encourage your colleagues to share their achievements too. Once the page has been completed, drop it off at the Trust HQ reception desk on level 2 of the Great Western Hospital so we can include your story in the next edition of 'What makes us Great'.

Share your achievements with us

We know that there are more improvements being implemented across the Trust, which we haven't included in this book, and so we are encouraging you to use the space below to write about your work and successes.

Leave the book in your staff room and encourage your colleagues to share their achievements too. Once the page has been completed, drop it off at the Trust HQ reception desk on level 2 of the Great Western Hospital so we can include your story in the next edition of 'What makes us Great'.



Share our success

Great People
Great Place
Great Western Hospitals