

Connect

Members newsletter

May 2023



A message from Sharon Scott

As the Trust’s Corporate Governance Assistant, I am responsible for ensuring our members are appraised of all current and upcoming events at the Trust.

I would be grateful for any feedback you have on our Connect newsletter to help improve future editions.

If you would like to share an experience or story that you feel would be of interest to other Trust members, please contact me at gwh.foundation.trust@nhs.net.

Sharon Scott
Corporate Governance Assistant

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A welcome from our Lead Governor

Chris Callow



As the Lead Governor of the Great Western Hospitals NHS Foundation Trust, I have great pleasure in welcoming you to our membership newsletter.

The best way to keep informed of what we do, is to become a member of the Trust. This way the Trust can provide a direct update to our members who can cascade information to family, friends, and the wider community.

If you know anyone who may be interested in becoming a member of the Trust, please ask them to contact our Corporate Governance team.

Most of our meetings take place virtually over Microsoft Teams as this provides our members the chance to join the meeting from wherever they are in the world.

Please remember to attend our monthly health talks where possible – these information talks provide an update on topics such as menopause, breast cancer and mental health and offer the opportunity to ask any questions you may have. Further information about these talks can be found later in the newsletter.

Finally, I hope that you find this newsletter useful and I strongly encourage you to get in touch if you would like to become more involved.

Chris Callow
Lead Governor

Introducing our new carer support passport

To help provide the best possible service for carers and those they care for, we have introduced our new Carer Support Passport.

Designed with the input of staff, patients, carers and our external partners, the passport is available to all unpaid carers that are helping patients through their time in hospital.



What is the Carer Support Passport?

The Carer Support Passport has been designed to allow hospital staff to recognise carers more quickly, allowing them to be involved in discussions about the patient's care where appropriate. To help us with this, the passport provides an opportunity to document the agreed involvement in the care that will continue to be provided by the carer during the patient's hospital stay. The passport also makes clear the support and benefits available to unpaid carers. This may include flexible visiting, being able to stay overnight, concessions on parking, food, and beverages.

Being recognised for our success, our commitment to carers has seen the Trust awarded a Gold accreditation from Carers Support Wiltshire (CSW) for our Outpatients department. The accreditation was handed out after the CSW recognised our commitment to identifying, supporting, and signposting carers and followed an assessment of evidence presented to demonstrate our work. The accreditation has seen staff undertake extra training to ensure that carers are identified and provided with the necessary support, information, and advice. Congratulations to the team for all their hard work in demonstrating our role as a safe space for carers across our area.

What services do we offer?

In addition to the new Carer Support Passport, we already have several opportunities for carers to utilise. These include:

Hospital Discharge Liaison Service

Working alongside Carers Support Wiltshire, this scheme sees our liaison team visit the wards and departments to ensure that carers are receiving the right support, when they are discharged from our care.

Outpatient Welcome Liaison Service (OWLS)

This service sees a volunteer meet with carers on arrival, accompany them to their appointment, wait with them or their cared for person and escort them to their transport home. The service is free to all patients and carers attending outpatient appointments, who need to call 01793 604 046 at least five days before their appointment to access the service.

Carers Café

This is held every Wednesday between 2 and 3.30pm in the Refresh restaurant. Carers are invited to have a free cup of tea, an informal chat and to receive support, information, and signposting to other services.

Carer support packs

Our carer information packs and notice boards are available on all of our wards and departments to support identification and signposting of carers to additional support services.

For more information about the Carer Support Passport and the wider resources available to help unpaid carers, please contact Head of Patient Experience and Engagement Tania Currie on tania.currie1@nhs.net.

Paving the way for climate-friendly pain relief

The Trust recently became only the second NHS organisation in the country, and first in the Southwest, to install a Central Destruction Unit (CDU) to make Entonox – also known as gas and air – carbon neutral.



Recently, new mum Sarah Clements became one of the first people at Great Western Hospital to use a carbon neutral pain relief during her labour. Sarah exhaled the Entonox, which was sent to the CDU, which is designed to ‘crack’ any nitrous oxide into oxygen and nitrogen; natural components of air.

This is a significant first for the Trust in our move to reduce our carbon footprint, as anaesthetic gases make up 2% of the total NHS England footprint. Of this anaesthetic gas footprint, 75% is contributed by Entonox and nitrous oxide which are greenhouse gases.

The CDU is currently connected to four of the Trust’s maternity delivery rooms, with plans to connect all 12 rooms in the near future.

Caroline Railston-Brown, Sustainability Lead, said: “Today is an important milestone in our progression towards a Net Zero future while supporting the climate friendly use of Entonox during labour. Using the new Entonox delivery system has been a great team effort between maternity staff, the Trust’s estates team and Serco estates team.”

Earlier this year, the Trust also decommissioned the piped supply of nitrous oxide, a gas medically distinct from Entonox but a contributing factor to our carbon footprint. This project was made possible by obtaining funding from the Healthier Futures Action Fund via Greener NHS and we were one of 14 successful applicants out of 109 across the Southwest. The Trust now only uses a small number of nitrous oxide gas cylinders where relevant and will save hundreds of thousands of litres of gas usage every year.

An update from our Trust charity, Brighter Futures

Brighter Futures is the Trust's registered charity, raising money to support Great Western Hospitals NHS Foundation Trust.

The charitable objectives are:

- Enhance the environment for patients and staff in which health services can be delivered
- Enable carers and staff caring for patients to benefit from education and facilities not normally available within the NHS funding, providing it has a link with patient care
- Donate extra equipment and staffing to the Trust above the NHS funding envelope
- Spend funds in accordance with the Charity Commission best practice and in support of the Trust's stated values and ten-year vision.

The GR8 Walk – Sunday 24 September 2023

The GR8 Walk is a circular route along the South Swindon Green Trail – an eight-mile trail that explores South Swindon's natural world, historical transport links and local history, it's Swindon's newest walking trail.

Participants will each receive a medal, and if you'd like to walk in memory of a loved one, we have special commemorative pins available.

Fundraising for the event will go towards the Way Forward Appeal, supporting the development of a new Emergency Department at Great Western Hospital.

The following early bird rates are available until 31 July 2023:

- Adults: £10.00
- Children: £8.00
- Family Ticket: £23.00
- Under 5's are free

To register for the event visit:

[https://register.enthuse.com/ps/event/GreatEi
ghtWalk](https://register.enthuse.com/ps/event/GreatEi ghtWalk)

Brighter Futures Lottery

Sign up now to have a chance to win the £25,000 Unity jackpot.

Your weekly participation in the lottery helps the Trust to improve the hospital environment, fund ground-breaking research, support the development and training of staff and provide state-of-the-art equipment.

How does it work?

The draw takes place every Friday and each entry costs just £1.

When you join the lottery you will be allocated your own 6-digit lottery number.

- 6 digits in the correct place wins £25,000
- 5 digits in the correct place wins £1,000
- 4 digits in the correct place wins £25.00
- 3 digits in the correct place wins 5 entries into the next draw

[Click here](#) to sign up.

Brighter Futures Hub

We have been very busy meeting and greeting an array of supporters and Trust staff at our brand new charity hub. The hub is located between the main atrium and North corridor and is a truly wonderful space to engage with our Charity. With the support of our wonderful volunteers, across the coming weeks, we will have table top sales in the space and the Atrium so please pop in and say hello.

We also have two brand new electronic donation stations in the hub and atrium which are available to enable people to “tap and donate” using a contactless card.

Our Great to Talk podcast is back

The Great Western Hospitals NHS Foundation Trust has been celebrating the work of teams right across the organisation with the return of our podcast, Great to Talk.

Each of the podcasts are led by different members of staff, sharing their own stories of the journey to working at Great Western Hospital and our community teams. The stories highlight the difference that all our teams make to the care that we provide.

Episode 1 features International Nurses and episode 2 features two members of our Research and Innovation team and a family who are taking part in one of our ongoing research trials. Episode 3 will be available on Friday 26 May.

www.gwh.nhs.uk/about-us/who-we-are-and-what-we-do/great-to-talk-our-podcast/

Virtual public health talks

These informative talks provide an update on various health topics and offer the opportunity to ask any questions. The next talks are taking place on the following dates:

- **Wednesday 12 July, 5pm – 7pm**
 - An update from Brighter Futures
- **Tuesday 19 September, 5pm – 7pm**
 - Health and wellbeing, presented by Jon Freeman
- **Wednesday 18 October, 5pm – 7pm**
 - Breast Cancer, presented by Anushka Chaudhry

Development of our urgent and emergency care services

Construction work has started on the Trust's new urgent and emergency care expansion, and the concrete slab has recently been poured for the new Emergency Department (ED).

Over the coming months, as construction continues, some of our front door teams will need to move their service location so that reconfiguration works can take place within part of the existing building. There will also be some changes to patient pathways.

The following services will be moving over the next four weeks. Teams directly affected have been involved in developing the plans for relocation, and a multi-disciplinary team has supported the detailed planning to ensure that all services will continue to run safely and that every patient will still receive the care they need.

- **Wednesday 24 May:** Paediatric ED will move to the children's area in the Urgent Treatment Centre (UTC). Paediatric ED staff will also be moving, to continue their management of their patients in this new location. Children who would routinely be seen in the children's area of the UTC will be seen and treated in designated cubicles in the adult area of UTC during this phase of temporary service location
- **Wednesday 24 May:** Bed capacity in ED Majors Stepdown will reduce from 11 to nine beds
- **Monday 5 June:** two offices in ED Majors Stepdown will be re-purposed for use as hot desk offices and modification works will commence in the 'old' Paediatric ED to prepare for the temporary service relocations
- **Monday 19 June:** The ED Observation Unit will move into the 'old' Paediatric ED, following completion of modifications to the department to ensure it is suitable for these patients

Walk-in patients needing urgent or emergency care will continue to arrive at the Urgent Treatment Centre and be signposted to the right place for their care needs by the Clinical Navigator.