

BUZZ



Staff survey – just over a week to go!

There is just over a week to go until we launch our annual Staff Survey. Last year 61.5% of staff participated and we'd like to do even better this year.

It's been an unprecedented time, and the survey provides an opportunity to tell us what it's really been like for you. While many of the same questions from previous years are included, there is a new section called 'The Covid-19 pandemic' to help us understand your experiences in more depth.

To make it as simple as possible for you all to complete the survey, the majority will be sent digitally to your NHS.net email address, which – if you don't have computer access - you can access on your phones through your web browser or by downloading the Microsoft Outlook app. You can also contact the Trust's appointed contractor 'Quality Health' to complete the survey over the phone; or there are a small number of paper versions for staff whose managers will confirm this arrangement. Your responses will remain completely confidential, and will help to shape our journey ahead.

What's more, each week Quality Health will select at random one staff member who has completed the survey to receive a £25 Amazon voucher. Teams with 100% participation will also receive a prize. Don't miss out!



World Patient Safety Day 2020

Yesterday (17 September) was the second World Patient Safety Day with the theme of 'safe health care workers, safe patients'. Kellie Bryan, the trust's patient safety manager, gives an insight into her role and explains why staff welfare and safety is vital for patient safety...

Hi Kellie, what does your job involve and why is the patient safety role important?

Safe care of patients is at the heart of what we do but sometimes incidents occur where patient safety is at risk or someone is harmed and my role is to support the investigation of any serious patient safety incidents so we can all learn and improve.



The process of patient safety investigation begins with Datix where staff can report any unexpected patient safety events. Any incidents where there may have been significant harm or potential for future harm are reviewed by the Serious Incident Review Group and if the group requires an investigation into the incident then I support the divisional incident investigator providing impartial advice and information.

When we investigate incidents we always look to understand the 'system' in which individuals work in order to help understand any issues which may contribute to human error. By looking at what we call 'human factors' - how the systems that people work within are designed - we can redesign the system to reduce the chance of it happening again.

What are the biggest challenges at the moment relating to patient safety? I am in constant awe of the clinical teams who day in and day out are doing an incredible job in more challenging circumstances than usual. PPE can be hot, uncomfortable and draining and add extra pressure. This all impacts on staff wellbeing and has the potential to increase human error. It's so vital we take frequent breaks, get regular food and fluids, look out for ourselves and out for each other. I know the trust has lots of health and wellbeing support for staff through the Wellbeing team and the BSUH Charity and I'd urge staff to look into what's on offer.

The World Health Organisation's Patient Safety Day theme of 'Safe Staff for Safer Patient care' couldn't be more pertinent. It's not just clinical staff though, when I think of patient safety and in particularly the impact of Covid-19, every person in every team has a role to play whether that's HR and occupational health supporting staff or Estates creating green and red zones and capacity for social distancing, our infection prevention team and PPE safety officers, or the IT, facilities, procurement or risk management teams, we all create the infrastructure for safe working and therefore patient safety.

What keeps you busy outside of work?

As well as the usual 'mum' stuff for my two teenagers, I am currently passionate about my new e-bike which I bought through the Trust Bike to Work scheme. I love it and can now get to work from Hove more quickly than I can by car! I also love hiking and tennis and I am a secret philosophy geek.

Compassionate care in our emergency care unit

Throughout the Covid-19 pandemic emergency departments and acute care units have remained there for all patients, whatever their urgent medical needs. For many people the thought of being in hospital during the pandemic has added an additional layer of worry, but for Brighton resident Jo Sweeting, a visit to the emergency care unit at The County hospital in Brighton, gave her an insight into the extraordinary and compassionate care that goes on behind the scenes, day in, day out, despite the ongoing pandemic.



Jo explains: "I am a walker, wild swimmer and a sculptor and pride myself on being strong and fit. At 54 years old, I have been lucky enough to have little need for hospitals and the NHS. Yet during a day in July after swimming and a walk I came home feeling unusually exhausted. This feeling persisted and gradually I began to feel weaker and had a temperature of 40 degrees that knocked me flat and so I called 111 who sent an ambulance.

"The paramedics who came were first in the long line of compassionate and skilled medical staff I encountered. They made me feel calm and reassured and so I left my home and went into hospital during a pandemic with all its additional fears and complications, which was not a step I took lightly."

Jo was assessed and moved to the emergency unit for treatment where she spent the night and the next day. "I was weighed, monitored, had bloods taken, was x-rayed, given IV antibiotics and painkillers and I was treated with care and respect throughout. All patients had swabs and an x-ray on admission and so I was tested for Covid-19 but tested negative."

Despite it being a worrying time Jo was able to witness the care that went on around her: "I am in awe of the team environment I found myself in during that time. The porters, cleaners, administration staff, nurses, consultants, doctors, pharmacists, healthcare assistants, bookings staff and paramedics – I met people from all over the world who showed me care and respect. I watched a cleaner go round and round several wards running his gloved hands along the curtain rails, sweeping under beds and checking for anything that had been left behind. Then a couple of hours later he would return and re-do all his tasks. Without the attention to detail from cleaners and porters we would not have safe, clean spaces, or beds available.



Pictured: Riesel and Nelson EACU

“Nurses went to see their patients in masks, gowns and gloves and then removed them, wiped down, re-gowned and returned over and over. We all slept in a mask but no one made a fuss as we knew we were being looked after by people who were hot and tired and still made no complaints”.

Jo continued her recovery at home and knew she wanted to share her reflections on the experience, she says: “I have never before called an ambulance or felt so ill and terrified but I would now no longer be fearful to be admitted to hospital. I am now on the mend and I will never forget the love I was shown and I how well I was treated. I would like to thank every person who helped me recover.”

Flu season is right around the corner!

The earlier the better - that's the key thing to remember this year when getting your flu jab. We have an army of flu vaccinators on hand to help you get vaccinated – 122 of them to be exact, who will be out in full force from the 5th October.

Look out for Ward Manager Nelson Pires Sousa from Pyecombe ward and lots of other staff members who will be vaccinating this year...

“This year I'll be a vaccinator again, I'll be taking my flu jab because it's not just about me, I'm fit and well so I should be fine but it's about protecting others and protecting our patients so yes, I'll be vaccinating this year!” - Nelson

Stickers, sweets and entry into a prize draw are up for grabs if you get the jab in the first eight weeks.



Investing in your health and wellbeing thanks to public donations

In response to the pandemic and a public desire to support BSUH staff, BSUH Charity set up a fundraising campaign dedicated to staff welfare in March 2020. The response was incredible and more than £350k was received from direct donations as well as the central NHS Charities Together fund, which was supported by Captain Sir Thomas Moore.



Initially this meant we were able to support some urgent requests from the front line and purchase hampers and treats for staff. However, we wanted your input on how to spend the remaining donations and so we shared a wellbeing survey in June. The overwhelming feedback was for investment in staff rest areas, followed by training, and more psychological support.

As a result, we are delighted to announce that the following improvements have been approved to progress:

- Creation of two large communal staff rooms in the main building at Princess Royal Hospital (PRH) and at the Thomas Kemp Tower, Royal Sussex County Hospital (RSCH) - work is on track to be completed by the end of 2020.
- More outdoor seating facilities by the end of 2020 at PRH, Sussex House garden, St Mary's and outside Waves at RSCH
- The revamp of on-call rooms at Sussex House on track for completion before year end
- The improvement / revamp of 142 departmental staff rooms across all sites
- Enhancing our [HELP service](#) to support mental wellbeing; more hot/cold debriefs, COVID specific debriefs, fast track counselling and trauma therapy and training – which is currently being rolled out.
- An enhanced in-house physiotherapist telephone service to ensure staff have early intervention for musculoskeletal issues - look out for more details on this coming soon

We are really excited to see these changes take place, helping you to stay healthy and happy at work. Regular updates will be shared through the [BSUH Charity group](#) on Workplace, so make sure you follow our progress. To find out more, please contact [Faye Heffernan](#), Health and Wellbeing manager or the [Charity office](#).

Welcome to our newly qualified nurses joining Team BSUH

Thirty one student nurses who worked with us throughout the peak of COVID-19 have now joined the BSUH team as newly qualified nurses. Many of our student nurses have worked through the Covid crisis and have now been employed by the Trust as registered staff.

Two of our students are now working in the Emergency Department at the County, pictured right is Emily Dashwood, (newly qualified nurse) Josie Nurse, (ED practice educator) and Kelsey Borrer, (newly qualified nurse).



Emily said "I found working through COVID really challenging but rewarding. Now I am qualified it feels a lot less daunting. There are still tough days but I am really enjoying it."

Welcome and congratulations to all of our newly qualified staff!

Did you miss?



Health & Wellbeing

Caring for our staff who care for our patients

Health Education England has produced some resources for staff and managers to support staff wellbeing. It is important that those experiencing mental ill health know they can talk about it and receive help if they need it. Managers should also know what is required of them and how they can help if they are approached by someone who is experiencing mental ill health - the following videos explain further:

For staff

<https://www.youtube.com/watch?v=QPA3Y4th38g>

For managers

<https://www.youtube.com/watch?v=S9oGLqNiQtI>

Find out more: <https://www.hee.nhs.uk/our-work/supporting-your-mental-health-wellbeing>

Notices, links and resources

- **AGM- 29th September** via MS teams. Find out more about the great work at BSUH and hear about plans for the future – [more info online](#)
- **Working from home survey** – a short survey to gather info about staff experiences of remote working and how to improve – [take the survey](#)
- **Cycle September** – It's not too late to take part [find out more on Workplace](#)
- **Organ donation week** – [read Claudia's story](#)
- **Counter fraud during COVID-19** – [find out how to avoid fraud in these bitesize videos](#)



For more staff wellbeing resources go to www.bsuhwellbeing.nhs.uk/