



Dear Member,

As the year draws to a close it feels a good time to reflect on some of the progress that we have made this year as there is much to be proud of.

In September we enjoyed recognition on the national stage for our overseas recruitment work, securing a prestigious Nursing Times Workforce Award. The Trust beat some of the largest Trusts in the country to win the award, with the judges saying:

“Yeovil have shown excellent outcomes with zero vacancies and reduced agency spend. We were also really impressed at the spread of this project and the evidence of a very inclusive approach to the recruitment and strategy proves its sustainability”.

Our overseas recruitment team continues to go from strength-to-strength; as well as recruiting for YDY staff they are now recruiting for Trusts across the country.



Not only are we succeeding in recruiting and supporting these nurses to work within the NHS, our retention rate also tells us that the majority of those nurses that choose to come and work with us are staying. The diversity of our workforce is something that I am really proud of and we have been working hard not just to secure new members of the team but to ensure that they have as positive an experience as possible when they arrive.

The quality and caring approach of our recruitment team also gained us a finalists place at the Health Service Journal awards, in the recruitment category.

Being shortlisted for one award, in what is widely recognised as the most prestigious awards in healthcare is a major achievement. For that reason we were delighted to have beaten thousands of nominations to secure not just one but two finalist places, including one for staff engagement. Whilst we didn't win an award on the night, this is further proof of the enormous credibility of the work underway here at YDH.

Ensuring we have a resilient and engaged workforce is vital, particularly as winter is now upon us. Demand upon the hospital has been increasing, and we are working exceptionally hard to maintain patient experience and keep waiting times low.

Despite increased demand, we are normally in the top-three highest performing hospitals in the country when judged against the A&E 4-hour standard. This is an achievement for the whole trust, with staff in all departments working hard to ensure patients get the care and treatment they need, at the right time and in the right place.

As a Trust member *you* can also help the hospital manage demand during the winter, by telling friends and family about how to use NHS services appropriately. See the article below to find out more.

You may also be interested to see the progress with our new accommodation development which is located on Reckleford. This is very important development for us, ensuring our frontline staff are offered good quality, modern accommodation in which to relax and recharge after a busy shift.

The development is expected to be complete next year. Click [webcam](#) to visit the live view so you can see the progress that's already been made.

Best wishes

Jonathan

Jonathan Higman
Chief Executive

Staying well this winter

Self-care

Self-care is about looking after your own health and making the right choices about where to go for help and advice when you need it. Many common illnesses and injuries can be treated at home - talk to your pharmacist about remedies.

Keep a well-stocked medicine cabinet. This could include pain killers, anti-diarrhoeal medicine, rehydration mixture, indigestion remedies, cold and flu remedies, first aid kit with bandages, plasters, antiseptic wipes and cream, eyewash, medical tape, sterile dressing and thermometer. Find more advice about what to keep in your medicine cabinet on The NHS website

The NHS website

If you're feeling unwell or have a minor injury you can get expert help online on the NHS website. This is the UK's biggest health website offering a wealth of health information and services to put you in control of your healthcare www.nhs.uk

Try the NHS [Health A-Z](#)

NHS 111

You can phone NHS 111 if you don't know who to call for medical help, if you don't have a GP to call, or if you need medical advice or reassurance about what to do next. In a serious or life-threatening situation call 999.

NHS 111 is also available online. Go to 111.nhs.uk

Calls to NHS 111 are free, although mobile users will require a minimum of 1p credit. If you would benefit from the assistance of a BSL/English interpreter, you can use the free NHS 111 BSL service. Click [here](#) for more information.

NHS England has also created a short video providing help for people with learning disabilities, autism or both. Click [here](#) to see more information or to watch the video.

Your pharmacy

You can visit your local pharmacy where fully trained health professionals will provide on-the-spot confidential advice. You don't need an appointment and they can advise on the best medicines for many common illnesses. [Find out more about how your pharmacy can help](#)

To find your nearest pharmacy visit www.nhs.uk or call NHS 111

Your GP

You can make an appointment with your GP for illnesses and injuries which aren't life-threatening, but which won't go away.

GPs provide medical advice, examinations and prescriptions, and you can speak to your GP or practice nurse over the phone. GP surgeries are generally open at 8.00am - 6.30pm weekdays. If you need a GP outside of these hours call NHS 111.

Your GP surgery can now offer appointments in the early evening and weekends. Click [here](#) for information about evening and weekend appointments or ask at your practice for details.

Hospital Minor Injury Unit (MIU)

If you need to see someone straight away for a minor injury visit your [local minor injury unit](#). In Somerset, there are Minor Injury Units at community hospitals in Bridgwater, Burnham on Sea, Chard, Frome, Glastonbury, Minehead and Shepton Mallet.

Your dentist

If you have dental pain or toothache and your dental surgery is closed, call NHS 111. If you are not registered with a dentist, you can call NHS 111 to find your nearest dental practice taking on NHS patients.

Mental health

If you, or someone you know needs mental health support and guidance you can contact the following:

Samaritans provide confidential emotional support if you are anxious, depressed or suicidal. Call the 24-hour helpline 08457 90 90 90

MIND Infoline offers advice and support information. Lines are open 9.00am - 6.00pm Mon - Fri except bank holidays. Call 0300 123 3393

Saneline offers emotional support for people in mental distress. They are open between 6.00pm - 11.00pm every day. Call 0300 304 7000

MindLine Somerset is a confidential listening service providing a safe place to talk if you, or someone you know, is in distress. - Open on Tuesday, Wednesday, Friday, Saturday and Sunday between 8.00pm and 11.00pm. Call 01823 276 892

Somerset Partnership NHS Foundation Trust provides a range of services across the county to support people who are experiencing a mental health crisis. Visit their website for more information: www.sompar.nhs.uk/help-in-a-crisis/mental-health-crisis/

If you are concerned about an immediate risk of harm then phone 999.

A&E (Emergency Departments)

Emergency Departments are for life-threatening illnesses and injuries only. They are open 24 hours a day, seven-days a week.

Dialling 999 or going to A&E if you don't need to could delay treatment for someone more seriously ill than you are.

Yeovil Hospital Charity

Yeovil Hospital Charity's Breast Cancer Unit Appeal continues, and has now raised more than £1.25m towards its target of £2m.



The new unit will be designed specifically for breast cancer patients and will bring all of the relevant services together. Patients can have their clinical examination, an ultrasound scan, a mammogram, a biopsy, a prosthesis fitting, an appointment with a doctor and an appointment with a specialist nurse all in one place. We have included an artist's impression of what some of the new rooms will look like. There will be shorter waiting times and no need to move around the hospital and get undressed in multiple locations. The new facilities will completely transform the patient experience by halving the amount of time a patient needs to spend at the hospital and allowing staff to deliver all of their care in the best possible environment. The new unit will include:

- Dedicated counselling space for difficult conversations
- A changing room, designed specifically to ensure patient privacy and dignity are paramount
- A fitting room for bras and prostheses
- A comfortable waiting area, away from other busy outpatient areas and treatment rooms
- Art and natural light to make the atmosphere as relaxing as possible
- A mammography room
- An Ultrasound room



Our patients and Breast Care Staff have recorded a video which explains why the appeal is so important; please click [here](#) to watch the video.

By supporting the appeal, you will literally be making a difference to thousands of people every year. You can donate online at www.justgiving.com/campaign/breastcancerappeal or you can send a cheque payable to 'Yeovil Hospital Charity' to our freepost address: Yeovil Hospital Charity, YDH NHS Foundation Trust, FREEPOST NAT 13686, Yeovil, BA21 4SZ.

Yeovil Hospital Champions

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

Leaving us a gift in your Will

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

Challenge Yourself

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

- **Abseil from the roof of Yeovil Hospital**, which at 100 feet, is the highest point in Yeovil, on Sunday 17th May 2020. More information can be found [here](#).
- **Yeovil Half Marathon** - be part of an amazing team of runners supporting Yeovil Hospital – Sunday 29 March 2020. More information can be found [here](#).
- **Sky Dive** from 15,000ft and enjoy the exhilarating feeling of a tandem skydive – choose a date of your choice on the following [link](#).

For more information about any of these events, please visit the charity's website pages [here](#) or call 01935 383020.

Reindeer & snow dog launch the festive fun at Yeovil Hospital

Christmas animals brought a smile to the children's ward at Yeovil Hospital's last week.

Patients, relatives and staff enjoyed a visit from Dasher the reindeer and Alaska the snow dog as the hospital began the festive celebrations.

Arriving on level 10 in the lift, this was the first time the team had ventured beyond our regular visiting dogs and miniature pony when it comes to animals on the ward.



To learn more about the visit and the Somerset Reindeer Ranch in Chilthorne Domer, visit the full story on our [website](#).

Help us to help you recover faster by bringing in your walking aids



Yeovil Hospital has launched a new campaign asking patients to bring in the equipment they use at home when coming to hospital.

Whether it be a walking stick or wheeled frame, using familiar equipment gives patients the confidence they need to get up and about on the ward after an operation or a period of illness.

Physiotherapist Ewelina Dobrzycka Kolton is the driving force behind the initiative. Ewelina said: "The sooner a patient starts moving and regaining their independence, the faster they will recover."

This is part of the trust's ongoing End PJ Paralysis and dressed is best campaigns, encouraging relatives to bring in daytime clothing for patients to get dressed and out of bed each day, often speeding up their recovery.

Life-savers honoured with beautiful sculpture as organ donor opt-out scheme prepares to launch

The importance of organ donation in saving lives was marked by the unveiling of a beautiful new sculpture in Yeovil Hospital's entrance earlier this year.

Remembering those who have given so much in death, and their families, a moving ceremony took place in September during National Organ Donation Week and was attended by families of those that gifted their organs at Yeovil Hospital, thanking them for their precious contributions.

To learn more about the new sculpture, including how it was designed, please visit the story on our website [here](#).



Yeovil Hospital takes part in landmark breast cancer trial

Patients at Yeovil Hospital have taken part in a clinical research trial that could reduce treatment times and side effects for many women in the future.

The trial tested reducing the length of time patients with HER2 positive breast cancer took Herceptin following treatment, a drug that is used to help prevent the cancer returning, from 12 months to six months.

The £2.6 million study recruited more than 4,000 women with HER2 positive early-stage breast cancer and demonstrated that the shorter treatment gave similar results to the longer treatment – significantly reducing treatment by six months. This is the largest trial of its kind.

Dr Barthakur, Consultant Oncologist at Yeovil Hospital said: “We were fortunate to have had the opportunity to run the NIHR funded ‘Persephone’ trial at our unit in Yeovil. We were one of 152 centres in the UK to take part and are very grateful to the 35 Yeovil patients who participated and contributed to the total of 4,088 patients from across the UK.

“The trial showed that six months of treatment was as good as 12 months, with potentially reduced side effects and is the largest trial of its kind. This result is important as it means there may be potential to reduce treatment duration and side effects for at least some women with HER 2+ve early breast cancer in the future. These trial results will lead to further discussion, debate and scrutiny of data as the next step would be to work out which patients can have just six months of treatment and which will need the full 12 months.”

If you would like to find out more information about this clinical trial, please visit the story on our website [here](#).



New mums helped to bond with their special care babies



Yeovil Hospital is offering a new service to parents who are unable to accompany their baby to the Special Care Baby Unit following their baby's birth.

The new initiative introduced by midwives offers families the chance to 'Facetime' their baby from their hospital bed giving the parents a chance to see their baby.

More information on this new service and how it has already benefitted new mothers can be found on the following [link](#).

Cancer services secure national quality standard

Oncology services at Yeovil Hospital have been accredited by the independent Comparative Health Knowledge System (CHKS). This means its processes and standards meet internationally-recognised best practice, legislation and regulatory requirements.



Accreditation by CHKS provides a framework for quality assurance and quality improvement. Taking part in the process of accreditation helps organisations compare their services against recognised quality standards and identify ways to improve further.

Using an online system CHKS records information about the way an organisation works and uses this to monitor the effectiveness, quality and safety of services. This is then followed up with a visit and assessment from the CHKS external team of surveyors.

In their comprehensive report, particularly praise was made of Yeovil's leadership, patient care, and staff focus. 'Within the unit there is a clear family feeling amongst the staff where they care and support one another, regardless of their position.' commented the assessors.

Moyra Amess, Associate Director, Assurance and Accreditation, CHKS said: "The accreditation process requires dedication and commitment. Every organisation we make this award to has proved to our external assessors that its standards and process meet international best practice standards. This is a significant achievement."

League of Friends

The Friends provide many extra services and equipment not normally available on the NHS which enhance the experience of the patients, their relatives and the staff who care for them – particularly providing user friendly equipment and comfort enhancing items. We receive our funding from generous legacies and donations from our local community although we rely heavily on our own Friends' Shop.

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

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

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

Thank you for your support, we really appreciate it. Should you wish to donate to The Friends there are donation envelopes in The Shop and on the Trolley, or you could go on line - The Friends of Yeovil Hospital, and download The Friends Form.

Do you have family or friends who would like to be a member?

If so, ask them to visit the following link: [Yeovil Hospital Membership](#)
Alternatively, they can scan the QR code on their electronic device.



Membership Discounts

Have you accessed the Health Service Discounts? By being a member of the Trust you have access to exclusive deals and money saving offers on travel, mobile phones, clothing and many more. Please visit Health Service Discounts on the link below for more information: <https://healthservicediscounts.com/>

