

November 2020

Dear Member,

During recent months I have written many times to many audiences about how proud I am of the way in which the team at Yeovil Hospital has risen to the challenges posed by the coronavirus pandemic, demonstrating exceptional resilience throughout. Since March, barely a day has passed that has not required us to adapt our ways of working, or learn new techniques to keep our patients, our colleagues and ourselves safe.

Having emerged from the first wave of the pandemic, services are starting to return to (a new) normal with a focus on reinstating planned operations which had to be postponed. However, cases are continuing to rise across the country and it is vital that everyone – NHS staff and the public – do everything they can to keep local rates low and therefore protect our most vulnerable. As a Member of Yeovil Hospital and someone who cares for the resilience and safety of NHS services you can help by acting as an ambassador for responsible behaviour amongst family, friends, and neighbours. Remind them to keep their distance from those who are not part of their household, wear a mask wherever asked to do so, adhere to the rule of six when meeting others, and be alert to the common symptoms of COVID-19: a new continuous cough, a temperature, a change or loss of taste or sense of smell.

This newsletter will give you a sense of the breadth and scale of the hospital's response to the pandemic and introduce some of the other fantastic work that has continued, such as the construction of our keyworker accommodation, fundraising activities for our Breast Care Unit, and the delivery of a new CT scanner to significantly reduce the length of time patients need to wait for important scans. During this time we have also welcomed new faces on our Board of Governors, helping to shape the hospital for the future.

Thank you and stay safe

Best wishes

Jonathan

Jonathan Higman
Chief Executive

Yeovil Hospital's Response to COVID19



YDH response to COVID-19, adapting to protect patients and staff.

An extraordinary response to an extraordinary situation

YDH have been managing the pandemic as 'NHS Level 4/3 Incident' since 11 March (day on which NHS declared a Major Incident nationally) including but not limited to the following:

- Daily COVID-19 'huddle' held every weekday since March
- 'Hot' and 'Cold' wards/departments to protect patients and staff
- New Emergency Department triage process at front door
- New visiting policy implemented (and frequently updated)
- PPE policy implemented for all staff
- COVID secure areas introduced

Exceptional resilience demonstrated by our staff!



Adapting to protect patients and staff

Personal Protective Equipment (YDH usage at peak):

- Surgical facemasks – 18,000 a day
- Aprons – 7,500 a day
- Gloves – 35,000 a day
- FFP3 masks (for close patient contact) – 500 a day

'Virtual' outpatients:

Majority of face-to-face clinics changed to telephone and video consultations to minimise footfall and protect vulnerable patients.

25,000 telephone or video appointments conducted across 50 specialties since March.

Temporary transfer of cancer services:

- Partnership with St Margaret's Hospice Care for temporary transfer of oncology and haematology services from YDH to the Yeovil Hospice site on 11 May
- Same quality of care, provided by same team, in a safer setting
- Minimises risk for some of our most vulnerable patients
- Exceptional feedback from staff and patients

Testing at Yeovil Hospital

Testing provided to symptomatic staff (or household member) and patients prior to admission. April – September:

Symptomatic staff (and household members)

- 662 tests carried out on staff and household members
- Currently averaging 33 staff/household swabs a day patients
- 3,722 swabs (some patients swabbed more than once)

Back to business

- 81% of elective operations now restarted
- Referrals returned to 80% of pre-COVID activity
- 96% of patients referred with suspected cancer seen within two-weeks
- New CT scanner 'in a box' enabling 120% of pre-COVID capacity
- 75% of diagnostics taking place in six-weeks
- Doubled capacity to get more patients home each day (13 to 26 a day) and to avoid admissions (20 avoided admissions each day a day)
- Daily ED performance rarely below national target of 95%

Annual General Meeting

YDH successfully completed its first virtual AGM on Wednesday 30th September including updates from the Chairman Paul von der Heyde, an overview of the year from Chief Executive Jonathan Higman, a presentation on the COVID-19 response from Deputy Chief Executive, Chief Nurse and Director of People Shelagh Meldrum, and a report from Lead Governor Alison Whitman on behalf of the Council of Governors. If you would like to watch the AGM, please click [here](#)

As ever, YDH welcome feedback on the AGM – again you can send this to membership@ydh.nhs.uk

Choose well to get well this winter

Every year accident and emergency departments across the UK see thousands of patients who could be treated more appropriately somewhere else. A visit to a busy district hospital A&E Department is not the right thing to do for only minor ailments; however many people still remain unclear about what a medical emergency is and what level of treatment they really need. The 'Choose Well' health campaign tries to encourage patients to stop and consider what their real level of health needs is.

There is a wide range of NHS services and facilities available in Somerset to help people if they become ill during the winter months. Visit our [website](#) for more information.

Yeovil Hospital saves 1.2 tonnes worth of plastic from landfill, thanks to catering team

Yeovil Hospital's catering team is striving the way forward to make a fully green eating experience for staff, patients and visitors.

In October 2019 the NHS, highlight a plan to cut single-use plastics from all hospital canteens in a bid to reduce waste and improve hospital environments. Yeovil Hospital's Deputy Hotel Services Manager, Mathieu Eke jumped at the chance to make an environmentally friendly change to our hospital and turned all catering outlets throughout the hospital green.



Mathieu said: "We have always been a progressive hospital, always going the extra mile to make a positive difference for both patients and staff, so being more sustainable was a must."

To read more of this story click [here](#).

A stunning tribute to Black History Month

Inclusion is an absolute priority for us at Yeovil Hospital and we are proud to have many nationalities represented in our family. We have staff from 52 different countries, choosing to serve our community and be a part of that community.



This month marks Black History Month and we thought it was only fitting to share this moving letter, from the mum of a staff member, on her life experiences of being part of a mixed raced family. A thought-provoking message.

"Black, is not a Dirty word"

"Hello, my name is Georgina and I am a 64-year-old white woman who has been married for 44 years to a black man. Some of you may have just brushed over that sentence but some of you may have felt slightly uncomfortable but that ok. It's ok to use the word Black when referring to my Husband. It's not embarrassing, insulting or outrageous. And that is what I have chosen to talk to you about.

My husband is Jamaican, and I love him dearly. I gave birth to three beautiful mixed-race children, and I have a black stepson who is comfortable enough to call me Mom. I also have nine stunning mixed-race grandchildren.

To read more of this story click [here](#).

Yeovil Hospital opens new Wellbeing Hub with Macmillan Cancer Support

Yeovil Hospital is at the frontline of providing a new type of service for those that are significantly impacted by a long-term health conditions.

The new Health and Wellbeing Hub, located within the hospital reception area, is a safe, welcoming environment for any one regardless of age or situation, dealing with long-term conditions or ongoing treatments.



Macmillan Wellbeing Lead Lauren Hunter, whose role is funded by national charity Macmillan Cancer Support, will be available throughout the week to offer a friendly face, advice, and signpost those needing extra guidance to the right support.

To read more of this story click [here](#).

Yeovil Freewheelers receive £6,300 from Yeovil Hospital's League of Friends aid COVID-19 relief

Yeovil Hospital's League of Friends donated £6,300 to Yeovil Freewheelers to cover the running cost of a vital blood bike for the year.

Yeovil Freewheelers provides emergency courier relief to countless NHS organisations in Somerset and Dorset, carrying blood, medicines, samples and medical equipment to name a few, between hospitals, care homes, patients and laboratories. The team consists of around 70 members and a fleet of eight motorcycles and is entirely funded by charitable donations.



To read more of this story click [here](#).

Yeovil Hospital's art coordinator advances patient 'Boredom Buster'

Patients across the UK are enjoying the new 'Boredom Buster' publication developed by University Hospital Bristol, Weston NHS Foundation Trust, and NHS art coordinators across the South West, including Yeovil Hospital's own Caroline Barnes.

The 48-page bumper newspaper has been produced for the NHS National Performance Advisory Group for Arts, Design and Heritage in Hospitals and is the first of its kind, pioneering a collaborative project between the arts and the hospital setting.



To read more of this story click [here](#).

National nutrition advice for COVID-19 recovery is led by Yeovil Hospital clinician



When it comes to recovering from COVID-19, the right nutrition is essential and research by Yeovil Hospital dietetics specialist Louise Albrich is ensuring the importance of nutrition is recognised nationally.

Through her research into critical care recovery, Louise has been extensively involved in the British Dietetics Association's working group, advising NHS England on aftercare for COVID-19 patients in the community and writing much of the nutrition advice for post COVID-19 care, published on NHS England's website.

To read more of this story click [here](#).

Yeovil Hospital celebrates success in supporting women in feeding their babies



Our maternity unit at Yeovil Hospital has been celebrating World Breast Feeding Week.

World breast feeding week is a global campaign to raise awareness on various themes around breastfeeding.

The infant feeding team has made hundreds of "boob" cakes in various shapes and sizes and provided "Lots to Remember" infant feeding cards so that the maternity staff have infant feeding resources in their pockets.

Yeovil Hospital is a UNICEF Baby Friendly accredited unit. Sadly, many mothers in the UK stop breastfeeding before they want to; a Trust that has achieved this accreditation is committed to supporting mothers in their feeding journey. The accreditation process ensures that staff in the hospital are all working within a set of standards and can provide good quality, evidence-based information that helps new parents make informed choices about feeding. The staff not only promote and protect breastfeeding but provide unbiased information around formula feeding and support all families in developing close and loving relationships.

To read more of this story click [here](#).

1,000th patient benefits from assessment at home service



Health and social care professionals in Somerset are celebrating this week after the pioneering extension to its already successful HomeFirst service, a 'discharge to assess' service, helped its 1,000th patient to return home from hospital for an assessment since March this year.

The service, which is run by Somerset County Council, Somerset NHS Foundation Trust and Yeovil Hospital, as well as border acute hospitals, offers people who may need some short term the support they need to enable them to return home.

It also gives our patients an assessment at home and tailored help to finish their therapy and recovery at home, with personalised care that helps them achieve greater independence. It has in fact reduced patient stays in hospital by up to ten days.

The service is run by specialist teams of health and social care colleagues who have been given additional training in a range of care techniques so they can do more with patients once they are home to help them regain independence faster.

To read more of this story click [here](#).

ITV West Country highlights NHS care for COVID-19 patient David

The excellent care and treatment given to a 78 year old man by colleagues at Yeovil and Wincanton hospitals was in the spotlight on Friday (24 July 2020).

ITV West Country visited Wincanton Hospital to meet David, who is currently recovering from COVID-19 having spent 125 days in hospital since mid-March.

To read more of this story click [here](#).



Apprentice achieves Yeovil Hospital's first Level 2 distinction

Health care Assistant Thora Linham has completed an 18-month long level 2 Health Apprenticeship with Yeovil Hospital, earning a distinction for her hard work and dedication.

This is the first distinction awarded to any apprentice undertaking their training at Yeovil Hospital. Originally, from an administration background, Thora chose to complete her course with the Trust because of the brilliant training opportunities offered and hands-on experience that has been widely reported.

Thora said: "I wanted to work in the care sector and help others, so I did a complete u-turn in career paths. I worked hard to be where I am and have loved every minute of it. I have become a much more confident person with the help of a fantastic team on ward 9a and from the entire YDH family."

Peripatetic Assessor Julia Beard worked closely with Thora as she progressed through her course. Julia said: "Thora has been a dream student to work with. She has progressed and developed into an amazing, young woman full of promise. We are lucky to have her in our YDH family. I am excited to see what Thora has to bring to our Trust in her next apprenticeship with us."

Thora will be starting a new apprenticeship with the Trust from October as a Trainee Nurse Associate from October.

For more of the latest news from YDH please see our website:

<https://yeovilhospital.co.uk/>



Residential Accommodation January to Now

The residential accommodation has really grown over the past nine months, look back at this photo taken back in January 2020...



...to the amazing progress you can see today:



On the 16th October 2020 Jonathan Higman welcomed Marcus Fysh for a tour of the development.



Yeovil Hospital Charity



Breast Cancer Unit
Appeal reaches £1.5m
of £2 million target



Yeovil Hospital Charity and League of Friends funded a huge range of new equipment and services

Donations from over **3,200** people for the total donations of **£532,000** to Yeovil Hospital Charity, which help fund the following:

- An Aerogen Nebuliser, which provides respiratory support for ICU patients
- A fully-reclining blood sampling chair to make life easier for patients and staff
- Droplet mugs for patients with dementia, which actively encourage them to drink more
- Pulse Oximeters for the Children's Ward, which enable staff to check the amount of oxygen in a patient's blood
- Visits from the Lofty Therapy Horses team, who make patients happy by bringing miniature horses onto wards



Donations of **£186,003** from the League of Friends

Scrapbook

Over the last few months, YDH Trust have pulled together and risen to the challenges that the first wave of the pandemic has given. Our staff have adapted to a new normal, and have done it with a smile on their faces.

Although times have been challenging, there have also been many memorable moments along the way that we don't want to forget. So, we introduce to you, our COVID-19 Scrapbook.

Please click through our interactive book [here](#) to see how far we have come, what we have achieved and all the support we received from our fantastic community, colleagues, and friends.

New CT scanner

The new CT scanner was craned into place at Yeovil Hospital on Saturday 5th September and will benefit patients by reducing waiting times caused by the peak of the pandemic. The 'CT scanner in a box' will start seeing patients come through its doors the following week, supporting the hospital's recovery phase by reducing the amount of time people will need to wait for their diagnostic testing.

The additional CT scanner was provided by NHS England to support Yeovil Hospital in the pandemic recovery phase and will be used for outpatients, freeing up the CT scanners within the main hospital building to be used for inpatients and complex cases.

Yeovil Hospital Chief Executive Jonathan Higman said: "It was great to see our new 'CT scanner in a box' arriving. Our staff are working extremely hard to meet the needs of the local community and this is a huge boost. The addition of this new space and equipment is going to have a big impact on waiting times for patients in Somerset and Dorset, and enables the care to continue to be provided to a very high standard."



Yeovil Hospital welcomed seven public Governors

In July, seven governors were elected to Yeovil Hospital's Council of Governors to represent patients, staff, and local stakeholders. Governors play a significant role in the Trust, working with the Board of Directors to help produce future plans, and ensure that the voice of members and staff inform the Trust's decisions.

For the results of the election, please see the press release here and to learn more about the role of a governor and to meet your YDH Governors click [here](#)

If you wish to contact your local governor, please send an email to YDH.Governors@YDH.NHS.UK or call the Corporate Services Assistant on 01935 384348 who will be able to assist.

Awards

We have won several 'People' awards / accolades



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](#)
Or 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/>

