

A fond farewell to our medical director

Welcome to our FIFTH newsletter, we aim to ...

*keep you up-to-date with hospital news;
provide you with news about the Council of Members;
fill you in on staff achievements;
let you know how you can feedback your views to us.*

Dr Clarke and his wife Dr Louise Allard have recently retired. Between them they have spent a total of nearly 55 years at The Min.

Dr Clarke has been a consultant in rheumatology and rehabilitation at The Min since 1977, his exemplary commitment to people suffering from disabling conditions has guided his outstanding career. In 1990 he became the

hospital's first Medical Director. He was central in the successful bid by our hospital to become one of the first-wave NHS Trusts in 1991, and our authorisation as a Foundation Trust was similarly dependent on his clinical leadership.

Dr Allard worked for 11 years as a physiotherapist before training as a doctor, she specialised in rheumatology also.

Kate Lyon, Chair, said, "Dr Clarke's contribution to the Trust locally, nationally and internationally has been outstanding. He and Dr Allard will be sorely missed for their warmth and humanity and the wonderful work they have done for their patients."

She went on to add, "His style is collaborative working to foster good relationships. He has been a highly respected leader, winning the affection of all staff and patients. Without his leadership, this Trust would not be internationally recognised as one of Britain's premier rheumatology and rehabilitation centres."

Dr Clarke's determination to help people suffering from disabling conditions is further demonstrated through his presidencies and membership of learned societies in his field, and a long history of commitment to voluntary and charitable organisations supporting rehabilitation.

He will continue with his medical-legal work and plans to devote more time to politics, his charitable work, and enjoying retirement with his wife. He also says he will try to get his golf handicap down!

We are delighted to confirm that Dr Tim Jenkinson, a highly valued member of the Trust's consultancy team and Consultant in Rheumatology, Sports and Exercise Medicine, is our new Medical Director.



Dr Clarke & Dr Allard with
Nicola Carmichael, Chief Executive

Photograph © The Bath Chronicle/ Lloyd Ellington

AN IMPORTANT MESSAGE FOR OUR MEMBERS

At the Membership Support Service, we are constantly thinking of ways to be more efficient and cost-effective. This year we are focusing on how we can refine our communication with our members and aim to become more efficient and effective in communicating with you. In 2007 we will be re-designing our membership website pages.

We would like to offer you the opportunity to be communicated with by email. This is more environmentally-friendly, will reduce the need for print and postage, and enable faster communication. Some of you may have already provided us with your email address, **however if you would like to be communicated with by email, please let us know and confirm your email address.**

If you have an email address please let us know.

Email us at nhsft@rnhrd.nhs.uk

or complete the slip at the bottom of the cover letter and send it to our FREEPOST address.

Latest Hospital News...

SLIMMING WORLD SUPPORTS OUR YOUNG PEOPLES NEURO-REHABILITATION

Over £10,000 has been raised through a Slimming World group in Hampshire for Young Peoples Neuro-Rehabilitation (YPNR) at our hospital.

One cold and very wet Sunday morning members of the Slimming World group and their families set off in the pouring rain to take part in a sponsored walk to raise money for YPNR. One of the member's sons, Andy, was recently a patient here.

Andy, 25, and dad Graham returned to The Min to present staff on YPNR with a cheque for £10,548. Andy joked and chatted with staff telling them what he had been up to, and how he was continuing to improve since he had been discharged.

When he was admitted to The Min Andy was minimally aware, unable to communicate and could only open one eye. Mum and Dad regularly made the 70-mile trip to visit Andy "The distance didn't put us off as we were told this was the best place to be, it wouldn't have mattered if you were in Edinburgh. The results far outweigh any problems in getting here." After just two weeks when mum and dad made their usual visit they heard a familiar voice ask "Are you gonna say hello then?" and turned to see Andy sat up in a wheelchair. The intensive therapy, swimming in the hydro-pool and hard work that Andy and the team on YPNR put in has certainly paid off.

Andy said "I enjoyed being here and liked swimming and going into town, and the staff are nice. To go home I had to have targets and had to meet them, best bit was walking out of the wheelchair, I was very pleased." Dad, Graham added, "He was very determined to meet his targets, whatever you did full marks to you. If you start with what you started with when we came, a lad unconscious and with no future, really to get to where we have is fantastic. I think the staff are brilliant, absolutely brilliant they can't do enough, they all work together you never have to ask for help they just seem to know and do it."



Claire Pine & the Hampshire Slimming World Group with their families

The Hampshire Slimming World group organise a sponsored walk every year to raise money for a good cause, Graham said "We thought we'd raise money for YPNR, lets face it you put him right, what you've achieved with him, you've given him his identity back."

Claire Pine who runs the Hampshire Slimming World club and organised the walk praised her members "My group have achieved so much, I am very proud of them all. Raising money for The Min has been a very personal thing for many of us. We went through Andrew's journey with his mum, the progress Andrew showed when he came to you was amazing. Andrew came to my group to meet us all, not an easy task spending an evening with a room full of women – but Andrew was amazing, many of us thought we wouldn't get chance to meet him and when we finally did, I am not sure there was a dry eye to be seen!"

Mary-Anne Darlow, Interdisciplinary Patient Pathway Co-ordinator for Neuro-Rehabilitation at The Min said, "This is a fantastic and incredibly generous donation to the unit, we are just happy to have made such a positive difference to Andy and his family. It's been great to see Andy again, he's already telling us what we should be spending the money on!"

To find out more about any of the stories featured in this newsletter please contact the Membership Support Service on 01225 787043, ext 200 or 201

SPECIALIST CHRONIC FATIGUE SYNDROME/ ME FOR CHILDREN AND YOUNG ADULTS

January saw the specialist Chronic Fatigue Syndrome (CFS/ME) team for children and young people, move their services from the Royal United Hospital in Bath, to our hospital. The team includes: Dr Esther Crawley, Consultant Paediatrician and Clinical Lead; Heather Hill, Team Administrator; Beverly Knops, Senior Occupational Therapist; Avril Missen, Consultant Clinical Psychologist and Jackie Moss, Physiotherapist. Carol Salter, Senior Occupational Therapist leads a satellite service in Taunton, Somerset..

This CFS/ME service offers individualised programmes based on the needs of the child or young person, and with a domiciliary service for children who are severely affected and house bound. All children are offered individual sessions using an evidenced-based approach in managing this difficult and challenging condition. As well as the region covered (Swindon to Weston-Super-Mare and Gloucester to Taunton) the team also offers an out-of-region service for children living in areas where there is currently no paediatric service. The team also provide training and support to a range of other people who want it including doctors, teachers, education welfare offices and those in social services.

For more information about this service please email Dr Esther Crawley esther.crawley@rnhrd.nhs.uk.

INTERNATIONAL SPORTS PERSONALITY VISITS BATH NEURO-REHABILITATION SERVICE

Bath and England rugby player **Danny Grewcock** caused quite a stir when he visited patients on our neuro-rehabilitation unit. His visit was part of the activities that took place in the hospital to highlight Brain Injury Awareness week (12th-18th March), which aims to raise awareness of the consequences and difficulties people face as a result of brain injury.



Danny really took his time to talk to everyone, he was even interviewed by one patient who had prepared some questions in advance, he wrote Danny's answers down and even asked him to sign it!

Danny signed autographs, shirts and posters for the patients, there was lots of friendly banter and both Danny and the patients really enjoyed themselves.



Danny Grewcock

LIGHTS, CAMERA, ACTION!

Back in January this year filming took place on the Pain Management Unit (PMU). This was for a documentary by Maverick TV about adolescents living with chronic pain and the impact it has on their lives and that of their families.

We are pleased to announce that the documentary is now complete. It is titled **'When the drugs don't work'**, and will be aired on **Channel 4, the morning of Sunday 3rd June at 8:20am.**

Spread the word and tell as many people as you can to tune in too! It's a really positive programme and highlights the excellent work that goes on in our Pain Management Unit, and you can really see the positive difference that the PMU team make.

CELEBRATION AND LAUNCH



Sister Sue Brown (left)

Dr Neil McHugh, Consultant Rheumatologist and Sister Sue Brown, Clinical Nurse Specialist in Connective Tissue Diseases were invited to the inaugural parliamentary reception for the Raynaud's and Scleroderma Association, sponsored by Ann Winterton MP for Congleton. The Silver Jubilee event celebrated 25 years of the Association's work in promoting better communication between doctors and patients, disseminating information and raising funds for research and welfare projects. The Association has helped to change the profile of an uncommon and devastating disease and given hope to patients.

Dame Professor Carol Black, President; Mrs Anne Mawdsley, Chief Executive and Founder and Ann Winterton, MP were among the speakers at this landmark event. The association will be holding its Silver Jubilee Conference in Chester at the Ramada Hotel on Saturday 22nd September 2007. Anyone interested in attending or learning more about the work of the association, should email info@raynauds.org.uk or view the website on <http://www.raynauds.org.uk>.

3 PEAKS, 2 LEGS, 1 BIKE — AN INSPIRATIONAL STORY

Colin Watts, from Melksham near Bath, suffered severe head injuries and multiple fractures after falling 200ft in 2003 while ice climbing in North Wales. He has no recollection of the accident or the initial time after it. He has been told that he was initially taken to Bangor for emergency treatment in intensive care. When his condition stabilised he was transferred to a hospital closer to his home, where he stayed for four-weeks.

Colin then attended The Min for about seven-months as an out-patient. On his first visit here with his partner Janet, the journey by bus from home (about 10-miles) and then finding the hospital in what seemed to him to be a completely unrecognisable town, was good therapy in itself. During the course of his therapy at The Min he did on one occasion walk the 10-miles home, and towards the end of his treatment he took to going in by bus and running home.

As part of his recovery, Colin has taken part in a number of gruelling long-distance runs and has already raised £6,500 for Headway, the UK's leading brain injury charity. Colin sees these mammoth challenges as being easier than overcoming the effects of his accident. "The physical aspects of my injuries were a lot easier to recover from than the extreme fatigue that the head injury caused." To combat the mental fatigue Colin took up running at lunchtimes. This gave him a break away from his computer screen and allowed him to go back to work in the afternoons refreshed and more alert.



Colin Watts
Photograph © Runners World

Colin is now planning to raise more vital funds for Headway. In June he is running over the highest peaks in each country in mainland Britain; Snowdon, Scafell and Ben Nevis and cycling 500-miles between them. "I view these runs as steps in my 'journey of recovery' and an opportunity to help others who have suffered brain injuries more severe than my own."

To find out more about Colin's story of recovery and his fundraising go to www.colinwatts.co.uk or email him at colinathome@hotmail.com

Council of Members

THE COUNCIL OF MEMBERS SUCCESSES

The elected **Council of Members** have been in post for over 2 years and in Spring 2008, we will see elections to the Council for patient, public and staff member representatives. If you are interested in becoming a Council Member we will provide you with full details on how to nominate yourself closer to the time.

Our present Council of Members have achieved much over the last few years. In November 2006 the Council met to evaluate their work. Their achievements to date include:

- ⇒ A much improved knowledge on the NHS and work undertaken by the Trust;
- ⇒ Clarity of purpose and a feeling of being a cohesive and identifiable group;
- ⇒ The formation of a number of sub-groups to focus on key areas of interest;
- ⇒ Representation on key committees within the hospital.

The Council of Members have had the opportunity to really influence the strategic work of the Trust:

- ⇒ In January of each year the Council meet with service managers to discuss the hospital's developing annual business plans and feedback their views and ideas to the managers;

- ⇒ During March each year the Council are consulted and asked to comment on the Healthcare Commissions Annual Healthcheck;
- ⇒ A number of Council Members sit on the Trust's Appointment Committee and liaise with the Board Nominations Committee in the selection of Non-Executive Directors;
- ⇒ Members have been involved in the appointment of our internal auditors through the Trust's Audit Committee;
- ⇒ Council Members have been involved in developing the Trust's equality schemes;
- ⇒ One member attends the Board of Directors meetings on behalf of the Council;
- ⇒ A Council Member representative attends ARMA (Arthritis and Musculoskeletal Alliance) meetings;
- ⇒ Members have also developed an information pack to assist them in promoting the hospital and membership.

I'm sure you will agree that the Council of Members have achieved much in their short time representing members. You will have the opportunity to ask the Council about their work during a special Council of Members Panel at the 2007 Annual Members Day.

DATES FOR YOUR DIARY

WEDNESDAY, 30TH MAY 2007:

FORMAL COUNCIL MEETING *

*** ALL FORMAL COUNCIL MEETINGS ARE OPEN TO THE PUBLIC UNLESS STATED OTHERWISE.**

WEDNESDAY, 20TH JUNE, 2007:

ANNUAL MEMBERS DAY

IF YOU WOULD LIKE TO ATTEND, PLEASE CONTACT THE

MONDAY, 30TH JULY 2007:

INFORMAL COUNCIL MEETING

MEMBERSHIP SUPPORT SERVICE.

WEDNESDAY, 5TH SEPTEMBER 2007:

FORMAL COUNCIL MEETING *

CONTACT THE COUNCIL OF MEMBERS THROUGH THE MEMBERSHIP SUPPORT SERVICE, 01225 787043 EXT 201

NEW MEMBERS OF THE COUNCIL OF MEMBERS

Peter Haines Appointed Member

Peter Haines is Chair of the charity Headway. Who provide respite care and support for those with head injuries living within the community. They also have an excellent relationship with the Neuro-rehabilitation team at our hospital.



"I was surprised at the wide cross-section of people representing members on the Council. As a solicitor specialising in brain injury, I am familiar with the Neuro-rehabilitation service but was interested to learn about the diverse spectrum of other services provided by the Trust. I very much look forward to greater involvement within the Trust through my Council role in the future."

Andy Newton Appointed Member

Andy Newton is a Commissioning Manager at Bath & North East Somerset Primary Care Trust.



"I have appreciated the clear, helpful and honest communications from staff in the Trust. This is coupled with a genuine willingness and desire from the Trust to really draw from the experiences of the Council of Members. It is also clear that this kind of forum will become most effective ... to harness

the experiences of members and for members to develop their knowledge of both the RNHRD and workings of the NHS."

Member involvement

ANNUAL MEMBERS DAY 2007

The Min held its last Annual Members Day on Friday 16th June 2006. 150 members attended the event and enjoyed a series of presentations and interactive workshops, for example a workshop by our Marketing and Communications Manager, Emma Mooney, in which she gained feedback from members on marketing to directly inform the branding process. Other workshops focused on future plans for the 2006—2007 financial year and looked at the hospital's achievements a year on from becoming a Foundation Trust. The aim of the day was to inform, involve and consult with our valued members. Member feedback from this event was extremely positive, for example, "An excellent day, well presented, very welcoming, inclusive and not intimidating in the least."

This year again the aim of the day is to inform our members and involve and consult on hospital developments. Please let us know what is important to you!

We would like you, our members, to tell us what you would like to see on the Annual Members Day agenda for 2007:

- Is there a topic you would like to find out more about?
- Is there something you would like to discuss with other members or the Trust?
- Would you like to put some questions to the Council of Members?

As the title of the day suggests, this is the members day, and we want to plan the presentations and workshops around what really matters to our members.

Contact Laura Davies on 01225 787040 or email laura.davies@rnhrd.nhs.uk to put forward your ideas

If you are interested in attending the Annual Members Day on **Wednesday 20th June 2007** please complete the slip on the bottom of the cover letter and send it to the Membership Support Service by the end of May or email nhsft@rnhrd.nhs.uk

Would you like to attend the Annual Members Day 2007?

SEARCH FOR NEW CHAIR AND NON-EXECUTIVE DIRECTORS

You may remember, with the last Membership newsletter, we advertised that we are recruiting for two Non-Executive Directors to join our Board of Directors to help to lead the Trust through changing times within the NHS, and set its future strategy.

Our Non-Executive Directors work alongside the Executive Directors as equal members of the Board. Together, they are all responsible for the effective running of the Trust and the development of its future strategic direction. They are expected to support, and challenge where appropriate, the Chief Executive and other directors to ensure the Trust delivers on its planned objectives, meets the highest standards of corporate governance, and continues to provide the highest standards of patient care.

In November of this year our Chair, Kate Lyon will come to the end of her term of office, as a result of this the Board of Directors have spent some time looking at the skills needed to fill these vacant posts. We are looking for people with a portfolio of boardroom skills, such as leadership, governance, financial acumen and relationship building. These general management skills may have been developed in a variety of sectors. Beyond this, we are looking for people who are passionate about healthcare, who have the ability to both support and monitor the executive team. Team skills and the ability to work as part of an effective board will be as important as the quality of personal contribution.

As you can imagine, such people can be hard to find. They lead busy lives and may not see an advert in the newspaper. For this reason we are asking our membership to help us in our search and bring this to the attention of people you know who might be suitable and interested.

Full details of the roles are available on our website at www.rnhrd.nhs.uk or on request by calling 01225 787043, ext 201.

PASSIONATE ABOUT PATIENT SAFETY

Staff at The Min demonstrated their commitment to patient safety when our hospital took part in a 'passionate about patient safety' road-show. Patient Safety Managers from the National Patient Safety Agency hosted a stand in the main hospital foyer as part of a road-show that took place across the South of England.

Staff in the Trust were encouraged to 're-pledge' their continuing good work and commitment to patient safety by signing their name onto a large heart shape within a poster, to say they are 'passionate about patient safety'. The aim was to fill the heart with signatures and then display the poster in the hospital. Staff were also encouraged to share ideas and initiatives that they have put in place to further improve patient safety.

Kate Lyon, Chair said "The Board is delighted to support this event. We give top priority to patient safety and this is reflected in our excellent track record. As the number of MRSA bacteraemia is so low at The Min, we continue to meet the standards set by the Healthcare Commission."



Members of the Board of Directors and staff

Member involvement

SINGLE EQUALITY SCHEME

As promised in the October newsletter last year, we have more news on the hospital's Disability Equality Scheme (DES). The purpose of this DES is to help stop discrimination and lessen inequality between disabled and non-disabled people. There is significant evidence of continuing inequality, discrimination and disadvantage that affects all disabled people. This Trust has a key role to play in challenging this.



Some of the priorities highlighted during our “Developing our Disability Scheme Workshop” and through discussions with disabled people are summarised below:



- Particular access requirements should be noted at GP referral and passed on to subsequent service providers to enable them to be taken into account—for instance, requirements relating to accessibility or information;

- Different formats for communication need to be considered for those from different impairment groups - for instance, email would be useful for those with hearing impairments;



- Facilities can be difficult for wheelchair users - for instance, foot pedal bins, door keypads, WC coat pegs;

- Consideration needs to be made for those who have difficulty standing and waiting for appointments or being weighed (perch areas, customised scales etc);



- As an employer the Trust should advertise posts in a way which ensures people with disabilities are reached and think carefully about the requirements set and wording used in adverts so that people are not discouraged from applying.

We have now developed schemes and action plans for Race Equality, Disability Equality and most recently Gender Equality. The Department of Health are encouraging public bodies, like our Trust, to develop a Single Equality Scheme (SES). The SES will help us to bring together parallel strands of the different schemes and heralds a change in the way in which the Trust thinks about and deliver its work. It will set out our commitment to equality, and our determination to continue to ensure that our policies and practices meet the needs of all our staff as well as all of those who use our hospital services. The SES will further develop our patient-centred approach and our commitment to positively promoting equality. We will be organising an annual equality event, inviting patients, carers, staff and members to get involved and ensure we continually build a better picture of the most important equality issues for you.

INPATIENT SURVEY REPORT 2006

The inpatient survey is required of all acute NHS Trusts by the healthcare commission. Patients are asked to answer a total of 75 questions on their most recent stay at the hospital. They are also provided with the opportunity for comments.

We had a very high response rate and our latest survey results once again highlight excellent scores in all areas. We scored particularly well on questions about the hospital environment, communication, involvement with decisions, and discharge planning. The overall rating of care from patients is high. On a number of questions the Trust is amongst the best in England.

Comments we received included:

“Every one of the staff was caring and attentive to my needs, friendly and helpful. The Min is an excellent hospital.”

“This hospital knows about my disease – in consequence I know I am in the right place. Each time I’m an in-stay patient I learn more about my disease and more about how to handle my disease when back home. The hydrotherapy and intensive exercises...enable me to continue working and coping better.”

The survey results are a real tribute to the continuing hard work and dedication of the staff at The Min.

REQUEST FOR PATIENT FEEDBACK

Here at The Min we are always seeking the views of patients and their carers and families and members.

We want you to share your ideas and experiences to help us to identify what you want from our services, to improve your experience, satisfaction and health outcomes, to improve service delivery and to ensure we meet community need.

You can share your views in a variety of ways:

- ✓ Complete a patient feedback form
- ✓ Contact PALS (Patient Advice and Liaison Service)
- ✓ Contact the Council of Members
- ✓ Complete a ‘We Value Your Feedback’ Form
- ✓ Contact the Patient and Public Involvement Forum
- ✓ Use our complaints procedure

**If you would like to feed back your experiences to the hospital please contact
Laura Davies, Patient and Public Involvement Adviser on 01225 787040
or email laura.davies@rnhrd.nhs.uk**

VOLUNTEER PROGRAMME

In our October 2006 edition we wrote about the planned launch of our new Volunteer Programme at our Careers and Volunteers Day in January 2007. This day was a resounding success in promoting both work and involvement opportunities and launching the hospital's volunteer programme.

There was a great deal of interest in the volunteer roles we advertised on the day and we are now taking these potential volunteers through the volunteer recruitment process. For example, we have met with a number of people interested in volunteering on the Rheumatology ward, supporting staff by serving drinks, tending to patients flowers and shopping for patients. The majority of our volunteer roles have been filled and anyone interested in volunteering at the hospital are welcome to contact us and put their name on to a waiting list. We will contact them when we have a volunteer role vacancy, or as new involvement opportunities become available.

Volunteer activities are in addition to those of paid staff and not a substitute and volunteers are of value because they can:

- ... complement and support the services that we deliver;
- ... help free up paid staff to concentrate on the tasks they have been trained for;
- ... help to build bridges with the community.



If you would like to find out more about volunteering at the hospital please contact Laura Davies, Patient and Public Involvement Adviser on 01225 787040 or email laura.davies@rnhrd.nhs.uk

MEDICINE AT THE MIN

We would like to inform all members of a series of public lectures being planned for this year. Our hospital's consultants are helping to provide information and publicise the Trust by taking part in a series of lectures for lay-people.

These lectures build on an earlier successful event organised by the Trust's Patient and Public Involvement Forum. You may remember, an article detailing the Osteoporosis event, with presentations by Dr Bhalla and Dr Harris, appeared in our April 2006 newsletter. We are very pleased to confirm the 2007 programme as follows:

Dr AK Clarke **Wed 13th June 07**

"A Hospital for the Nation" - an introduction to the "Medicine at the Min"

Professor D Blake **Wed 12th Sept 07**

Exploring the Mysteries of Pain

Dr E Crawley **Thurs 8th Nov 07**

Everything you need to know about Chronic Fatigue or ME in children

Each of these lectures will take place in the RNHRD Lecture Hall from 2.00pm to 4.30pm and we are delighted that the programme is proceeding. It will provide an excellent opportunity to learn about the Trust and the complex conditions we treat.

If you would like to attend any of the above lectures please complete the slip at the bottom of the cover letter or contact Lilly Webb on 01225 787043, ext 201 or email lilly.webb@rnhrd.nhs.uk.

CHOOSE AND BOOK—YOUR CHOICE

The following information is designed to explain the processes available to you or your family or friends to be referred to our services at the RNHRD.

The NHS has introduced a new way of being referred to hospital for treatment. The idea behind 'Choose and Book' is that as a patient you will have a choice of where you are treated and when. This means that you can arrange an appointment immediately for a convenient time, rather than wait to receive a letter from the hospital. When you go to see your GP and a referral is suggested, you will be able to discuss your options there and then. You will then be given a Unique Booking Reference Number (UBRN). You can either ask someone in the practice to contact the hospital on your behalf or ring them yourself when you get home. You will then be able to find out which appointment slots are available and book a convenient appointment. Once the appointment is booked, the hospital will send you a letter confirming the details of your appointment. Please note, you will need a referral from either your GP or Consultant.

The RNHRD is part of Extended Choice Network, which means that if we are not initially offered to you as a choice, you can still request treatment at our hospital.

Within The Min

Since June 2006 **Amanda Pacey** has worked at The Min as Clinical Practice Co-ordinator. Her work involves infection control, Essence of Care, Integrated Care Pathways, Medicine Management and Vital Aspects of Clinical Safety, which measures the quality of patient care.

Amanda left her job as a Midwife to live in the Caribbean for a while. When she returned to the UK in 2001, she came to work at the hospital and became a night sister on Neuro-rehabilitation Unit.

What first attracted you to a career in nursing? Probably because my mum said "don't do it" - she was a Midwife! Seriously, it is a vocation and I wanted to care for people.

What do you most enjoy about your role? Encouraging patients' and staff ideas is a great source of interest to me. Discussing ways to improve systems of working and then incorporating their ideas into practice.

What are your hobbies outside work? I don't have time for hobbies ... I have three children, who financially and mentally drain me! I do find time to read and sometimes I can read a book in a day at the weekend. It's a great source of relaxation.

Who is your favourite author? Jodi Picoult at the moment, although I am just about to start a John Grisham book.

What is your proudest achievement so far? I recently got engaged, after 18-years of waiting! My fiance proposed to me in my favourite restaurant in Athens.

If you were to throw a fantasy dinner party, who would you invite? A few years ago I won a day of pampering at the Bath Crescent Hotel, Bath House. Whilst enjoying a glass of champagne, after a swim and massage, Johny Depp sat at the next table to me. Ever since, he has been the only person I would invite to my fantasy dinner party.



THE MIN GOES SMOKE FREE

In line with new legislation, the hospital site will become smoke free with effect from 1st July 2007. Previously, smoking was permitted outside the hospital in a designated smoking area away from the building, but this will no longer be the case. Through this change, the Trust will meet the requirements of the new legislation, protect and improve the health of patients, visitors, staff, and set a health improvement example for the wider community. If patients, or their carers and families visiting the hospital, have concerns about this new policy, they should speak directly to staff in the area they are visiting or contact the Trust's Patient Advice and Liaison Service (PALS) on 01225 787040.

Implementation
**1st July
2007**

CATERING AWARD

Congratulations to Nigel Elwell, our Catering Manager, and the catering team (pictured left). For the second year running Bath and North East Somerset Council (BANES) Environmental Health Department have awarded our hospital with a Food Hygiene Award for Safety 2006.



This is a really difficult award to achieve. Only a few hundred of the thousands of those judged successfully meet the high standards required, and for the Catering team to do this two years running is a fantastic achievement, and fair recognition of their professionalism. The certificate was presented to the catering team at the Staff Christmas dinner.

For further information please contact Nigel Elwell on Tel: 01225 465941, ext 327 or email nigel.elwell@rnhrd.nhs.uk

PAMELA AND THE TREK FOR ARC Mother of three Pamela Lanning is facing the challenge of her life as she trains to trek the Inca trail in May 2007.

Pamela is usually seen working as an Out-patient Assistant in the hospital, but on 10th May she will begin a four-day trek. She will be walking for up to 27-hours, at altitude, over rough ground, through desert plateau and tropical rainforest to raise money for the Arthritis Care Campaign (ARC), the medical research charity dedicated to finding the causes, treatment and cure of arthritis and related conditions.

"I am currently working in the Out-patient department where I meet a lot of lovely people who come to the hospital for all sorts of reasons. We get to know many 'regulars' and try to make everyone's visit as pleasant as possible. I have decided to make the most of my personal good health and improve fitness to raise funds for ARC through sponsorship".

To find out more and keep up to date with Pamela's challenge and fund raising progress visit www.justgiving.com/pamelalanning or through the Membership Support Service.



Pamela Lanning

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