



## Chair's message



As I write I can feel Spring is on its way, daffodils are blooming, there is a hint of warmth in the air and our new Imber Ward is in its final stages before opening this summer.

I am delighted that we have been granted permission to name the whole building The Elizabeth Building after our late Queen.

And while we know that NHS finances will be tight this year, I am confident we will build on the momentum created by the new building to further improve our elective recovery programme.

This edition highlights some great results in the national Annual Staff Survey, where Salisbury is the most improved acute Trust. I would like to thank all those who worked tirelessly to improve our staff experience. We still have a distance to travel until we reach our goal of being the best place to work but we are going in the right direction. Committed, happy and well supported staff provide the backbone of delivering excellent care.

On Saturday 8th June we are once again opening up much of the hospital to the community with our Hospital Open Day. The day provides an opportunity to visit the hospital to engage with staff, learn about our services and discover the vast array of NHS careers on offer. Last year over 750 people attended on one of the wettest days of summer – I hope this year the weather is kinder, and more members of our community can visit and learn how a modern hospital works.

Many of the improvements at the hospital including supporting the fitting out of the new Imber Ward and the new paediatric virtual reality equipment are only made possible by generous support from our hospital charity the Stars Appeal. I would urge everyone to do what they can to support the charity and if possible sign up for Walk for Wards. This community event is a great way to raise money for the charity while enjoying the grounds of Wilton House.

**Ian Green OBE**

Chair of Salisbury NHS Foundation Trust

## Lead Governor's message



My first year as Lead Governor has been both challenging and rewarding. The year has seen many significant changes at Senior Leadership level within Salisbury Foundation Trust.

Throughout the new Chair has been extremely supportive facilitating regular update meetings with Lead & Deputy Governor and leading effective Council of Governors meetings, providing assurance for many important issues raised by Governors.

We have welcomed two new Non-Executive Directors (NEDs), who embraced the new spotlight sessions sharing their experience to date and their ambitions in their NED role. We wished Stacey all the best moving on to her next venture and warmly welcomed Lisa Thomas into the interim Chief Executive Officer role.

Industrial action has created challenges to our hard-working professional teams and had some impact on financial and key performance targets. However, as always, the staff have risen to the challenge and ensured our people, population and partnerships remain our key priorities and this continues to be reflected in the Trust vision and breakthrough objectives for the coming year.

Governor elections take place in May and the upcoming elections will result in new Governors joining the Trust.

We look forward to welcoming the new faces and continuing to work with enthusiastic and committed Governors to support the Trust and the community we serve.

**Jayne Sheppard**

Lead Governor

# Improvements in the annual NHS Staff Survey

Every year the NHS runs a national staff survey with the aim of understanding the experience of staff working in all roles and professions. The results of the survey are used to help plan both national and local interventions to improve staff wellbeing and staff retention and support recruitment.

This year the Trust was the most improved acute trust in the country.

2,265 staff members responded to the survey – 54% of the workforce and a 6% increase on the previous year, our increase is significant and at a time when many response rates have levelled out. Compared to previous surveys this years responses were more evenly spread across professions.

The survey looks at the seven elements of the NHS People Promise plus staff engagement and morale, in every category the Trust had a significantly higher score. The question asking staff

if they would recommend the organisation as a place to work is up by 9%.

The table below shows the scores out of 10 for the major themes.

Statistical significance helps quantify whether a result is likely due to chance or to some factor of interest. The table below presents the results of significance testing conducted on the theme scores calculated in both 2022 and 2023\*.

People Promise elements	2022 score	2022 respondents	2023 score	2023 respondents	Statistically significant change?
We are compassionate and inclusive	7.07	1857	7.25	2254	Significantly higher
We are recognised and rewarded	5.57	1855	5.88	2252	Significantly higher
We each have a voice that counts	6.56	1842	6.72	2223	Significantly higher
We are safe and healthy	5.75	1846	6.02	2228	Significantly higher
We are always learning	4.67	1763	5.32	2137	Significantly higher
We work flexibly	5.87	1846	6.17	2239	Significantly higher
We are a team	6.47	1855	6.68	2247	Significantly higher
Themes					
Staff Engagement	6.70	1859	6.96	2254	Significantly higher
Morale	5.43	1859	5.79	2255	Significantly higher

\* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

## Car Parking at the hospital



Many will have either experienced the pressure on the hospital car parking – or read about it in the media and online.

Last year a new payment system was introduced to make payment more efficient. Visitors and patients can pay with cash, card and now online, via an App. The introduction

experienced a few early problems that have now been resolved. While the payment system is provided by an outside company the management of car parks remains with the Trust and all profits go back to the hospital.

The problem of car parking capacity is one that the Trust is doing all it can to resolve. It is inevitable that during periods of major construction projects there will be increased pressure on the site – these projects impact on both public and staff parking.

To address the issues the Trust is seeking to minimise staff cars onsite. To support this there is a pilot staff hopper bus scheme, a 40% discount for NHS staff on Reds buses, facilities for cyclists have been improved and there is a staff car share scheme.

However, the building of new car parking onsite is not financially viable with many other priorities also needing funding.

## Hospital Open Day 2024

This years hospital Open Day will be on Saturday 8th June. The event provides the local community with an opportunity to meet staff, view facilities, discuss careers and engage with our various partners.

Last years star attractions included “the bone man”, our simulation team, the search and rescue dog and toy health checks on Sarum Ward. This year it is hoped there will be an even greater range of activities – and some sunshine. Everyone is invited to come along.





▲▼ Artists impressions of the new Imber Ward

## The new Elizabeth Building and Imber Ward

Phase one of the newly named Elizabeth Building that contains Imber Ward is nearing completion. The initial phase will see Imber Ward open with 24 elderly medicine beds. There will be a mixture of 4 bed bays and private rooms and a day lounge.

By providing extra bed capacity, Imber Ward will underpin the hospital's elective recovery programme. The extra beds mean elderly care patients will be cared for in a dedicated space, in turn this will allow our surgical beds to be better utilised to deliver much-needed elective care such as day surgery.



## Real Time Feedback

Real Time Feedback (RTF) is a real time patient satisfaction survey. The questions cover admission to hospital, the care environment, menus, communication by staff and whether they have been treated with respect and dignity. Scores are given from very good, to poor and there is an opportunity to add free text.

RTF results are anonymous, collated by the Patient Advice and Liaison Team (PALS), and then used to improve the patient experience. PALS give individual feedback to wards and report

## Virtual Reality for children on Sarum Ward

Children in our hospital can now be transported into space, or a safari, or anywhere their imagination takes them, with a new virtual reality (VR) headset, funded by the Stars Appeal.

The specialist VR therapy kit is a great distraction for children when they are being treated and having procedures like blood tests. The headset has an array of virtual reality experiences and games.

Seven-year-old Khloe Mann, got up close to her favourite animals during a virtual 'African safari'. She said, "It was really exciting; my favourite animals were the lions. It made me feel calm and relaxed."

Sarum Ward's Play Specialist Natasha Long said, "It's made such a massive difference to children on Sarum Ward. It's a brilliant distraction for the children, especially when they're having procedures, which, in some instances, we would have struggled to get without the VR headset."



Photo: Spencer Mulholland

▲ Khloe is pictured above with Natasha

the findings directly to Trust Committees and the Board. In addition concerns affecting an individual are flagged up at the time of the interview and a speedy resolution is found.

As a Governor I can participate in RTF. I enjoy going to the wards, meeting the patients and members of staff, chatting with them and finding out what works well for them or what could be done better. In order to fulfil part of my role, I find the information invaluable in helping me understand better how patients feel about their hospital admission.

**Jane Podkolinski**, Volunteer Governor

# Support your Hospital by joining Walk for Wards



Photo: Simon Ward

## Get signed up for Walk for Wards 2024 to support the Stars Appeal, Salisbury Hospital's Charity.

The sponsored walk around the Wilton House Estate takes place on Sunday, July 7. Walkers can choose from three routes including the family friendly 3k, a 5k or the more challenging 10k.

Walk for Wards is free to enter and includes lunch and admission to the Wilton House gardens as well as the adventure playground after

the event. Donations from Walk for Wards help the Stars Appeal towards its goal of raising more than £1million each year to fund projects supporting local people being treated at Salisbury District Hospital. Walkers are asked to sign up in advance before June 30 and commit to raising at least £20 sponsorship per person for their chosen ward or department at Salisbury District Hospital. To register go to [www.starsappeal.org/event/walk-for-wards](http://www.starsappeal.org/event/walk-for-wards)



Photo: Simon Ward

# SDH volunteers

We are extremely lucky to have a local community who are dedicated to helping at Salisbury District Hospital.

Volunteer roles are varied and range from helping patients on wards with drink rounds and meals to helping at Radio Odstock, or the important wayfinding that helps patients and relatives locate the department they require.



At the moment we have 433 registered volunteers, working in 52 wards or departments and locations across the Trust. With approximately 140 volunteers supporting the hospital each week. Currently volunteers are needed to help with the new service from Acorn Community Bank, the Carers Café every Thursday in Springs, providing help on all the wards particularly at mealtimes and the soon to arrive Macmillan Information hub in the Main Entrance.

Anyone over 16 years of age can offer to volunteer with no upper age limit.

If you are interested please contact the team at [sft.volunteering@nhs.net](mailto:sft.volunteering@nhs.net) or by calling 01722 336262 Ext 5631/5632.

# Success leads to new priority focus

## Improvements small and large are being made across the Trust, and the focus provided by following the Improving Together approach is providing tangible benefits.

For example, two of the Trusts short-term objectives of reducing falls and reducing length of stay have seen significant improvements. The hospital has seen a 54% reduction in the number of patients who fall whilst with us. This is better than

NHS national average, been delivered a year ahead of schedule and exceeds our original 30% reduction target. Nationally, patient falls in hospital are the most commonly reported adverse event that can cause injury.

The Trust opened a new Acute Frailty Unit last Autumn, enabling us to reduce the average length of stay of our frail patients down from 16 days to six. Six months in the making and involving staff

from across our hospital, we are able to start treatment plans and decision-making early and improve the outcomes for our patients. Along with reducing patient length of stay, it helps to prevent declines in patients' physical function and improve flow through the hospital.

Due to these successes the Trust is reviewing the focus for improvements and will begin work on a new set of priorities for patient care.

# Getting in touch

Get in touch with your Governor by going onto our website: [www.salisbury.nhs.uk](http://www.salisbury.nhs.uk), click on About Us, then Governors and then Constituencies and Governors. Once there, choose the Governor who represents your constituency, or contact us by post at the following address:

Salisbury District Hospital, Trust Offices, Odstock Road, Salisbury, Wiltshire SP2 8BJ

To help with our costs, where possible we would like to send this newsletter by email. If you are happy to receive it this way, please contact Isabel Cardoso at: [Isabel.cardoso@nhs.net](mailto:Isabel.cardoso@nhs.net) or on 01722 336262 ext 5479.

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