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April 2020

Governors' Newsletter

Issue 37

Message from John Mangan, Lead Governor

The most important responsibility I have as an elected Governor is to ensure that services are safe. Every patient attending the hospital should feel that their treatment and care is safe and of high quality.

Above all they should know that the staff can give them the personal attention needed and that the medicines and equipment needed for their care are available.

Now as the coronavirus has spread to all parts of the country the demands on the NHS and your local hospital has increased rapidly. The fact that the virus has become more widespread in our communities several weeks after the big cities has helped the managers and staff at Salisbury Hospital by giving them more time to prepare. Much routine work has been postponed and the hospital reorganised to make more beds including critical care beds with ventilators available. There has been time to increase stocks of equipment and time to provide staff training.

This will help greatly as the number of very ill patients needing specialist care in hospital grows. We can all help the staff at the hospital continue to give care to the highest standards. This is our time to take personal responsibility to keep ourselves and others safe.

Please follow the government advice and keep safe:

Stay at home:

- Only go outside for food, health reasons and work reasons if essential.
- If you do go out stay 2 metres away from other people at all times.
- Wash your hands as soon as you get home.
- Do not meet others including friends and family.

In the coming weeks it will be especially important to follow this advice. If you are over 70 or have an underlying health condition you should accept offers of help from neighbours and support groups with shopping and collection of prescriptions even if you feel able to do these things yourself.

The more people follow this advice the less demand will be made on our hospital and those who are admitted will receive the care they need.

Thank you for your support.

John Mangan
April 2020



Staff at Salisbury Hospital are working in different ways to respond to COVID-19

Dear Member

These are unprecedented times we are living in and each and every one of us is being asked to contribute in one way or another.

I would like to thank every member of staff here at Salisbury Hospital for the extraordinary effort being put into managing the coronavirus crisis. I have seen incredible team work and a willingness to adapt and accept new responsibilities.

From those directly treating patients, to the ward clerks and HR specialists, the estates team, IT staff, microbiology, procurement, finance, housekeeping, catering, educators and trainers, leisure centre staff, scientists, telephonists, security guards and all the managerial teams. The willingness to work in new and different ways has been outstanding.



Some patients and visitors to the hospital may have seen that the site looks different and there are significant changes to the way the hospital is operating. We have made some changes to our visiting policy to limit visits to the hospital and are asking the public to consider other ways of keeping in touch with their loved ones, such as mobile phone calls. Our visitor policy is constantly being reviewed and the latest information is available through our website www.salisbury.nhs.uk.

We are happy for admitted patients to be contacted by mobile phone and our free Wi-Fi service allows the use of Skype, facetime and other similar services. Many patients are also able to make use of the Hospedia service which is free to make outbound calls to UK landlines and gives 2 minutes free to UK mobiles.

And we have now introduced a new contact a loved one service. This enables friends and family members who are struggling to reach their loved ones to do so by either emailing

sft.message.to.love.done@nhs.net with their message from 8.30am to 4.30pm Monday – Friday, or messages can also be telephoned through to our PALS team on **07393 267852**.

To make sure that the messages get to the right people please provide a **full name** of the recipient, the **ward** their loved one is being cared for on, and/or their loved one's **date of birth/full postal address**.

And finally a thank you to our volunteers, many of whom are continuing to support our staff through this crisis and many others that are only now joining us here at the hospital.

Everyone can play their part by following health advice, including regularly washing their hands for 20 seconds, staying at home and keeping your distance.

Thank you for your understanding and continued support.

Stay safe.

Yours
Nick Marsden



Coronavirus - Please support your Hospital Heroes

Through our hospital charity, the Stars Appeal, we're asking for your help in supporting the hospital and its heroes by making a donation or by fundraising, perhaps through a sponsored activity or event.

During the Coronavirus crisis nurses, doctors, porters, cleaners, catering staff, office workers and many other local NHS staff at Salisbury Hospital are going above and beyond to be here for you and your loved ones and make sure patients receive the very best care.

The Stars Appeal is already funding a range of projects for staff and

patients. Their dedicated staff counsellor and mental health nurse are helping staff cope with what they are going through. Stars Appeal Wi-Fi is keeping staff and patients connected with loved ones. Specialist simulation training is ensuring staff are well prepared for whatever they may face and Hospital chaplains are offering comfort and reassurance. The Stars Appeal are also working to

provide staff with morale boosting care packages and their garden spaces offer peace and tranquillity away from the busy wards.

Every donation, large or small, will make a difference for staff and patients at this difficult time for our Hospital. With your help, the Stars Appeal can continue to support them, and react quickly with new ways to help as things progress.



CORONAVIRUS
HELP YOUR
HOSPITAL
HEROES



To make your donation, please complete and return the enclosed form or visit <https://www.justgiving.com/campaign/salisburyhospitalcoronavirus>

Thank you for your support.