

# Newslink

## November 2021

## Newsletter welcome

**It is a pleasure to welcome you to the first Governors Newsletter since I became Lead Governor. I hope the articles help give you a better understanding of the work of the Council of Governors and some of the pressures and achievements at the hospital.**

The hospital remains exceptionally busy. Responding to the ongoing pandemic challenges the way services are delivered. While many restrictions in the community have been lifted some remain on the hospital site, such as the wearing of masks and elements of social distancing. The very good news is that many of these restrictions are being slowly and carefully relaxed or removed and I am pleased to see that the hospital restaurants have now re-opened to patients and visitors.

Many are predicting that this winter

will be one of the toughest the NHS has faced: seasonal flu is forecast to be highly prevalent, ongoing COVID-19 infections will remain a concern and the back log of elective procedures needs to be tackled.

For over 70 years the NHS has been there for everyone, 24 hours a day and this remains true today. However, there are a few simple things we can do ourselves to help. For minor illness it is useful to have a well-stocked home medicine cabinet, 111 is there to offer help and advice by phone and online and our local walk-in centres can offer services such as treatment for infections, rashes, upset stomachs and emergency contraception. But please don't delay reporting any worrying symptoms early so the right treatment can be put in place as soon as possible.

**Lucinda Herklots,**  
Lead Governor



### A message from Nick Marsden, Chairman, Salisbury District Hospital

I would like to thank John Mangan for his service as Lead Governor and welcome Lucinda Herklots into her role. Lucinda joins at a time when the NHS continues to recover from the impact of the pandemic and I look forward to working with her and colleagues over the coming months.

Recovering services, especially elective procedures, is going to be a long hard journey. This winter is predicted to be tough for the NHS. Staff are already exhausted from managing the pandemic and understandably patients are frustrated at the length of time they are waiting and issues around accessing face-to-face services. I share many of these frustrations but would ask everyone to try and remain patient as we prioritise the most in need and do all we can to tackle the backlog.



Games in the garden.

## The latest Governor elections

**Six new Governors have recently been elected to the Council of Governors, representing South Wiltshire Rural, hospital Volunteers and Medical and Dental Staff.**

Governors represent the interests of the Foundation Trust members and general

public; they are the eyes, ears and voice of the membership and their views can shape the services the Trust provides.

For a full list of Governors visit  
Constituencies and Governors  
([salisbury.nhs.uk](https://salisbury.nhs.uk))

# Awarding excellence in adversity

The relaxing of COVID-19 restrictions enabled the Hospital to thank its staff for their incredible commitment and service over the past two years.

A range of COVID-19 safe events were held away from the hospital site making use of a fantastic marquee on the lawns of Salisbury Cathedral. As part of the thank you events staff were able to attend an emotional awards evening where the Governors were delighted to present their award for the Volunteer of the Year to the hospital vaccination hub volunteers. Part of the evening included the video "A Year Like No Other" which you can view here [www.youtube.com/watch?v=tZ6dyZNNz1E](https://www.youtube.com/watch?v=tZ6dyZNNz1E).



SFT Staff Awards 2021.

The evening also heard from the hospital's poet in residence, Martin Figura, who has created a new collection of work exploring the thoughts and emotions of staff working during the height of the pandemic. Martin

introduces the project and reads one of his poems here: [www.youtube.com/watch?v=qqKhKQdDCAg](https://www.youtube.com/watch?v=qqKhKQdDCAg). This work was made possible by support from The League of Friends and The Stars Appeal.

# Taking a personal approach to oversight

I am one of three Governors that represent Salisbury City on the hospital Council of Governors. I was appointed just over a year ago, right in the middle of the pandemic.

The pandemic restrictions meant that I have spent most of my term so far unable to meet face-to-face with the Executives and management teams, or visit the hospital. However, as the pandemic changes and everywhere is opening up in a safe manner, things are beginning to change, and face-to-face meetings have been arranged.

I have lived in Salisbury for 20 years and am currently a practicing registered nurse. I believe that my profession and my roots in the community mean I am well placed

to represent the view of patients and the public to the hospital management.

We have challenging demographics here in Wiltshire, and the geography means that many patients have to travel a fair distance for treatment.

The new Integrated Care System that is planned to enable all health and social care organisations to work closer together is currently in its infancy and doesn't become real until next year and I wait to see if this improves all aspects of healthcare, as is forecast. I feel passionately that we all need to strive to deliver the best care possible and not lose too many services to other larger hospitals, despite having to operate under financial constraints and the

need to upgrade many of the buildings at the hospital.

While all staff working in healthcare have a drive to care for their patients, I do believe in this day and age, patients have a large part to play in their own care. We also need to appreciate the unbelievable stresses staff have experienced during the pandemic.

I am looking forward to returning to some sort of normality, which will allow myself and all Governors to come into the hospital and have a visible presence. There is nothing like seeing patients and staff face-to-face to gauge opinions and get a true feel of how things are running.

**Joanna Bennett**  
Governor for Salisbury City



# Burns research at Salisbury Hospital

**Hypertrophic scars from burns injury affect about 120,000 people per year in the UK. These scars are red, thick and firm.**

They can be tight, itchy and painful with potential to reduce the ability to carry out everyday activities; such as eating, sleeping or getting around. They can also affect self-esteem and body image for the patient. All of this can severely impact on return to work, quality of life and cause depression.

More people now survive large burn injury due to progress in both surgery and medicine. This means that there are more people that have to live with large, life-long scars. The best way to treat hypertrophic burn scars has not been identified and there is a definite clinical need to improve the treatment of these scars.

The aim of this study is to test if early treatment with pulsed dye laser leads to an improved outcome for the patient, both in their quality of life and in the appearance and quality of their scar. It is thought that, if laser treatment is used at an early stage of scar healing, the degree of scarring will be reduced by stopping the formation of these scars. If laser treatment proves effective, not only will the outcome for the patient be improved but also the cost efficiency for the NHS. Additionally, this may lead to the creation of a new NICE guideline on scar treatment.

This new study will be a gold-standard randomised, controlled trial; undertaken by NHS staff in seven hospitals across the UK including Salisbury District Hospital. A total of 150 patients with burn scars will be recruited. Half will receive standard of care treatment for a period of 6 months, while half will receive a course of three laser treatments, in addition to the standard treatment. The participants will assess both their scar features and quality of life using simple questionnaires. Patient experience and health economics will also be assessed and measured.

The results will be presented at both UK and international meetings for the burns community; and published in relevant journals. It will be broadcast to charities such as Scar Free Foundation, Changing Faces, Dan's Fund and TalkHealth websites, which host online health hubs for burn scar patients.

**Dr Mark Brewin**  
Staff Governor

# The Trust AGM September 2021

**Salisbury NHS Foundation Trust's Annual General Meeting (AGM) AGM was held via Zoom on 27th September where there was an opportunity for members to ask questions of the Chair and Senior Executives of the Trust.**

The presentations for the meeting can be viewed here [www.youtube.com/watch?v=kP0Ho6OcL5U](https://www.youtube.com/watch?v=kP0Ho6OcL5U).

Here are the main points from the Governors' report.

- From April 2020 the clinical focus was on meeting the challenges of COVID-19 and minimising the risks of spreading the disease. All Governor meetings were moved online using Microsoft Teams.
- The Trust Chairman, Lead and Deputy Lead Governors met weekly to provide Governors with regular updates on such things as COVID-19 readiness, equipment supplies, bed capacity, the effect on routine work, elective surgery, how the increase in waiting lists and the fall in GP referrals were being responded to and staff well-being.
- Governors worked to reassure the public that the hospital was a safe place to attend for treatment, not to ignore

persistent symptoms and to attend appointments unless notified they had been cancelled. They also reported back to the Board a huge appreciation for the services and support.

- A group worked on proposals for changes to the letters to patients, all part of improving communications with members of the public.
- The Council of Governors heard reports on the progress of the Campus project, proposals for a new day surgery unit, and the formation of the Integrated Care Services across Bath, Swindon and Wiltshire.
- In early 2021, as COVID-19 cases increased significantly, the vaccine rollout began with the hospital not only co-ordinating the staff vaccination centre but also the City Hall vaccination centre.

The Governors would like to thank all staff for their exceptional work during the year and to give credit to the Executive Team and the Board in the way this unusual year has been managed.

**Lucinda Herklots**  
Lead Governor

## "When shall we three meet again?"

**Macbeth Act 1 Scene 1 by William Shakespeare.**

This is the kind of question that many of us Governors have considered over the last 18 months or so!

It seems that the answer to our question might be soon, so it would be interesting to look at the pluses and minuses of our enforced 'virtual' meetings. Macbeth's witches clearly did not have access to 'Teams' or 'Zoom' and to them to meet meant in person.

It is said the use of virtual meetings has beneficial effects. It makes meetings more focussed; reduces travelling and thereby costs and environmental impact; and has led many to improve their skills. Having experienced these benefits myself, I must agree. But what have we lost in these digital interactions?

There is a multitude of research-based

articles on the internet demonstrating the benefits of physical workplace interaction not only to individuals (mental and physical health) but also to organisations (better communication, engagement, and productivity) and the same could be said to apply to virtual medical consultations.

My view is that both have their merits, and we should use technology to facilitate, but not replace, physical human interactions.

And it is not just my view. A recent report to our Audit Committee stated, under lessons learned:

'Engagement through Teams has been good but a lack of organic face-to-face engagement where communication happens naturally would have improved the project.'

**John Parker**  
Elected Governor, North Dorset



# New Stars Appeal funded Maternity Entrance Opens at Salisbury Hospital

Back in early October, the hospital opened a new entrance and reception for its maternity unit.

The new building, which cost £120,000, was funded by the Stars Appeal and is the latest in a series of projects designed to improve the experience of expectant mothers and families.

Hannah Boyd – Head of Midwifery and Neonatal Service said "It's great to be able to welcome expectant parents to the maternity unit with a modern friendly reception area. For many years the entrance was via a gloomy entrance bay shared with ambulances. This new area is much more in keeping with a modern busy maternity unit."

# Stars Appeal Christmas Raffle

Please support our hospital charity, the Stars Appeal, by buying the enclosed Christmas Raffle tickets. The top prize, worth over £11,000, is a brand new Kia Picanto, a stylish city car that offers low-running costs and a seven year warranty, supplied by F.J. Chalke. Second prize is £1,000, third prize is £500 and there are more cash prizes as well!

Money raised will help towards the £1 million the Stars Appeal aims to raise each year to

fund projects at Salisbury District Hospital helping thousands of patients and our staff. These include free Wi-Fi, accommodation for parents of babies and children, entertainment and companionship for older people, state-of-the-art equipment and funding a counsellor and morale boosting treats for staff.

To buy your tickets, please fill in and return the stubs along with a cheque (payable to the Stars Appeal) in the Freepost envelope provided. To help raise as much as possible, tickets will also be sent out with other hospital newsletters. If you also receive these, perhaps you would be kind enough to pass the tickets on. If you can help sell tickets, please contact the Stars Appeal on 01722 429005. You can buy more tickets ONLINE at [www.starsappeal.org](http://www.starsappeal.org) Thank you for your support.



The new entrance.

To find out more about these initiatives, and the difference your support makes to local people in Hospital and the NHS staff who care for them, call the Stars Appeal office on 01722 429005 and visit the Stars Appeal website at [www.starsappeal.org](http://www.starsappeal.org)

## 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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