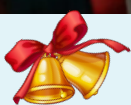


Pulse magazine

December
2023

By Royal invitation - Crystalbell meets King Charles - see page 4



Welcome!



A very festive chilly welcome to the December edition of the Pulse magazine. In fact, it has been more than chilly recently, such that the twin challenges of winter pressures and cold and flu have already started to add further pressures to an already busy hospital, with attendances at the Emergency Department matching the historically high levels of 2022.

As usual, our staff have risen to these challenges admirably, living and breathing our CARE values. The trust's winter plan, published as part of this month's Board papers, sets out a series of steps to ensure safe, high-quality care can be maintained during a period of high seasonal pressure.

I hope you enjoy reading the articles in this month's edition that include tips on how to stay well during the winter period and the recently launched Emergency Department winter campaign, as well as some exciting news on staff awards and celebrations and how to get involved and have your say. I wanted to congratulate all the award winners as well as the teams who have achieved their university accreditation.

Lastly, I just wanted to wish you all a very wonderful festive holiday period on behalf of the Board of Directors here at the Trust ✨

Priya Hunt, Non-Executive Director

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Junior doctors' strikes

Our Trust will be impacted by British Medical Association strike action in December and January. We're working really hard to keep key services going and we will contact patients if we have to cancel appointments.

STAY WELL THIS WINTER

As we head into another busy winter season, health bosses are encouraging patients and residents to do everything they can to stay well in winter by:

- Taking up the offer of free flu and covid vaccinations if they are in eligible groups
- Visiting [Reading's Urgent Care Centre](#) for minor illnesses
- Using [NHS 111](#) for advice on the most appropriate service for their needs
- Continuing to contact their GP practice about worrying symptoms
- Speaking to a pharmacist about minor illnesses
- Only using 999 and hospital Emergency Departments for life threatening conditions
- Making sure they get repeat prescriptions in time for weekends and bank holidays
- Stocking up on over-the-counter medicines
- Looking out for vulnerable family members, friends and neighbours

Royal Berkshire Hospital park & ride

As an alternative to parking on-site, patients and visitors coming to the Royal Berkshire Hospital can use the 300 'hospital' park and ride service between the hospital and the Thames Valley Park and Mere oak park and ride sites.

The 300 bus service runs Monday to Friday from 6am until 7pm.



Buses run up to every 20 minutes, journeys cost £2 per single and parking costs £1 at Mere oak, and £1 per hour at Thames Valley Park, capped at £4 per day.

For more information see [Reading Buses website](#).

Coming to Royal Berkshire Hospital?
Avoid the congestion and use our new
300 Park and Ride bus service from
Mere oak and Thames Valley Park

PARK 
 **& RIDE**

Emergency Department's winter campaign

In an attempt to reduce pressures in our Emergency Department (ED), we've launched our winter emergency department campaign to help keep ED clear for our sickest patients.



Coming to the Emergency Department is serious – and should only be used for people with life-threatening emergencies. In recent years we've seen a steady increase in the numbers of patients attending ED. On average around 450 patients turn up each day, with some having to wait up to 9 hours or more.

Janet Lippett, Chief Medical Officer at the Royal Berkshire Foundation Trust said: "Our priority is to ensure the most vulnerable and those in most urgent need are able to access services quickly and easily, whether that's at one of our hospitals or in their own homes.

"You can also help us to help you by keeping Emergency Departments for life threatening emergencies such as heart attack, breathing difficulties and severe bleeding. If you're not sure then go to [NHS 111](https://111.nhs.uk) online or call them and they will be able to advise on what you should do to get the care you need.

Alternatives to ED

Think before coming to A&E – and if you're not sure whether to go then please use <http://111.nhs.uk>.

Patients can also visit Reading's [Urgent Care Centre in Broad Street Mall](#) which is open 8am to 8pm, 7 days a week or their GP or local pharmacy.

For urgent and non-life threatening illnesses visit:

Reading Urgent Care Centre

First Floor, Broad Street Mall, Reading RG1 7QE

Open: 8am - 8pm, 7 days a week

By Royal invitation - Crystalbell meets King Charles



One of our midwives, Crystalbell Atutonu, attended King Charles' 75th Birthday celebrations last month, joining hundreds of global majority nurses and midwives, including Bernice Boore (below) and other colleagues from the trust.

The reception at Buckingham Palace, was in recognition of the contribution made by international NHS nurses and midwives.

Congratulations Bernice!

Bernice Boore, Lead nurse for Integrated Medicine A, has been recognised for her work advocating for global majority staff and patients after receiving a Chief Nursing Officer Silver Award.

During a visit to Royal Berkshire Hospital last month, Dame Ruth May – Chief Nursing Officer for England presented Bernice with the Silver Chief Nursing Officer Award. The Silver Award is given to nurses who go above and beyond, demonstrate leadership in developing services for patients, and championing diversity and inclusion.



Bernice, who has worked within the NHS since 2004, was nominated for her work as an advocate for the global majority workforce and our patients. She has supported colleagues within Royal Berkshire NHS Foundation Trust as the Chair of the Ethnic Minority Forum, the launch of See Me First, and acting as a Freedom to Speak Up Ambassador. More widely, she is the President of the Kenyan Nurses and Midwives Association which supports staff across the UK who have relocated from Kenya.

Additionally, she has helped advocate on behalf of our patients through the Meet PEET team and as Lead Nurse for Integrated Medicine A.

On receiving the award, Bernice said: "I am really surprised and humbled to have received the Chief Nursing Officer Award. I'm incredibly proud to be part of the Royal Berks family and so it is fantastic to be put forward by the trust for this recognition."

Hannah Spencer, Deputy Chief Nursing Officer for Royal Berkshire NHS Foundation Trust, said: "Anyone who's worked with Bernice knows how deserving she is of this award. In almost 20 years of service she has not only been a tireless advocate in supporting staff and patients from across the globe, but has also been a friend and leader to countless colleagues in the trust."

More hospital departments awarded University accreditation

Our Elderly Care, Urology, and Rheumatology departments have recently become the latest departments at the Royal Berkshire Foundation Trust to achieve University of Reading Accreditation.



University Department of Urology

Accreditation is awarded in recognition of the excellent clinical outcomes, education, research and innovation, and staff development the teams have achieved.

For the past 5 years, we've been collaborating with the University to fund joint research and education projects and create a scheme recognising clinical and academic excellence.

Janet Lippett, RBFT Chief Medical Officer, Atul Kapila, RBFT Research & Innovation Director, and partners from the University are pictured on this page presenting our Radiology, Elderly Care and Urology colleagues with their departmental plaques



University Department of Radiology



University Department of Elderly Care

Join the 'Primary Care Conversation'

Join the 'Primary Care Conversation' to transform services



The Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) is working with local people, patients, and health and care partners to transform the way primary care is delivered in their communities and neighbourhoods.

This includes improving access, people's experiences and patient outcomes from:

- general practice (GPs)
- community pharmacy
- optometry (eye care)
- dentistry

As part of this work BOB ICB has launched the 'Primary Care Conversation' and want to hear your views about these services in their online survey or other ways.

Full information is on their website: [Help us shape the future of Primary Care](#) and they're accepting feedback until **31 January 2024**.

Meet your Governors

Our Council of Governors is the voice of the people our trust serves, and it helps set our priorities and shape our services, based on our members' views.

As a member of the Royal Berkshire NHS Foundation Trust you can be considered for election as a governor.

Find a [full list of your Council of Governors](#) on our website.

Meet Richard Havelock, Volunteer Governor

I was delighted, earlier this year, to become a governor of the Royal Berks Trust, with the honour of representing our doughty team of volunteers who do so much, often behind the scenes, to support the work of our distinguished hospital of which it is such a privilege to be part.

After training as a dentist at King's College Hospital in London, I worked in oral and maxillofacial surgery and paediatric dentistry, and then, armed with a postgraduate diploma in public health dentistry, was fortunate enough to be appointed as the Assistant District Dental Officer for what were then the two separate District Health Authorities, for East and West Berkshire, which covered not only the whole of this county but also the southern fringes of Oxfordshire and Buckinghamshire. The main part of the post was concerned with the management of the community dental service, but I also maintained a clinical role throughout my career.

The amalgamation of all NHS services at that time gave much opportunity for collaborative working between the different clinical aspects, not least community and hospital elements, but also with the wider service including a significant role in epidemiology and health promotion.

For my last seventeen years before retirement I was the Clinical Director of the Berkshire Community Dental Service, and also served for a time as Medical Director of the East Berkshire Community Health NHS Trust. After retiring, I was a member for several years of one of the two Berkshire NHS research ethics committees, gaining valuable insight into an increasingly important means of evaluating new types of treatment to optimise health care.

I have been very fortunate in being able, following retirement, to build on my experience in contributing to the work of the Royal Berks, in which I began sessions as long ago as 1984. It has been fascinating to see how the hospital has evolved in the meantime, always in the forefront of medical advances. I have been involved with the [medical museum](#) for twenty years, in due course becoming a trustee, and have been the chairman since 2016. We have a fascinating collection relating to healthcare in general, but not least to the Royal Berks and the important contributions it has made to the wider development of medicine and surgery.

It has been a delight to be able to indulge, through the history of the buildings and what has happened within them, two of my main interests, medical and architectural history, both established in far distant youth.

Although a new boy, still barely dry behind the ears, being a governor is proving most rewarding, providing a rare opportunity to contribute to the working of the hospital and the wider NHS. The experience gathered during my working career provides a useful background against which to consider new developments arising with increasing rapidity. Although it is crucial to appreciate that the context is ever changing, there are continuing themes, such as the need for coherence between all the different elements of health, within the NHS and beyond, which the recently established Integrated Care Boards and Partnerships offer great hope of achieving. On a personal level, it is a delight to work with such an engaging, congenial, committed and supportive team within our own Royal Berks Trust. I look forward very much to developing involvement.

In the meantime, may I wish everyone a very happy festive season, and hope that it is as relaxed as possible to reward your unstinting efforts on behalf of everyone we all serve.

Richard Havelock
Volunteer Governor

Discounts! Did you know?

As a member of the Royal Berkshire NHS Foundation Trust you are eligible to amazing Health Service Discounts to save money on holidays, electrical goods, meals, days out and much more!

To register, follow this link [Register | NHS Discounts | Health Service Discounts](#) and select Foundation Trust Member.

Don't forget to let us know what amazing discounts you get so we can share them!

Check out some of this week's exclusive discounts ahead of Christmas:

- [Adidas](#) - 25% off
- [The Fragrance Shop from The Fragrance Shop](#) -15% off
- [Charlotte Tilbury from Charlotte Tilbury](#) – 20% off
- [Laptops Direct from Laptops Direct](#) – up to 50% off
- [Panasonic TVs](#) – 15% off
- [Ninja Kitchen from Ninja Kitchen](#) – 10% off
- [Sephora from Sephora](#) – 20% off
- [Hotpoint Home Appliances](#) – up to 50% off
- [UGG](#) - 10% OFF

Get Involved and Have Your Say

Sign up family and friends to become a member via our [online form](#) to:

- receive our latest updates
- shape how hospital services are delivered
- be eligible to receive our NHS discounts (see page 7)

Get in touch with the team: Foundation.trust@royalberkshire.nhs.uk