

Outline

DECEMBER 2011

THE STAFF NEWSLETTER OF GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST

Focus on A&E delays

MORE DETAILS INSIDE →



ALSO IN THIS ISSUE:

New operating framework

A&C review update

Holiday opening hours

The One Show filming at GRH

Blueprint for the future

The NHS Operating Framework and updated Outcomes Framework have been published.

These important Department of Health publications set out the business and amended measures for the NHS in England in 2012/ 13.

In January our Chief Executive Dr Frank Harsent will let us know what these mean in real terms, for our Trust.

The Operating Framework for the NHS in England 2012/13 describes the national

priorities needed for the NHS to maintain and improve the quality of services provided, while delivering change and maintaining financial stability.

Launching the update to the Outcomes Framework, Health Secretary Andrew Lansley called for a renewed focus on improving patient results.

In a push to focus on results the NHS will be measured against a number of areas including whether a patient's treatment was successful, whether they were looked after well by NHS staff and whether they recovered quickly



after treatment.

You can see a summary and the full update to the Outcomes Framework for 2012/13 on the Trust Intranet.

Christmas opening hours

Many departments such as catering, continue to operate over the Christmas and New Year breaks.

The full list of opening times for: Pharmacy, Catering & Restaurants, Phlebotomy, Linen Room, Sewing Room, Imaging and Diagnostic and Medical Engineering is available on the intranet under communications.

Thank you to all the staff

involved who enable us to continue to provide a full service for our patients and staff.

Services maybe affected from Christmas Eve, and all resume normal service levels on January 3rd 2012.

Chaplaincy

If you would like to take part in carol singing or Holy Communion services in the Chapels or wards, please refer to the November edition

of Outline for a full listing or contact the chaplains for further details.



A&E delays - everybody's business

The Trust is asking all staff to help minimise delays which are happening at our 'front door' between the time a patient arrives in an ambulance to when they are handed over to A&E staff.

This is causing unnecessary anxiety and distress to patients, families and staff. A small reduction in Length of Stay can make a big

difference. If our patients stayed in hospital for a shorter time, between 12 – 24 hours, there would be no problem. These are changes which you can help to bring about.

**A small reduction
in Length of
Stay can make
a big difference**

How can you help?

In a nutshell:
Plan early and do it today

Do you:

- Take blood?
- Process tests?
- Deliver equipment?
- Move patients?
- Book appointments?
- Prepare prescriptions?
- Arrange discharge or carry out many other roles?

If so then you play a part in the overall experience of our patients and can help ensure that their 'journey' goes without a hitch.

Glimpsing e-vision of the future

The long-awaited vision of an integrated electronic solution for patient records, prescribing and administration systems took a step closer to becoming reality this month.

The Board has given full support to the development of a business case for a Clinical Information Systems Programme aimed at improving safety as well as the experience of patients and clinicians.

The next stage is to undertake the tender process to allow a full business case to be presented to the Board in October 2012. The programme will seek to replace PAS as well as systems used by pathology, pharmacy, maternity, theatres, unscheduled care and oncology. In addition, it is hoped the system would incorporate electronic prescribing and medicines administration, therefore achieving the goal of 'one patient, one record'.

Dr Mike Richards, Project Manager, said: "With the closure of the NHS IT Programme last September, this programme will take the Trust IT forward by procuring a clinical system to suit the needs of our patients and staff within an affordable framework.

"The design and selection of solutions will be based upon knowledge and experience with the full involvement of clinical staff in all phases."

IMPROVING EFFICIENCY AND LIVING WITHIN OUR MEANS

A&C review update

The findings and recommendations of Phase 1 of the Administration and Clerical Review have been detailed in a consultation document.

The consultation started on 21st November with the aim of providing all Trust staff with the opportunity to feedback on a revised service model. Feedback is due to be returned by 5pm on 19th December.

Staff briefing sessions



were held on each site last month and throughout the consultation process.

After the 19th December the initial feedback will be reviewed and the project team will work to make any necessary revisions to the model. A final version

will then be presented with a view to implementation in March 2012.

For more information and for the latest Frequently Asked Questions, go to the A&C Review pages of the staff Intranet.

Telehealth rollout

The Telehealth project in the county has been up and running for some time now and 50 patients across the county are taking advantage of the new technology.

Telehealth provides patients with the opportunity to have greater control in managing their own condition, and enables GPs to monitor

patients in a way that can help reduce the frequency of visits.

Although this is a relatively new technology, evidence is beginning to show that it can help medical professionals and patients manage some conditions, such as COPD, heart failure or diabetes.

It isn't going to be suitable for everyone. The decision on whether a patient uses Telehealth will be based on the clinical need of the patient and

the potential benefit as well as a discussion with the patient themselves. The age range of current patients referred is between 49 and 90 years of age.

To find out more about Telehealth in Gloucestershire including case studies of patients using the equipment, go to: www.nhsglos.nhs.uk/telehealth

Stagecoach Greener Travel scheme

As part of our partnership with Stagecoach Travel a new Greener Travel scheme will be introduced from January 8th 2012. The new scheme includes changes to fares that may affect you.

The single journey 70p ticket currently available to staff will stop on January 8th.

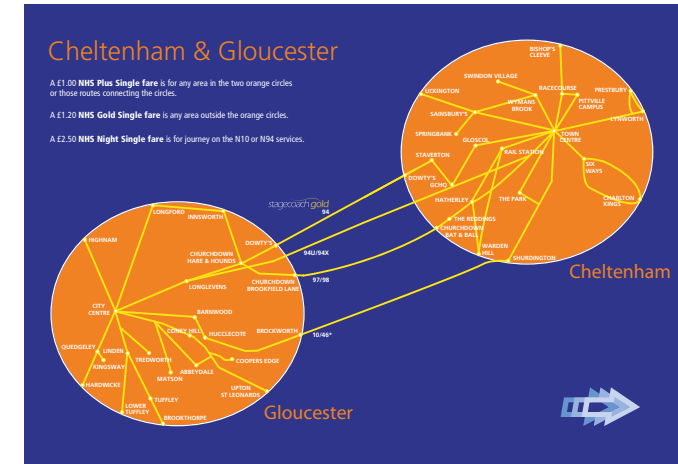
From that date, the new scheme allows any staff member with a valid Trust ID badge to benefit from reduced price bus tickets across the county at any time of night or day. The single journey fares are as follows:

£1.00 NHS Plus Single – In the Cheltenham & Gloucester urban areas plus routes linking the two.

£1.20 NHS Gold Single – Any other Stagecoach West journey (Except N10 & N94)

£2.50 NHS Night Single – Any single journey on Service N10 or N94.

The map showing the journeys



for each of the zones is also available on the Travel and Parking pages of the intranet.

The popular free Route 99 bus between GRH and CGH and the Park and Ride Service will continue unchanged.

Previously, the 70p fare was funded through a Trust subsidy which was not felt to be the best use of Trust funds in the current financial climate.

The new reduced staff fares

are offered at no cost to the Trust.

The popular free Route 99 bus between GRH and CGH and the Park and Ride Service will continue unchanged.

Director for Estates and Facilities Ian Tait said: "We are pleased that we are able to offer these very good fares to staff through our partnership with Stagecoach and to be able to continue to support staff by providing the free Route 99 service and the Park and Ride."

For comments or questions about the new fares, please contact comms@glos.nhs.uk

Staff Survey

Over 65% staff completed and returned their staff questionnaire this year and the organisers of this year's survey are thanking all those who took the time to participate.

At the time of closing earlier this month, Capita revealed an impressive 4,611 staff across the Trust took the time

to complete the questionnaire and provide feedback on working at the Trust. At the last full survey back in 2009, 51% staff responded.

Dee Gibson Wain:

"This is a great response rate and we would like to thank all those who fed back their views and supported the promotion of the survey in their wards and departments.

"We will communicate the findings of this survey in the



New Year and let staff know how we will be using this information to agree what actions we can take based on your responses."

Care rounding

A trial initiative aimed at improving safety and the quality of care is currently being rolled out in the Medical Division.

Multi-Disciplinary Care Rounding is aimed at increasing patient satisfaction as well as giving reassurance to families and carers that patients are receiving a high level of care and support.

The team behind the initiative seek to reduce the numbers of falls and hospital-acquired pressure ulcers by checking

on patients identified as being at high risk at regular predetermined intervals. This interaction is then documented on the MDT Checklist for Care Rounding. This then supports the patient's overall plan of care.

"Staff support and input has been essential to the development of the...document"

This initiative has been used effectively by several other Trusts within the South West.

However the Trust is the first to pilot it as a Multi-Disciplinary concept and it has so far been adopted by the full range of Multi-Disciplinary team members from Physiotherapists to Medical Consultants.

Medical Division Innovations Co-ordinator Lynsey Hawkins explains: "We are involving the ward staff and so far we have had several positive feedback sessions. Staff support and input has been essential to the development of the MDT Care Rounding document and the concept as a whole."

The One Show films at GRH

Master signaller Ian Fisher (67) served in the Royal Air Force during the first Gulf War in 1991. He now works in the Pharmacy Stores at GRH.

One of his poems has been selected for inclusion in a book raising money for ABF The Soldier's Charity. He was performing at the launch in London when the producer for The One Show asked him if they could film him for the BBC1 show.

They filmed him at his place of work on Wednesday 16th



November reading his poem from the book: Heroes – 100 Poems from the New Generation of War Poets.

His manager, Senior Pharmacist for Patient Services, Gary McCrea said: "I think it's wonderful Ian is being recognised. It was very weird having a film crew here, but is a bit of boost for the department."

Ian, who was also a contestant on The Weakest Link earlier this year said: "It is very gratifying. I never made any secret about the poetry and am often on the local radio as well as doing festivals and performances. It was very strange being filmed in an atmosphere like this – I had not expected it."

The programme is due to be screened before Christmas.

Choose well campaign launch

NHS Gloucestershire has launched its Choose Well campaign calling on local people to only visit Emergency Departments or call 999 when it's a life-threatening or critical situation.

On a typical day, our A&E departments will treat more than 500 people. During the

winter there are on average 15% more emergency admissions than in August.

If people are unsure about what health services to access, they can call NHS Direct on 0845 4647.

For more information on Choose Well and services go to: www.choosewellglos.nhs.uk or call NHS Direct on 0845 4647.

Suffering, but it's...
NOT an emergency?

Then choose **WELL**

Visit your pharmacy
Pharmacists are experts on medicines and how they work. They are qualified to give advice on things like coughs, colds, sore throats, aches and pains, sprains and stomach upsets.

Gloucester Health Access Centre
Walk-in service - open from 10am to 7pm 7 days a week.
The centre offers a walk-in service for minor ailments and injuries such as minor cuts, bites and stings and allergies.
Find us at St Michael's Branch Surgery, St Michael's Square, off Brunswick Road, Gloucester, GL1 2PL. Tel: 01452 530290.

Call your GP surgery
If you have a 'flem up' or a long-standing illness such as kidney or lung disease, arthritis, asthma or diabetes that is not responding to self care or advice from your pharmacist.

For information about healthcare options
Text: **WELL to 60777**

To find out more call **NHS Direct on 0845 4647** or visit www.choosewellglos.nhs.uk



Promoting Kindness and Respect

How would you expect one of your family to be treated by a member of our staff?

The answer is likely to be with kindness, dignity and respect. While many patients experience this, others sometimes feel that the way they are treated could be improved.

With this in mind, Staff have been developing a new set of standards that they feel should be upheld by colleagues across the Trust.

Shining Examples

Please contact comms@glos.nhs.uk if you would like to highlight colleagues who are shining examples of excellent behaviour and to provide feedback on the behaviour standards.

A fresh start

At the start of the year, the Trust will introduce this new set of 'behaviour standards' which the Trust believes will markedly improve the way staff interact with patients, families, carers and each other.

- 1 **Warmly** welcome patients, visitors and colleagues
- 2 **Take the initiative** explain clearly what's happening every step of the way
- 3 **Introduce** themselves by name and role to patients, carers and colleagues
- 4 **Acknowledge** patients, carers and colleagues as individuals, not talking 'over' people
- 5 **Ask** patients, carers and colleagues how they wish to be addressed
- 6 **Encourage** patients, carers and colleagues to ask questions and share concerns
- 7 **Answer** phone calls positively with the ward/department, role, name and ask 'How can I help?'
- 8 **Use** personal mobile phones, for personal reasons, only on breaks
- 9 **Not undermine** confidence by speaking negatively about colleagues or services to patients
- 10 **Conduct** personal chat with colleagues privately and not when patients or families may overhear

Involving staff

A wide range of staff have been involved work to promote the work entitled 'kindness and respect' including nursing staff, frontline and support workers as well as patient representatives. Those involved feel that the new code of conduct will clarify what is acceptable behaviour at work and will help recognise and reward those who consistently demonstrate positive behaviour.

As the standards are launched, staff will be asked to consider how they should be interpreted in each area of work.

Raising the standard

Gill Brook, Head of Patient Experience, said: "These standards were developed to begin to address consistent feedback from patients about being ignored when they arrive on a ward, staff 'talking over' patients and other unacceptable behaviour."

When caring for patients we should all ensure that they are treated with respect and kindness both in healthcare and in the rest of their lives.

We know that the majority of staff are compassionate and respectful most of the time, but we also know that there are exceptions.

SAFER HOSPITALS

Bed head signage

Following a visit from the Care Quality Commission in the summer of this year it was identified that greater care was required to ensure that all patients receive food and drink appropriate to their needs.

After discussion with senior nurses it was agreed that there should be absolute standardisation of signage and that any new signage should display clear symbols alongside the words.

Staff from all disciplines attended focus groups and provided input into the design, colours and wording used on new signage.



Nurses are encouraged to clear the board completely

each time a patient is discharged and check with each new patient that they are happy for the signs to be used above their beds.

There are some 35 signs available now ranging from fluid and hydration requirements to other alerts such as 'Occupational Therapy Washing and Dressing Assessment'.

Most wards now have the new signage system in place. Sister Helen Harding of Prescott Ward said: "Any new system takes a while to get used to but it is working well especially with healthcare assistants and housekeeping staff".

The full range of signs can be viewed via the A-Z system on the intranet under 'B' for bed head signage where details of who to contact for additional signage can be found. New signs are being developed as they are needed in order to ensure that patients are given the best and most appropriate care for their needs at all times.

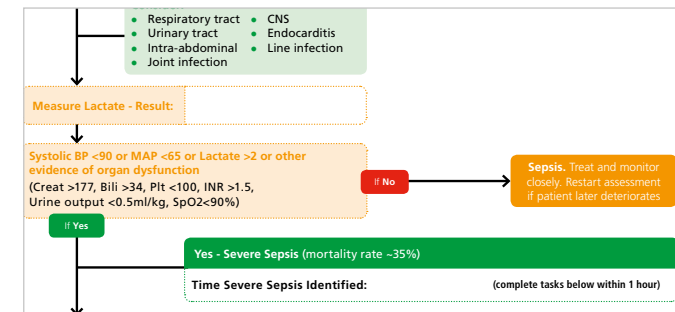


Sepsis Six improvement project

Sepsis is a life-threatening condition that arises when the body's response to an infection injures its own tissues and organs.

It remains the primary cause of death from infection despite advances in modern medicine, including vaccines, antibiotics and acute care. Millions of people die of sepsis every year worldwide, in hospital it needs to be treated as a medical emergency.

In the Trust we have a safety objective to improve the care of patients with severe sepsis. As a part of this we have started a project with staff in the Emergency Department and Admission Units to



introduce a bundle of care known as the 'Sepsis Six'.

The 'Sepsis Six' should be provided within the first hour of diagnosis and includes:

1. Give high-flow oxygen
2. Take blood cultures
3. Give IV antibiotics
4. Start IV fluid resuscitation
5. Check lactate
6. Monitor hourly urine output

At the moment the

improvement team is testing a written pathway with these six actions embedded in the process. In the New Year the clinical team, led by Dr Charlie Candish, will roll out the project in full.

If you require further information about the project or want to get involved please contact Director of Safety Andrew Seaton.

Success for Trust at royal reception

The Trust was congratulated for the excellent work we have done to improve the quality of food in our hospitals

at a reception on Thursday 15th December.

The Soil Association event was hosted by HRH The Prince of Wales at Clarence House in London.

The Trust has managed to source more than 30% of our food locally with no overall increase in cost, keeping within the current budget of £3 per adult patient per day.

Movember fundraising

Gloucestershire NHS Shared Service Procurement Department has taken part in the charity event, Movember.

Last month the team, who is based at Victoria Warehouse, raised money for prostate and testicular cancer charities by growing their moustaches.

"The department managed to raise a fantastic £350"

Lead Category Manager Clyan Andrews said: "Despite the constant strange looks, itching and ribbing from family,



friends and work colleagues, the department managed to raise a fantastic £350. Next year this total would like to be beaten and the number of participants expanded within the Trust."

During November each year, Movember is responsible for the sprouting of moustaches on thousands of men's faces in the UK and around the world. For more information go to www.uk.movember.com

Flu update

Thank you to everyone who has had and successfully encouraged staff members to have the flu jab.

The uptake has slowed down in December as expected, but vaccines are still available for anyone who hasn't got

around to having one yet! We have been particularly pleased with the high numbers of clinical staff across all groups who have chosen to protect themselves, their families and patients.

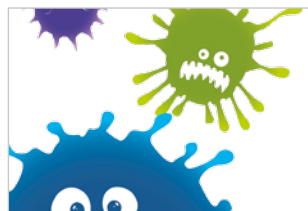
Flu clinics at the Occupational Health Clinics at GRH and CGH continue into December and thereafter any

Dr Kingston

Dr Philip Kingston was appointed as the first Consultant Haematologist and Director of Haematology at GRH in 1978.

He was responsible for developing the laboratory and clinical haematology services. He retired in June 1997.

Dr Kingston passed away peacefully at home, on the 11th September 2011. A celebration of his life was held at Chavenage House, Tetbury, on the 5th November and was well attended by family, friends and former colleagues.



staff member can book an appointment with OH at their convenience.
Tel: 08454 225165

Charge nurse retires

The Department of Critical Care at GRH is saying farewell to a popular and long-serving staff member.

Charge Nurse Andrew Winsch is retiring following a career in nursing spanning 38 years. Andy's career began in 1974 in London. He joined GRH five years later where he initially worked in orthopaedics. Andy then went on to join Intensive care in 1980, where he remains till today as the longest-standing member of the nursing team.

When asked about his retirement Andy has said he

was sad to leave as he has always found critical care nursing a genuinely rewarding job and has enjoyed making a difference.

"This is a massive loss for our unit"

Critical Care's Modern Matron Liz Bruce said: "We will miss Andy as he is a much respected member of the team, skills like his just can't be replaced. He has done so much for our unit, particularly in the design of our off duty."

Critical Care Consultant Dr Tom Perris said: "Andy is the kind of nurse I love to work with. He



is kind, dependable, calm and unflappable in all situations. This is a massive loss for our unit."

Sister Rose Day said: "I will miss Andy's words of wisdom, his sense of humour and his common sense, it has been a pleasure to work with him for the past 32 years."

A safer Christmas

Gloucestershire Police have revealed that thefts from places of work are on the increase and our Security Advisers are calling on staff to be on the alert.

Security Adviser Stephen Saunders said: "Just this week a male was found in a department and detained until the police arrived. It

subsequently transpired he was from Coventry and was wanted by the courts there for failing to appear in court for previous offences."

The security team are advising staff to not bring in large amounts of cash and to secure credit cards and belongings.

Martyn Speke said: "We all live busy lives but the amount of time that is lost should your belongings be stolen while at

work far outweighs the time taken to go home when work is finished and then go out and shop."

David Reid added: "The banks tell us it takes between 5 and 7 working days before a replacement card reaches you. Just think where that would leave you should you suffer a loss for whatever reason."

Friends fund scanner upgrade

The Friends of GRH are donating an impressive £60,000 to upgrade the Philips CT scanner with new computer hardware and software.

This will enable the Trust to provide increased high-quality scans and will reduce the

number of x-rays used by up to 80%.

We can reduce the number of x-rays used by up to 80%

"We never perform X-ray examinations unless the likely gain from the procedure offsets

the small risk of radiation and we always seek to minimise the quantity of x-rays used" said Dr Frank Jewell, Director of Radiology for Gloucestershire Hospitals.

"We are extremely grateful to the Friends of GRH for making this installation possible."

Industrial action roundup

The Trust thanked staff for their continued dedication which resulted in minimal disruption to patients during the industrial action on 30th November.

Contingency plans were implemented to monitor the impact of staff taking action and around 170 staff took part in the industrial action across Cheltenham General and Gloucestershire Royal Hospitals.

While some physiotherapy appointments had been cancelled in advance of the day of action, there was no other disruption to patients.

Rugby fundraiser



A long-standing partnership between Gloucester Rugby Club and the Pied Piper Appeal has resulted in raising over £100,000 to improve the lives of sick children.

Trust Emergency Planning Officer Mark Williams has been heavily involved in the fundraising at the ground through his work as the Gloucester Rugby Club Safety Officer.

This close working relationship with the Charity has resulted in players regularly visiting the new Children's Centre at Gloucestershire Royal Hospital, where a room has been named after the Club, displaying pictures of players and rugby images.

Roger Head, Deputy Lord Lieutenant, hosted a dinner at Highnam Court to celebrate this achievement.

From the board

Every month, we will be reporting from the board meetings, highlighting areas that we feel will be of interest to our staff. To find out more about any of the topics or issues raised here, please email comms@glos.nhs.uk

Clinical Information System - the board was very pleased to give its full support to the long-awaited vision of an integrated electronic solution for patient records, prescribing and administration systems. Full support was given to the business case for a Clinical Information Systems Programme aimed at improving safety as well as the experience of patients and clinicians.

Objectives Chair Professor Clair Chilvers congratulated the Team behind this year's Staff Survey at Main Board held on Friday 25th November. The Chair felt that as a result of beating the target of getting over 60% of responses, the Trust's objectives for 2012 will reflect key issues raised by staff.

Meanwhile, Non-Executive Director Gordon Mitchell provided an update on behalf of the **Quality Committee**. He summarised recent discussions surrounding the Trust objective of becoming the safest hospital in the South West. The Committee has decided that in order to achieve this goal the Trust needs to better understand our progress and benchmark against other Trusts.

Chief Operating Officer Evelyn Barker updated the Board on a project looking into **Emergency Readmissions**. She revealed whilst we compare favourably to other Trusts, the majority of readmissions related to mental

health and long term conditions. Evelyn highlighted the work being undertaken by NHS Gloucestershire in Telehealth to address some pressures on A&E (see page 4).

Director of **Finance** Sarah Truelove told the Board that whilst the savings are currently £2.6M against plan, work is continuing in division and the Finance team are providing support for divisional leads to help them meet targets.

Director of Nursing Maggie Arnold explained that back in March the Trust changed the way we test for **C-difficile** and as a result, we can treat and isolate cases earlier and the increased sensitivity of the test means we are more likely to pick up on people who are carrying the bacteria and actively prevent it spreading.



High-tech hearing donation

Babies across Gloucestershire are now benefitting from a new machine which tests their hearing while they sleep.

The Pied Piper Appeal has donated an auditory brain stem response machine to Gloucestershire Royal Hospital. It is a major improvement on a machine the hospital used to operate and will be used on babies who are suspected of having hearing difficulties.

Head of hearing services for Gloucestershire Hospitals Trust, Anne-Marie Boisriveau-Mitchell, said: "The new machine will allow us to test babies more quickly and smoothly, making this whole stressful time more family-friendly."

The process involves sending sound waves to the ears when the baby is asleep. When these are heard by the brain the machine measures the electrical activity generated.



Since the charity was established in the county in 1992, the Pied Piper Appeal has given more than £2 million to Cheltenham General and Gloucestershire Royal hospitals.

To find out more, go to www.piedpiperappeal.co.uk.

Recycling your Christmas cards

Local charity The Cobalt Appeal Fund (www.cobaltappeal.com) in Cheltenham are a willing recipient for your old christmas cards.

They turn them into new cards which are then sold to raise money for cancer research.

You can drop your cards off inside the restaurants at both sites

As well as dropping them at Cobalt yourself, this we are offering staff the opportunity to bring unwanted cards into work and to drop them off, where they will be picked up daily.

You can drop your cards off inside the restaurants at both sites. Look out for a global email in the New Year advising other locations for card collection.

You can help the environment and raise money for charity at the same time, so **please** bring your cards in.



Medical Education Conference

Organisers of the fifth Annual Medical Education Conference are delighted with the way this year's event was received.

The conference was attended by Chair Professor Clair Chilvers and was an opportunity for the Trust to celebrate educational achievements, share areas of good practice and support the development of our vibrant local educational faculty.

The Trainer of the Year Award 2011 was awarded to Dr Warren Doherty, a consultant in anaesthesia and intensive care and Dr Ahmed Osman scooped the Trainee Education Project Prize.

ENT Consultant returns from Uganda

Uganda remains one of the world's poorest countries with about a third of the population existing below the poverty line.

The provision of medical care is limited and under-developed and life expectancy is 48 years for men and 57 for women. 128 children in every 1,000 die before they reach the age of five. For the last 10 years a group of medics from Canada has been visiting Uganda as part of a hearing project and GRH ENT Consultant Matthew Clark recently joined them in his role as an ENT surgeon and Otologist.

Matthew explains: "The group that I joined aims to improve the treatment of people with hearing loss and institute programs to prevent further hearing loss from occurring.

"This year Kate Snook and Lucy Wilkins joined me from the ENT theatres at GRH. They were invaluable in helping to train the local nurses, demonstrating sterile technique, correct handling of instruments and how all members of the team need to be free to communicate with each other. The WHO surgical checklist that we employ here at GRH is of vital importance in a place like Uganda."

Cytology fundraiser

Individual teams and departments at the Trust continue to come up with great fundraising ideas.

The Cytology and Histology team raised £273.88 last

month for Breast Cancer Care.

The team sold homemade goodies including Christmas cards, handmade jewellery and held a silent auction for a Christmas cake, cupcakes, a raffle and a quiche.



Park and Go

Park and Go would like to offer all NHS staff and family members a 12% discount off our Airport parking. UK Airport parking to choose from over 20 UK Airports. We have created a unique link for the NHS to use, which can be seen below.

The link is live and ready for use.
<http://www.parkandgo.co.uk/nhs>

Local Electrician:

With excellent customer satisfaction. Competitive rates, no VAT and no job too small. Works certificated, Part P Registered.

Contact dh Electrical on
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Mob: 07868 003792
dhaleselectrical@gmail.com

Fiat Purchase Scheme special offers for NHS staff

ON SELECTED FIAT 500 & 500C MODELS. Drive away a new Fiat 500 1.2 Pop from only £99 per month, including £1,200 Fiat deposit contribution.

For more information contact your local Fiat dealer or
email: tim.hawkeswood@fiat.com

Local computer specialist covering the whole of Gloucestershire.

Computer repair, virus removal, new PCs, internet security, wireless, broadband faults and more.

Standard rate £25 for 1st hour, £10 per 30 mins thereafter. Available weekends /evenings at no extra charge. £5 discount on 1st hour for NHS employees with ID card/proof of employment.

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www.glospcrepair.com

NHS Offer Club Marina Limited Offer!

email: info@ukminibreak.co.uk

Enjoy 7 nights at Club Marina in Tenerife for two adults and two children at £99.00 or 14 nights for £149!

Voucher must be taken up by 31st March 2012 - Limit of two adults and two children per apartment - Couples & Families Only between 30-65. 90 minute compulsory hospitality talk. To book the offer, you must email info@ukminibreak.co.uk and quote "Limited Offer - NHS Club Marina Offer" and we can check the availability for your requested dates.

Flat to Let

Spacious one bedroom flat with parking, furnished or unfurnished. 3 miles from Cirencester

£525 per calendar month

References and deposit required.
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Barefoot Photography

Stylish photography at a reasonable price. Female photographer offering 10% discount to NHS staff for Wedding, Boudoir and Portrait photography.

References and portfolio available. Fully insured member of Society of Wedding and Portrait Photographers.

Please see website
www.barefootphoto.co.uk
or call 077121 91779
for a no obligation chat.

Serviced apartments GL50

Offering the space, luxury & comfort of a boutique hotel suite, with the added flexibility & independence of your own private kitchen & lounge, GL50 serviced apartments are a collection of contemporary apartments, newly refurbished to a 4-star standard & located in the chic area of the Suffolks, close to Cheltenham town centre.

www.gl50servicedapartments.co.uk/

Tui Na & Thai Massage Therapy

£5 discount on 1st hour for NHS employees. Firm massage to help release stress, pain and tension. Done over comfortable clothing.

Contact Jo Sill (mFHT)
Mob: 07821 415161
Holistic Health, 42 Suffolk Rd, Cheltenham
www.energybalancemassage.com

Christmas panto visit for children



Actress Emma Samms who played Fallon Carrington Colby in Dynasty is coming to the Children's Centre with other cast members from the Everyman Theatre Jack and the Beanstalk Panto.

Arranged by Starlight Children's Foundation, the

cast will visit children on the ward on 21st December.

Emma said, "An estimated 20,000 children will spend time in hospitals and hospices this Christmas and Starlight is aiming to restore the magic of Christmas to these children and their families.

"Many of the children that Starlight is hoping to help will not be able to make a visit to

their local theatre to watch the Christmas pantomime, so Starlight aims to bring some of the fun and entertainment of the show to the children's wards at Gloucestershire Royal Hospital."

Play specialists and other staff at the Children's Centre have helped to organise the visit which the children will be very much looking forward to on the day.

WANT TO ADVERTISE HERE?

IF YOU ARE INTERESTED IN THIS SPACE, PLEASE EMAIL: comms@glos.nhs.uk

Outline

DECEMBER 2011

Editorial Team

If you would like to submit an article for Outline, please contact the Communications Office on 08454 224735 or email comms@glos.nhs.uk

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