



COVID-19



**We're all in it
together, one team**

Voices in a Pandemic

**Personal accounts of staff living
and working through the Covid-19
pandemic at Poole Hospital NHS
Foundation Trust**

6 May 2020 — 13 July 2020

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Ambulatory Care**

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Introduction



My idea for this campaign came about because of the COVID 19 pandemic and the situation health care found itself in, with ever changing guidance and directives. I was concerned for the whole team and how they were coping, not just the clinical services.

It was clear that this terrible and unique situation that we found ourselves in had many far reaching implications not least for our families and friends too. Never in over 100 years had the World had such a crisis and it would have a profound effect on our lives in the foreseeable future.

So I wanted to show case those people out and about every day in the hospital supporting the services and patients and most importantly each other. To capture their thoughts and voices as to how this Pandemic was effecting themselves and their lives.

So together with my PA Tracey we devised a set of 5 questions to ask everyone aimed at eliciting their own experiences, feelings and concerns. We then chose staff from all walks of life across the Trust and with their consent interviewed them and wrote this up. To ensure their voices were heard we emailed their interviews to all the staff in my division and the board of the Trust. However I believed their voices and experiences should be heard across a wider audience and so I put this on Twitter and it was seen across the World.

People matter and how they feel matters equally as much whatever their rank or job and in this I feel we have been very succesful. It has been a great talking point and enjoyed by all with not one adverse comment.

The staff have been marvelous and their stories touching, personal and relevant to them and the wider audiece. It was about their work concerns, family worries and how they have worked for the common good in the midst of this tradgedy that has struk the World. I am humbled by all I have read and now its your time to read their stories for yourself, I absolutly commend them to you.

Geoffrey H Walker

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History Poole Hospital NHS Foundation Trust



Poole Hospital NHS Foundation Trust is an acute general hospital in Poole Dorset, England. Built in 1907, it has expanded from a basin 14 bed facilities into a 789 bedded NHS Foundation Trust Hospital. It is the trauma centre for East Dorset and provides speciality services such as cancer treatment for the entire county.

History

In 1897 Poole's hospital was established inside a mansion house in the town centre, known as Poole Mansion, the house had been built in 1749 by John Bastard for a prosperous local merchant. It had since been bought by a local wealthy land owner Ivor Guest, 1st Baron Wimborne. The hospital was named Cornelia Hospital after its benefactress, Lady Cornelia Spencer-Churchill, daughter of the 7th Duke of Marlborough and wife to Ivor Guest. In 1907, the hospital relocated to Longfleet road to offer patients the, 'purer air of Longfleet' and provide space for future expansion, the new hospital cost £3,369 to construct and contained 14 beds.

During the First World War two additional wards were built with 65 beds for the treatment of wounded servicemen. The hospital was damaged by a German air raid in the Second World War and several of the hospital buildings were rebuilt. In 1947 the Cornelia was renamed 'Poole General Hospital' and following the establishment of the National Health Service (NHS) in 1948 it became an NHS Hospital. During the 1950s a new pathology department and outpatients unit were created and in 1961 a maternity unit was built to the north of the main hospital building.

By 1960 the main hospital building required modernisation and work began on a new hospital. Most of the hospital was demolished and replaced with a 500 bedded facility with 1,150 staff which cost £5,000,000 to build and equip. The new hospital was formally opened in a ceremony attended by Queen Elizabeth II in July 1969. Further expansion has seen bed numbers increase to 789 and staff numbers to some 4,300 employees. In November 2007 Poole Hospital became a NHS Foundation Trust with was said to give it greater financial and operational freedom.

To date plans are well progressed to merge with The Royal Bournemouth and Christchurch Hospital (RBCH) and the clinical services review (CRS) will see Poole change to a major surgical centre with the emergency work going to the RBCH Hospital.

Poole Hospital NHS Foundation Trust



***We're all in it
together, one
team...***

At this time of crisis due to Covid-19 specialist medicine would like to celebrate the multi-faceted and wonderful workforce here at Poole Hospital. We will be featuring different members of staff, who will be talking about their experiences and how they feel.

We will call this **'We are all in this together, one team'** and will be launching this across all our areas, however we will also be talking to staff across the wider Trust who work in many different and diverse roles.

We are one large team, coming together for the common good, to care for the patients and public accessing our services and that also includes caring for our staff and celebrating the successes we achieve every day.

We may be experiencing the most difficult time for a century, however this is generating so much good and change for the better and therefore this project is about celebrating those successes and more importantly the people who achieve them.

We're all in it together, one team



Template Interview

Questions:

What is your role?

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Take photograph (obtain consent to publish)

What has gone well and not so well over the past month?

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What are your anxieties at the moment?

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What could be done to support you to lessen these anxieties?

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How do you think the Covid-19 experience will change the way the world works in the future?

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What motivates you? What makes you feel positive?

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Interviews



Questions:

What is your name and role?

Steve, Supply Chain Manager

What has gone well and not so well over the past month?

The flow of personal protection equipment at Poole has been excellent, I am very proud to confirm that no department has run out of PPE. The Covid-19 outbreak has tested our metal and overall everything has gone well. I will go to any lengths, travel to wherever I need to travel, to ensure our hospital has the safety equipment it needs to see us through this pandemic.

What are your anxieties at the moment?

I have been living in Parkstone house for 7 weeks as I am shielding a family member. My wife is working from home and also home schooling our two children aged 10 and 13. Since I relocated I have only seen my family from a distance.

What could be done to support you to lessen these anxieties?

Nothing that hasn't already been done. I really appreciate the daily Covid-19 updates as I know that communication is key in situations like this.

How do you think the Covid-19 experience will change the way the world works in the future?

This will have a huge impact on the way we work in the future as we will be prepared for any subsequent outbreak, we need to learn important lessons from this or we are our own worst enemy. I am sure that travel will be reduced in the future as we all look to social isolate effectively.

What motivates you? What makes you feel positive?

I have a job to do and it is my priority to ensure the Trust has everything it needs to function as it should. My team have been fantastic, really stepping up to work autonomously to provide support to the clinical staff.



Questions:

What is your name and role?

Richard, Clinical Skills Educator, Education Centre

What has gone well and not so well over the past month?

Now that several training courses are restarting in the Education Centre, I have been so impressed by how the subject-matter experts have worked hard to compromise and adapt to the new guidelines to deliver their teaching effectively despite the limitations.

What are your anxieties at the moment?

There is still a lot more work to be done to get all of education up and running again. Dealing with the backlog of training will be challenging with finite resources, rooms and educators but we will get there. Outside of work, I worry about friends who don't have job security for the immediate future.

What could be done to support you to lessen these anxieties?

I think people are doing their best to get as much done as possible while following the latest guidelines. Otherwise we just need to be understanding and patient with each other while things slowly return to something that resembles normality.

How do you think the Covid-19 experience will change the way the world works in the future?

Hopefully it will help us to prepare for any future pandemics and limit the damage to health and the economy. I'd like to see less wasteful spending and more investment in essential healthcare services. I also think there needs to be more promotion about hand washing in state schools for future health benefits.

What motivates you? What makes you feel positive?

I know everyone is looking forward to a holiday. Other than spending time with family and friends again, thinking of travel plans for the future helps me look forward to 2021 and beyond.



Questions:

What is your name and role?

Paul, General Manager at Costa Coffee

What has gone well and not so well over the past month?

The Costa team here at Poole have been fantastic, they have adapted to the new social distancing processes and morale is high with no sickness issues. Costa provided free coffee when the lockdown was first announced, this proved to be very popular and we were glad to be able to support the NHS in this way. We are currently providing a take-way only menu; this has enabled us to continue to provide simple meals whilst adhering to lockdown recommendations. Unfortunately a number of staff were furloughed as a direct result as turnover is down.

What are your anxieties at the moment?

Maintaining adequate social distancing, we have received some feedback from customers regarding our contact with cups etc which is unavoidable. I am concerned about my lack of contact with my parents who are over 70 and self-isolating. I have two children (6 and 13) at home who are currently being home schooled.

What could be done to support you to lessen these anxieties?

Nothing, we have received great feedback from our customers which is really appreciated as we are working hard to provide a safe and supportive service.

How do you think the Covid-19 experience will change the way the world works in the future?

Hopefully we will all be a bit kinder to each other and appreciate all that we have. Professionally I feel that contactless payments will be the way forward.

What motivates you? What makes you feel positive?

I lead a well-motivated and committed team and I am naturally positive. I am very family orientated and they ensure I stay motivated and positive.



Questions:

What is your role?

Mukhtar Ahmad, Consultant Colorectal Surgeon and Clinical Director

What has gone well and not so well over the past month?

Excellent team work with colleagues to overcome the challenges of operating in Covid times. We have become more creative – a good example is virtual consultation. The frequent changes in guidance from the government has led to sometimes short notice cancellation of operations.

What are your anxieties at the moment?

Covid and particularly its disproportionate impact on people of BAME backgrounds. The impact of the lockdown on wellbeing of children and vulnerable people.

What could be done to support you to lessen these anxieties?

Talking openly about the risks we face. Celebrating our diversity.

How do you think the Covid-19 experience will change the way the world works in the future?

We have adopted technology that has been around for a while at short notice such as virtual clinics. This has the potential to reduce non-attendance at traditional clinics and improved patient experience.

What motivates you? What makes you feel positive?

Making a positive impact on other people's lives – bringing a smile to someone's face. I am passionate about global surgery and working with colleagues in the developing world to make surgery safer.



Questions:

What is your name and role?

Kieran, Head of Management Accounts

What has gone well and not so well over the past month?

The use of technology, such as Microsoft Teams, has been useful in terms of keeping connected with others within the team and colleagues across the trust who are working remotely. Our department's first week of remote working coincided with our busiest period, the end of the financial year. It was challenging to have such significant changes to our working routines at such an important period for the department, but everyone adapted really well.

What are your anxieties at the moment?

I have no specific anxieties. The whole hospital has had to adapt to overcome challenges; the regular Covid-19 updates keep everyone informed of the pressures the trust is facing and how it is impacting our staff and patients.

How do you think the Covid-19 experience will change the way the world works in the future?

I think we will all have a greater appreciation of our family and friends having been apart from them during lockdown. I also think there will be a greater sense of community. Covid-19 will continue to have an impact on how we go about our work lives and personal lives for the foreseeable future.

What makes you feel positive?

The generosity of local businesses and members of the public in terms of donated items and fundraising efforts. It really shows how valued this hospital and the NHS are to the local community.



Questions:

What is your name and role?

Linda, Support Secretary and Volunteer

What has gone well and not so well over the past month?

The team I work with have been very supportive, we have all been particularly aware of the emotional needs of our colleagues. The daily Covid-19 updates have proved to be useful and informative for all staff. We have all become much more open to online meetings i.e. Microsoft Teams/Skype/Zoom and the Trust has provided a good support network for staff (the bubble etc).

The most difficult challenge was when my partner was hospitalised; I found it very difficult to rest or set my mind to anything.

What are your anxieties at the moment?

Nothing specific, but I do have genuine concerns about staff coming back to work in what is still an uncertain situation. I feel this has taken a lot of our freedoms away and I desperately miss being able to hug my children and grandchildren.

What could be done to support you to lessen these anxieties?

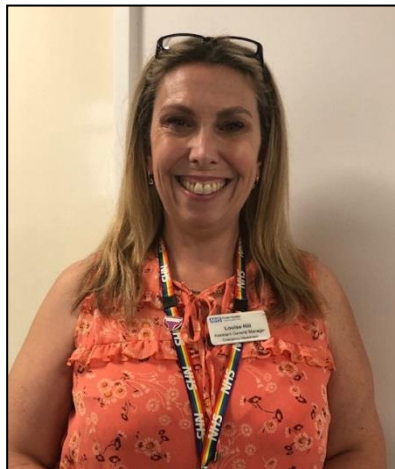
I would like to see the 2m rule more strictly adhered to within the Trust, I know that discussions have taken place to discuss some options for example up and down only stairwells etc.

How do you think the Covid-19 experience will change the way the world works in the future?

We will all adopt a more comprehensive handwashing and social distancing regime and have a deeper appreciation for our family and friends. I also think that we will be prepared if another incident like this occurs in the future.

What motivates you? What makes you feel positive?

I am incredibly proud to work for Poole Hospital, never more so than during the last 10 weeks. Of course my family motivate me and ensure I remain positive.



Questions:

Name and role:

Louise, Assistant General Manager, Emergency Services

What has gone well and not so well over the past month?

The teams across the Emergency Department, the Acute Medical Unit and the Urgent Treatment Centre have really pulled together to support each other. We've recently launched a brand new app for the team called, ImproveW, which empowers staff to feedback how their day has been and to share their ideas on how we can improve patient care and staff experience directly to the management team.

Good team leadership and working together meant that we were as prepared as possible for whatever the pandemic threw at us.

I must say I do miss social contact: just small things such as being able to shake a person's hand when you greet them or to give a hug of support when needed. I look forward to the days when we are able to do this again.

What are my anxieties at the moment?

Luckily I'm not an overly anxious person, this helps when working in a hospital environment. However, I am concerned about the amount of people who are using our area to 'get away' at the moment and hope this doesn't lead to a rise in cases of COVID-19. Dorset has been very lucky so far, but with the current surge of visitors I am concerned that our luck could run out!

What could be done to support these anxieties?

People need to be sensible, if it looks busy go elsewhere or go home. I don't visit the beaches at the moment. There are plenty of beautiful places to visit inland which are far less crowded.

How do you think Covid-19 experience will change the way you work in the future

I think we'll be making use of Microsoft Teams a lot more. It's a great way to come together, whilst being able to maintain social distance and reduce our carbon footprint in travel. We can also share information and keep in touch with staff who have had to shield or distance themselves from the rest of the team.

What motivates you? What makes you feel motivated?

My family are really important to me so I'm motivated to keep safe, go to work, support the team and do what I can to help make a difference and to try and get back to 'normal' whatever that might be, as soon as possible.



Questions:

What is your name and role?

Trish, Receptionist on the main reception desk

What has gone well and not so well over the past month?

Great communications from the hospital with useful daily updates to ensure I remain informed and up to date. I miss regular contact with my family, particularly my daughter who has health issues, and of course my granddaughter.

What are your anxieties at the moment?

None, I feel supported and take every precaution I can to remain safe including extra hand washing and distancing. Working on the main reception desk is challenging as I often meet patients in an emotional situation but am unable to offer hands-on support.

What could be done to support you to lessen these anxieties?

Nothing, I am happy with the distancing precautions and the new reception shield that have been implemented for our safety, although these can be problematic for the hard of hearing. I am a very positive 'glass half full' sort of person and I am confident that we will get through this.

How do you think the Covid-19 experience will change the way the world works in the future?

I would like to think that the enhanced communication levels will be retained in the future. I also think we will all continue with cashless payments and online socialising.

What motivates you? What makes you feel positive?

I always try to see the best in people and I hope that this will mean we are all less selfish going forward. I have really got to know my neighbours during the weekly public acknowledgment of the NHS which is lovely.



Questions:

What is your name and role? Declan, Head of Chaplaincy Department

What has gone well and not so well over the past month? Well, finding new and creative ways to pastorally support, patients, staff and the organisation.

Not So Well: Trying to pastorally support people in a compassionate and empathetic way while socially distancing has been a challenge and a frustration.

What are your anxieties at the moment: How long staff can continue to give so much without burning out.

What could be done to support you to lessen these anxieties? I don't think anything can, we just have to carry these burdens individually and collectively as we journey together as a Trust community.

How do you think the Covid-19 experience will change the way the world works in the future?

I hope that we will have a greater awareness that no one is an island, that we need each other, we need family, we need community, we need a beautiful environment and we need to continue to invest robustly in health and social care for the wellbeing of all.

What makes you feel positive? People looking out and caring for each other.



Questions:

What is your name and role?

Beverley, Specialist Screening Practitioner, Bowel Screening

What has gone well and not so well over the past month?

I am really happy to be relocated to the wards during the Covid-19 outbreak; this has offered me the opportunity to return to my pure nursing skills.

Unfortunately my husband has been furloughed which is difficult and I really miss spending time with my grandchildren in Swanage and my in-laws.

What are your anxieties at the moment?

I was apprehensive when I was told I would be joining a Covid positive ward as I had concerns about PPE and when fit testing would be undertaken. This caused me a lot of anxiety at the time but these concerns have now been addressed. I am keen to return to my usual role as soon as possible, but no date has yet been confirmed.

What could be done to support you to lessen these anxieties?

It would be helpful top me to have a phased return to ensure I embed in to my original role.

How do you think the Covid-19 experience will change the way the world works in the future?

I think infection control will be higher on everyone's agenda and will help with the routine infectious diseases like flu. Flexibility and adaptability by the nursing staff has been key to support our patients at this difficult time. We have also learnt to appreciate the simple things in life like a hug for an upset patient or a walk along the beach.

What motivates you? What makes you feel positive?

I am so proud to be a nurse and in the international year of the nurse our profession has never shone so brightly.



Questions:

What is your name and role?

Beryl, Senior Switchboard Telephonist (and ex HCA on ITU/CCU) with 35 years' service.

What has gone well and not so well over the past month?

I am currently isolating and therefore the new technology has enabled me to do this easily. I particularly enjoy using 'Team' to attend the staff partnership forum meetings.

What are your anxieties at the moment?

People not respecting the Covid social distancing and hygiene rules, especially on the local beaches, which has been disgraceful. I am due to return to work and have concerns about how social distancing can be achieved in the workplace.

What could be done to support you to lessen these anxieties?

Good communication is key; we must ensure that everyone remains vigilant as Covid is still a serious situation.

How do you think the Covid-19 experience will change the way the world works in the future?

People will have a much better appreciation for their family and friends; we also have a stronger community spirit after meeting many of our neighbours for the weekly NHS recognition (Thursday evenings). The switchboard department will continue to use 'Team' meetings to reduce face-to-face contact.

What motivates you? What makes you feel positive?

Working gives me a great sense of job satisfaction; my motto is 'I am a participant not a spectator!' As a Unison representative I am also looking forward to supporting the members with the approaching merger.



Questions:

What is your name and role?

Janice, Ward Sister on the Acute Cardiac Unit

What has gone well and not so well over the past month?

The ACU team have been redeployed to intensive care to increase the ITU capacity; they have all risen to the challenge without a single complaint. Being unable to use our pacing suite has been difficult, this is usually a slick process and now requires a lot more planning.

What are your anxieties at the moment?

Not being able to work as our usual cohesive ACU team, particularly when I have only been the lead for the department for a short time. I am also anxious about losing established staff during this turbulent time. On a personal note I worry about my 96 year old mum who is in isolation.

What could be done to support you to lessen these anxieties?

A firm plan in place to return the ACU to its normal location. To be able to call in to the supermarket on the way home from work without needing to queue.

How do you think the Covid-19 experience will change the way the world works in the future?

I think we will have less face to face meetings, the GP surgeries may well continue with telephone/video consultations and we will have more appreciation for shop workers, bin men and other key workers who have quietly stepped up during the pandemic. We will have learnt to appreciate the simple pleasures in life like a picnic in the park.

What motivates you? What makes you feel positive?

My mum! If I am having a bad day or feel low I contact her on Facetime and she instantly picks me up. I am very lucky as I have fantastic support from my Matron, a wonderful and supportive husband and of course my mum.



Questions:

What is your name and role?

Sally, Specialist nurse with the Alcohol Care and Treatment Service (ACTS)

What has gone well and not so well over the past month?

On the positive side lockdown has given me the opportunity to sort my garden out and get the pagoda painted! I really miss contact with my family, even though some of them live very close by and we can still see each other at a distance.

What are your anxieties at the moment?

I really miss my family and friends.

How do you think the Covid-19 experience will change the way the world works in the future?

This experience will probably encourage us to continue with contactless payments, possibly even resulting in paper money being phased out. Businesses will change the way they trade, there will be more working from home which has the benefit of less traffic and pollution.

What motivates you? What makes you feel positive?

Poole hospital has always supported me both professionally with my training and education etc and also personally through some difficult periods in my life. I have a great partner, family and friends and a job I love so feel very fortunate.



Questions:

What is your name and role?

Clinical Specialist Physiotherapist in Acquired Brain Injury and Neurology

What has gone well and not so well over the past month?

Within the acquired brain injury and neurology therapy team it has been necessary to work as a more integrated team due to staff members being redeployed in to other teams. This has allowed us to share our skills and strengthen our peer support network. I have been so impressed by the professionalism and flexibility of the therapy staff who were redeployed during this time.

On a personal level, during my time away from the hospital, it has allowed me to spend more quality family time at home with my husband and children. On the downside, due to shielding restrictions, it has not been possible for us to visit other family members which has been difficult for us all.

What are your anxieties at the moment?

Within ABI and neuro patients tend to have a lengthened inpatient stay, which is difficult for them being away from their family and friends. During the pandemic visiting restrictions has magnified this leading to increased boredom and frustration for patients.

What could be done to support you to lessen these anxieties?

The team have tried to manage these anxieties with Zoom calls where possible and keeping communication lines open for family members. In addition staff members have been working hard to carry out ward based leisure activities. This will improve as visiting restrictions begin to ease.

How do you think the Covid-19 experience will change the way the world works in the future?

This period has given us all time to reflect on our own lifestyles and reprioritise what is important to us and how we spend time as a family and with friends. I would like to think that we have all become more understanding towards others during this time.

What motivates you? What makes you feel positive?

I feel very lucky to work in such a great and supportive team. My motivation has always come from trying to give people the best opportunity and support to achieve their life goals.



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Questions:

What is your name and role?

Shabz, Clinical Technician for CMT (BAME staff member)

What has gone well and not so well over the past month?

Team support and management. Leadership has been good and communication excellent, particularly the internet and posters because as a technician you don't have the time to check emails during shifts.

What are your anxieties at the moment?

As it is Ramadan and lockdown it feels like a double lockdown. It is stressful, impacts on my energy levels and affects me on a psychological level. I worry about my performance at work as I always want to do my best and give 100%.

What could be done to support you to lessen these anxieties?

To remain positive. I feel I am a good team player and want to spend time supporting not only the physical needs of the patients but the psychological needs too. "I want to make people smile!"

How do you think the Covid-19 experience will change the way the world works in the future?

To be grateful and appreciate what we have (family and friends) and to be happy with what we have. Covid-19 has demonstrated how freedom can be taken away.

What motivates you? What makes you feel positive?

To be able to help people, since I was 14 I knew this is what I wanted to do. I am grateful for what I have in my life and I want to give others that chance.



Questions:

What is your name and role?

Lesley, Phlebotomy Team Leader

What has gone well and not so well over the past month?

The phlebotomy service has been quiet during the initial Covid-19 period as wards are not running at full capacity. During this time we asked staff to go home with these hours being stored up for the future, this time is now being used to accommodate the antibody tests which may take up to 3 weeks to complete. The whole team has been very supportive and understanding.

What are your anxieties at the moment?

I am focussed on ensuring the team are safe, protected and supported.

My husband (Medical Risk Assessor) is currently furloughed which is difficult and I miss being able to socialise.

What could be done to support you to lessen these anxieties?

Our initial concerns regarding PPE were addressed and I am very grateful to my line manager Claudette and Mandy (radiology manager) for their support with this.

How do you think the Covid-19 experience will change the way the world works in the future?

We will all be more aware of physical distancing. The UK as whole and individual companies in particular will take many years to financially recover from this. On the positive side this has brought communities closer together and we now appreciate the simple things in life.

What motivates you? What makes you feel positive?

I really enjoy being busy at work, it's thrilling! As a department we have received some lovely comments and I am proud that we have worked as a well-oiled machine to meet the variations in the volume of work. I would particularly thank Claudette for her on-going support.



Questions:

What is your name and role?

Andy, Acting Laboratory Manager, Infection Sciences

What has gone well and not so well over the past month?

The whole microbiology team have adapted well to rapid and on-going changes, particularly the new testing processes. Staffing across the department has remained good.

We have faced increased reporting expectations and challenges with testing kits.

What are your anxieties at the moment?

The wellbeing of the team is my principal priority as they are working hard to meet the Trust and national deadlines. Returning to a regular system will also be difficult.

What could be done to support you to lessen these anxieties?

I personally have good coping strategies and am a particularly resilient person. I have also received good support from my line managers (Paul and Scott) and also from the senior team.

How do you think the Covid-19 experience will change the way the world works in the future?

I suspect we will experience recurring infections whether that is Covid or something else. Standards of hand hygiene and social distancing will remain, although as a country we have already seen some complacency (public returning to the beach etc). I am disheartened that Covid has become politicised and media driven, with very little coverage for good news stories.

What motivates you? What makes you feel positive?

Knowing that, in conjunction with the wider microbiology team, I am doing a good job.



Questions:

What is your name and role?

Dominic, Charge Nurse, Neurology Rehabilitation Ward

What has gone well and not so well over the past month?

The staff on Portland ward have really pulled together to meet the demands Covid-19 has placed upon us. They were anxious initially, but support from the Trust and adequate PPE calmed their fears. They have been particularly supportive to our patients by offering their free time to contact relatives, paint nails and cut hair.

What are your anxieties at the moment?

Covid-19 complacency is my main concern; I have been disappointed by the number of people visiting our local beaches. Also I have not seen my parent in Somerset since just after Christmas.

What could be done to support you to lessen these anxieties?

I am looking forward to the time it is appropriate to relax the restrictions further when I will hopefully be able to visit family.

How do you think the Covid-19 experience will change the way the world works in the future?

I think Covid will increase unemployment as companies realised people can be replaced by technology. The Team meetings in the trust have worked well, although to sustain this in the future will require investment in equipment for ward areas.

What motivates you? What makes you feel positive?

Seeing patients recover and leave hospital is always rewarding, but particularly so at the present time. The staff on Portland ward have worked well to ensure our patients have remained supported and I appreciate that many have given their own time to achieve this. And finally my family ensure I remain positive.



Questions:

What is your name and role?

Sarah, Interserve Healthcare Cleaner

What has gone well and not so well over the past month?

I have been working on the ITU (purple ward) during the Covid-19 outbreak and wasn't sure what to expect. I felt able to offer patients friendship and reassurance at a difficult time.

What are your anxieties at the moment?

I miss being in touch with my family as they are scattered across the country. My partner works in a restaurant and is furloughed at the moment; luckily he is also undertaking a plumbing course so has been able to concentrate on this in the meantime. We are all working under additional pressure at the moment.

What could be done to support you to lessen these anxieties?

My family and the staff at the hospital offer me support. I have heard about the bubble and would be interested in going to find out more about it.

How do you think the Covid-19 experience will change the way the world works in the future?

The nationally economy will be different and Covid-19 will always be in the back of our minds, it will be hard to go back to normal. I have concerns about about children and students as their education has been interrupted by this, I have siblings aged 17 and 19 and this is holding their education back.

What motivates you? What makes you feel positive?

Seeing patients return to full health has been really rewarding. When Covid-19 patients are discharged from the ITU we organise a guard of honour and a round of applause. The ITU team have been very supportive towards me, particularly Keeley the nursing lead.



Questions:

What is your name and role?

Dee, Cardiac Rehabilitation Lead Nurse

What has gone well and not so well over the past month?

Personally, I am worried about my vulnerable elderly parents who are shielding; my dad was admitted to a rehab centre due to falls at home and my mum not being able to cope, also refusing all care offered. Some gentle persuasion was enforced!

Within my role this has been very challenging as I cancelled all of our exercise rehab sessions on 17th March not knowing how we were going to proceed but we have offered digital access to rehabilitation. Our clinics are all video consultation via attend anywhere or telephone consultations. My team have been very adaptive to changes and staff rota changes to enable us to keep social distancing in the office.

What are your anxieties at the moment?

My parents still cause me some anxieties but I'm working on it!

We are planning to restart our exercise sessions, obviously have concerns regarding venues so we can keep social distancing. We do have high risk patients so we will need to be very mindful as to who we enrol into the exercise sessions adhering to government and BACPR guidelines

What could be done to support you to lessen these anxieties?

Discussions/teams meetings with other rehab centres and the BHF, these have just started.

How do you think the Covid-19 experience will change the way the world works in the future?

The amount of change in global warming is immense and I hope the general public will take note of this and continue with their changed lifestyles. Within rehab we would like to get back to face to face consultations but I don't feel this will happen for a long while. We have made lots of changes and this may become normal working practice in the future.

What motivates you? What makes you feel positive? I do feel I am a positive person and always see the positive in everyone, even people I may pass in the street.

I have a positive work family and we all keep each other going with support within work and our families. It is a pleasure to come to work with such a great team.



Questions:

What is your name and role?

Tom, Manager, WHS (main reception)

What has gone well and not so well over the past month?

Unfortunately two staff have been furloughed during the Covid outbreak which has presented staffing challenges but this has been managed with flexible opening hours. We have experienced a number of supply issues, particularly salad bowls, due to the pressures that outside supply companies are facing. The 20% discount has been a very positive success, it is hoped to continue this for a few more weeks.

What are your anxieties at the moment?

Due to the limited number of customers allowed in the store to meet social distancing requirements we have found the need to devise a formal queueing system to prevent our customers blocking the adjacent retail outlet entrance, I hope this will be in place in the next week.

What could be done to support you to lessen these anxieties?

We have already increased the number of customers allowed in the shop at one time from 2 to 4 and are now accepting cash at one of the DIY tills.

How do you think the Covid-19 experience will change the way the world works in the future?

I feel it will take another year before we return to anything like a normal situation and will work hard to manage this in the best way possible for our staff and customers. Contactless payments will probably remain even when the lockdown has eased.

What motivates you? What makes you feel positive?

I am motivated to keep the store running smoothly, including maintaining regular opening hours. Next week the store will celebrate being in the hospital for ONE YEAR, watch to see how we mark this event!



Questions:

What is your name and role?

Karrey, MS service administrator

What has gone well and not so well over the past month?

The changes with technology including online meetings and also patient consultations which is a development the MS service has been trying to progress for some time. It has also been helpful to spend more time with the clinical MS team (they are usually more community based) which has significantly improved my MS knowledge.

What are your anxieties at the moment?

Initially the service was changing by the hour, including the rescheduling of face to face appointments to telephone appointments etc.

Social distancing within the current office space has been a challenge; this has been overcome in the short term.

Plans are in place to manage the potential surge in patient numbers and administration when the lockdown ends.

What could be done to support you to lessen these anxieties?

Additional office accommodation to support social distancing.

How do you think the Covid-19 experience will change the way the world works in the future?

We will be a more digital world with less dependency on face-to-face meetings and paper money.

What motivates you? What makes you feel positive?

The creativity has been heart-warming; children's pictures adorn the office.

The MS team have been very supportive in what is an unprecedented situation. The public support for the NHS has been wonderful.



Questions:

What is your name and role?

George, Healthcare Assistant (and ex Patient Support Worker) Acute Medical Unit

What has gone well and not so well over the past month?

I have been working for the NHS for about a year and have learnt a great deal during the Covid outbreak.

Unfortunately a close family member died in May and due to Covid we were unable to arrange the funeral we would have like.

What are your anxieties at the moment?

I am looking forward to returning to normal. I am keen to return to the gym, which is currently closed, but have been able to cycle instead.

What could be done to support you to lessen these anxieties?

Covid has had a considerable impact on the hospital, but I feel this has been well managed.

How do you think the Covid-19 experience will change the way the world works in the future?

We will be much more focussed on social distancing and cleanliness e.g. at the gym. Plastic banknotes are probably more hygienic and wonder if coins may follow next.

What motivates you? What makes you feel positive?

I work within a good and supportive team on team AMU, this job has given me a new purpose. I am a naturally positive person and have been inspired by family illness to follow a nursing profession. I am keen to broaden my knowledge and experience, particularly in the fields of oncology and emergency services.



Questions:

What is your role?

Ellen, Pharmacist, Poole Hospital

What has gone well and not so well over the past month?

Gone well: The way that nursing, medical and pharmacy teams have pulled together to help each other out; pharmacy changing working hours to support extended practices such as syringe making for critical care; expanded pharmacy teams at weekends to support weekend working.

Not so well: national drug shortages have been challenging to manage; adjusting to new 'normal' with increasing acuity of patients has been tough to manage

What are your anxieties at the moment?

Worried that a second wave may be imminent, especially as rules are relaxed.

What could be done to support you to lessen these anxieties?

If everyone could stay off the beach! Hopefully having been through the first we have an idea of what's needed if another wave occurs but hoping it won't be needed!

How do you think the COVID-19 experience will change the way the world works in the future?

Unfortunately the COVID situation has bought out the best and worst in human behaviour and hopefully we can learn from the better bits. Sadly people have short memories

What motivates you? What makes you feel positive?

The feeling that you have helped towards making a patients journey safer and a simple thank you from staff and patients goes a long way.



Questions:

What is your name and role?

Christine, Senior Healthcare Assistant, Dermatology

What has gone well and not so well over the past month?

The senior members of our team were relocated which meant I had more responsibility within the department. I worked to set up the hand dermatitis service for hospital staff with 65+ staff seen. There have been some changes in the department which has been a challenge. Unfortunately my husband is shielding at home.

What are your anxieties at the moment?

I have concerns about some patients struggling at home, especially not being able to see them. Change of season means a lot of paediatric patients will be suffering with their eczema. I am worried about my mum and my family and have not been able to cuddle my grandchildren. My two daughters are pregnant and I have been unable to support them and will not be able to hold their babies when they arrive. I also have concerns about the numbers of people visiting Dorset.

What could be done to support you to lessen these anxieties?

We have been trying to keep in touch with patients via video and telephone appointments to continue working as a team. Being kind and supporting each other and just being there for each other.

How do you think the Covid-19 experience will change the way the world works in the future?

Hopefully people will take less for granted and will be more supportive to the needs of others. We will spend more time with family and will appreciate the hugs and close contact which enhances wellbeing.

What motivates you? What makes you feel positive?

I am motivated by my lovely team, family and friends. I am proud to be a nurse at Poole Hospital and a member of the dermatology family in these challenging times. The care and support we have managed to give to our patients and going above and beyond to ensure continued support for our patients.



Questions:

What is your name and role?

Tanya, Ward Sister on the Acute Medical Unit

What has gone well and not so well over the past month?

The AMU is an incredibly hardworking and dedicated team, they always work well together but have all gone the extra mile during the Covid outbreak.

Morale has dipped a bit of late, I think this is because we are now 4 months in to this new way of working and remain particularly busy as we continue to support other areas. We are also wearing masks for all of our daily work which is hot and uncomfortable

What are your anxieties at the moment?

Covid has been difficult for me personally as I am pregnant and also diabetic. Initially the guidance was ever-changing but this has now settled down. I really miss being hands-on with my patients.

What could be done to support you to lessen these anxieties?

I have received fantastic backing from my Matron and the AMU team as I continue to remain office based. The supportive bubble provided for staff has been regularly used by the AMU team, especially after ward de-briefs.

How do you think the Covid-19 experience will change the way the world works in the future?

Social distancing will continue for some time yet, and may never disappear completely, and people will be kinder to each other. I have renewed appreciation for the work all key workers undertake as they have also continued to work through the outbreak. Teachers have my utmost respect!

What motivates you? What makes you feel positive?

The AMU team are like one big family and this makes me feel both proud and positive. I also have a very supportive husband.



Questions:

What is your name and role?

Richard, Porter

What has gone well and not so well over the past month?

Our team is working well. Discussed communication and updates regarding infection control, would really appreciate daily updates to protect ourselves, the staff and the patients.

What are your anxieties at the moment?

Nothing specific.

What could be done to support you to lessen these anxieties?

NA

How do you think the Covid-19 experience will change the way the world works in the future?

Everyone will be far more focussed on handwashing. We should be better prepared if we experience similar infections in the future. Don't think we be fully back to normal before 2021.

What motivates you? What makes you feel positive?

I am really proud of my duty of care to the public.

To be recognised weekly by the public (Thursday at 8pm) has been lovely.



Questions:

What is your name and role?

Sandi, Medical Boardholder

What has gone well and not so well over the past month?

I am worried about my elderly mum who is shielding; she is currently in a nursing home but has been admitted to hospital twice since lockdown. Unfortunately, due to our division supporting other areas, staffing has been a particular challenge, but I hope that the Trust will soon revert to some of form of normality including the return of the acute cardiac unit. On the positive side my garden looks wonderful as I have had more time to tend to it during lockdown! Also our removal business is really busy as we have implemented good social distancing and hygiene precautions.

What are your anxieties at the moment?

Again, my mum. I know that she is safe in the nursing home but she doesn't really understand why the family are unable to visit.

What could be done to support you to lessen these anxieties?

Nothing specific, but I am looking forward to the lockdown being eased.

How do you think the Covid-19 experience will change the way the world works in the future?

I think this will generate huge change, people will not be so keen to mix socially and will walk or cycle rather than hop in the car. The money people have saved by not socialising will be an encouragement to lead a slightly different lifestyle in the future. The reduction in the levels of pollution have been an unexpected benefit, I hope this will continue after lockdown.

What motivates you? What makes you feel positive?

Knowing that I do a good job, not stopping from the moment I arrive until the moment I leave. I like to start early as this enables me to look at the latest staffing position and make any changes before staff undertake the handover. I am particularly grateful to Matron Walker who is always helpful and supportive of the needs of my role.



Questions:

What is your name and role?

Conner, Staff Nurse on the Acute Medical Unit

What has gone well and not so well over the past month?

The staff have adapted to the new methods of working and integrated well with new teams including the redeployment of staff, everyone has stepped up. There were some initial ambiguities in relation to the use of PPE, but these have now been resolved.

What are your anxieties at the moment?

I worry about my colleagues, particularly if they live on their own. I have noticed that patients are reluctant to visit the hospital and as a result their condition may have deteriorated. I am prepared if there is a second spike, although I hope this doesn't happen, and look forward to the 'new' normal.

What could be done to support you to lessen these anxieties?

I am very lucky as I am young, fit and healthy and work on a green ward. The bubble has been very supportive to all employees and I have found the feedback from staff on the walls particularly inspiring. I feel very positive about the future.

How do you think the Covid-19 experience will change the way the world works in the future?

We will naturally behave in a more hygienic way and be conscious of interacting with other people. Virtual clinics and consultations will become the standard which will subsequently have a positive impact on the environment, staff and patient time.

What motivates you? What makes you feel positive?

It is my aim to provide the very best possible care for our patients as I know they feel very vulnerable whilst in hospital. I endeavour to support my colleagues both personally and professionally and retain a positive outlook even when the situation feels dire.



Questions:

What is your name role?

My name is Harriet, I am the Senior Ward Clerk on Treatment Investigation Unit.

What has gone well and not so well over the past month?

Part 1: Our unit has really come together as a team, communication is constant and it's really amazing to see. I think the daily updates are really helpful and is a very good tool for the whole hospital to see what is going on.

Part 2: That question is tricky as we are doing so much good I don't feel like there is a need for me to criticise anything.

What are your anxieties at the moment?

I think stress is a constant factor of working where we do especially at the moment, it can be really tricky to not take it home and let it affect you.

What could be done to support you to lessen these anxieties?

The apps that Poole Hospital have advertised such as Headspace is fantastic. You can use the app to mediate, do breathing exercises and sleep casts which I am finding really relaxing and the app is a really helpful tool to make me feel calm. The fact that it is free to NHS staff all the way up to December is incredibly sweet.

How do you think the Covid-19 experience will change the way the world works in the future?

I hope the world as a whole will start to come together more and this experience will remind us not to take anything for granted from our family and friends to just basic joys like giving someone a hug when they are down which in the current situation is what many people are in need of. Covid-19 doesn't see gender, age, race or sex it sees a person so we need to celebrate life and the time that we have.

What motivates you? What makes you feel positive?

I get emotional every time the clock goes at 8pm on Thursdays nights and I hear all the cheering and clapping, it makes me feel really valued. My family and friends is a big motivator to me and having them there to be able to talk to when I'm feeling sad and down is so incredibly helpful. Especially talking to my Nana, she is self-isolating in her home in Devon with her partner and I miss not being able to go and see her for a weekend, she is a light at the end of the tunnel for me and that is a massive motivator for getting through this.



Introduction

When I had the idea for this initiative I wanted to hear from the varied and many different disciplines working in the hospital to give them a voice in this pandemic and I believe I have been successful. We have featured 31 people from 29 disciplines and have had over 43,000 Twitter hits and 4123 total engagements. This project has really created a talking point in the hospital as a whole.

Questions:

What is your role?

Matron for Specialist Medicine, Cardiology and Ambulatory Care. Royal College of Nursing elected council member for South West England, RCN Chair Dorset and Chair of the Staff Partnership Forum at Poole Hospital.

What has gone well and not so well over the past month?

The wonderful teamwork shown by all staff in spite of the constantly changing guidance for COVID 19. Staff have risen to all the challenges and people are being kinder to each other. Not so well is the pressure everyone is under to ensure guidance is followed and assessments undertaken. There have been tight timelines on top of an already busy schedule with ever changing priorities which have increased the pressure on staff.

What are your anxieties at the moment?

Getting back to normal working and reducing the Covid-19 anxieties and worries as staff have been working flat out and need to take a breather. There have been many changes and re-starting of services which means we have gone from one period of pressure to another. We must recognise staff need support as they are constantly working at a highly pressurised level, with the associate physical and psychological results, which could place their health at risk. People need time to reflect and consider what has been, and continues to be, as this has been the worst pandemic in a century. We need to prevent burnout and most of all we need to be compassionate and understanding.

What could be done to support you to lessen these anxieties?



We must ensure people can work to their contracted hours; most have worked well above and beyond these, and put in adequate support for staff to be able to talk and offload when they need to. We must recognise the contribution all the teams associated with the hospital have made, not just the clinical areas. We should listen to the people on the ground, recognise their ideas and act upon them, and not always guided by what more senior staff further away from the frontline feel should be done. The people undertaking the work are the knowledgeable ones, and often have the best ideas, so no matter your rank your voice matters and should be heard.

How do you think the Covid-19 experience will change the way the world works in the future?

I firmly believe things will return to normal, it will take a while and we are not there yet, but it will happen. However I always like to make positives from negatives and so there are many new ways of living and working that will flow from Covid-19 including virtual clinics, virtual meetings, reducing the pressures of working in tiny overcrowded offices, less travel to meetings off site thus reducing the carbon footprint and more than ever working as once cohesive team without silo and boundary working.

What motivates you? What makes you feel positive?

I am naturally highly motivated and during Covid-19 this has continued. For me it is about leading from the front not from behind a Team computer screen and being out there on the front line with the staff on a daily basis supporting, encouraging them and listening first hand to their issues and anxieties. In my opinion you cannot successfully lead an operational team from a behind a computer or from an office. I pride myself on the fact that I have worked every day; I have visited all my front line services several times and supported the staff by being there in person to support and listen to their anxieties and worries. I will certainly value my friends and family more and make time for them even when tired. Covid-19 has taught me that material things mean nothing it is all about people and togetherness. I have seen great acts of selflessness and selfishness during this pandemic, but I truly believe that together we can move forward and make a better world for all.

Staff Feedback and Comments

This is lovely!

Dr JP Carpenter,

Nice one.

Hilary Fenton-Harris,

Lovely stories Geoffrey.

Karen Fernley, Matron

This was one of the most touching and inspiring 'In it together' interviews, because of Steve's demonstrable selflessness and dedication to the cause. I am really enjoying this feature; it has been an interesting and uplifting thing to regularly read during this challenging time for everyone.

Richard Wood, Clinical Educator

The volunteers are finding these really helpful to keep in touch. So many thanks.

Joy Heelan, Voluntary Services Lead

A personal thank you and well done to you and all the participants for this wonderful series of staff feedback. Excellent work, thank you.

Alex Lister, Divisional Manager

Thank you for doing this, I think this feature is a fantastic idea and it's important that we highlight the important actions of essential staff who might otherwise not be mentioned as often as they should be in other Trust communications or the wider media. It also helps to get their profile out there and allows their colleagues to be aware of and appreciate the work that they do.

Richard Wood, Clinical Educator

Great love it!!!!!!!

Mark Mould

Good idea, look forward to more. We need to know more about everyone's contribution and to thank them.

Joy Heelan, Voluntary Services Lead

Really great to see this.

*Mark Mould,
Chief Operating Office, Deputy Chief
Executive*

A really good thing to do, great idea.

*Jonathan Wright, Interim General
Manager, Medicine*

I've really enjoyed reading them and all credit to Geoff and Tracey for coordinating this project.

*Richard Moremon, Head of
Communications*

We're All In It Together, One Team: Twitter Hits

Week	Name	Job Role	Date Published on Twitter	Impressions	Total Engagements
1	Richard Sawyer	Porter	06/05/2020	1,531	175
	Karrey Dennett	MS Administrator	07/05/2020	750	74
2	Declan McConville	Head of Chaplaincy	10/05/2020	1,029	100
	Harriett Rynor	Senior Ward Clerk	12/05/2020	1,078	94
	Shabz Abdul	Clinical Technician CMT	14/05/2020	1,727	249
3	Janice Williams	Sister ACU	18/05/2020	2,521	174
	Paul (Costa)	General Manager	20/05/2020	1,695	175
	Sally Chalk	Specialist Nurse ACTS	22/05/2020	1,710	158
4	Trish McDonald	Main Reception	26/05/2020	1,045	80
	Linda Huxter	Support Secretary/Volunteer	27/05/2020	1,302	104
	Steve Randle	Supply Chain Manager	29/05/2020	1,207	131
5	Connor Ross-Read	Staff Nurse	01/06/2020	3,007	283
	Beverley McPheat	Specialist Screening Practitioner	03/06/2020	1,932	201
	Lesley Ball	Phlebotomy Team Leader	05/06/2020	1,718	137
6	Sarah Compton	Interserve Cleaner	08/06/2020	4,589	231
	Louise Hill	Assistant General Manager: Emergency	10/06/2020	1,688	210
	Christine Westcott	Senior HCA, Dermatology	12/06/2020	1,318	158
7	Kieran Bhikea	Head of Management Accounts	15/06/2020	1,239	106
	Andy Barber	Acting Laboratory Manager	17/06/2020	1,301	100
	Richard Wood	Clinical Skills Educator	19/06/2020	2,071	288
8	Mr Mukhtar Ahmad	Consultant Surgeon	22/06/2020	1,985	301
	Sandi Brown	Medical Boardholder	24/06/2020	880	71
	Dee Speck	Cardiac Rehabilitation Lead Nurse	26/06/2020	1,001	90
9	Tom (WHS)	WHSmith Store Manager (not Tweeted)	29/06/2020	NA	NA
	Dom Watts	Charge Nurse Portland Ward	30/06/2020	806	56
	Beryl Weston	Senior Switchboard Telephonist	01/07/2020	1,154	98
	Ellen Sinden	Pharmacist	03/03/2020	1,641	147
10	Bethan Waterman	Specialist Physiotherapist	06/07/2020	796	59
	Tanya Darville	Ward Sister, AMU	08/07/2020	1,595	165
	George Robinson	Health Care Assistant	10/07/2020	1,698	165
	Geoffrey Walker	Matron for Sp med/Card/Amb Care	13/07/2020	5,684	482
TOTALS				51,698	4,862

Conclusion



When I had the idea for this initiative I wanted to hear from the varied and many different disciplines working in the Hospital and to give them a voice in this pandemic.

In this I believe I have achieved what I set out to do and it has been highly successful at all levels raising awareness of the work, concerns and humbling stories of the staff in the organisation.

We have featured 31 people from 29 different disciplines over 10 weeks from the 6th May to the 13th July 2020 at the height of the pandemic. We have received over 51,000 Twitter hits, 4862 total engagements and have really created a talking point around the hospital.

In any organisation it is the people who are the key to its success, they are the ones who day in day out deliver to the best of their ability a first class service. The campaign has shown the many and diverse elements that make up a complex organisation that provides care. I am immensely proud to have worked alongside these people throughout all of the weeks and it never ceases to amaze me what they do.

I would also like to thank Tracey, my PA, who has been 100% behind the project and is responsible for the artwork, many of the interviews and certainly all the typing!

The COVID 19 pandemic has certainly shaken everyone to the core, we act and practice differently and there has been good, as well as bad, come from this. But I truly believe that together we can move forward and make a better world for all.

Geoffrey Walker