



Great Western Hospitals  
NHS Foundation Trust

# What makes us Great

Looking back at 2024



# Introduction



Every year we publish our Book of Great to celebrate the many achievements made by our staff across the huge range of services we provide to local people.

This year has been a real milestone in the history of our Trust, with our multi-million pound Integrated Front Door opening and treating its first patients. Whilst this significant development drew many of the headlines, there were many other successes during the year which we should all take a few minutes to look back on.

It hasn't all been good news unfortunately – we have had some extremely challenging weeks in urgent and emergency services, have had to make some difficult decisions due to the financial pressures upon us, and our consortium's bid to take on community services was unsuccessful.

Sadly, this means many of our staff will leave us to move to HCRG, who will provide community healthcare from April 2025, but I sincerely hope they leave with happy memories of the Trust and I know they will continue to do their best for patients.

Changes like this make it all the more important to reflect on what we have achieved, and I am proud of the high quality care we have provided for our patients across Swindon and Wiltshire.

This book doesn't tell the whole story and I would encourage anyone who has done something they are proud of to email [gwh.comms@nhs.net](mailto:gwh.comms@nhs.net) to share your achievement.

A handwritten signature in black ink, appearing to read 'Jon Westbrook', written in a cursive style.

Jon Westbrook,  
Interim Managing Director

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# Outstanding patient care

## Healthcare Support Worker Awards

Two Healthcare Support Workers won national awards from the Chief Nursing Officer for NHS England, Dame Ruth May.

Amanda Pretlove and Colette Goodenough were recognised for their commitments to quality care, with feedback from relatives stating that they always feel listened to and are grateful to both incredible colleagues for their clinical and holistic care of loved ones.

Amanda and Colette were also recognised for their warm and welcoming approach to patient care, sunny dispositions and their genuine compassion which makes so much different to patients.

The pair were presented with certificates in January 2024 by the Trust's former Chief Nurse, Lisa Cheek, who said: "I was delighted and proud to present Colette and Amanda with their certificates, in recognition of their outstanding contribution to the care they provide to every patient.

"They both represent everything that the NHS stands for, and go above and beyond not only for their patients, but for the families, friends and carers of our patients too.

"I'm thrilled they have been recognised nationally for their exceptional work."



## Care reflections

The Trust has been working with patients to share their experiences through a series of Care Reflection videos.

The stories are played to our Trust Board, ahead of discussions about what the Trust is doing well and what areas could be improved to further enhance patient care and experience.

The videos are also used by teams right across the organisation for learning and development opportunities.

Patients and local people who have shared their stories include those with spinal cord injuries, carers, a family who had a baby on the neonatal unit, stroke survivors and those with a learning disability or Autism.

## Flexible visiting

Having a visit from a loved one is extremely important to patients, and can truly aid their recovery and wellbeing. To support this, the Trust has introduced expanded visiting hours.

New flexible visiting means that visitors can attend between 8am and 8pm in most wards. Patients are also able to be accompanied to most appointments and visiting outside of these hours may be possible following discussion with the ward area.

Tania Currie, Head of Patient Experience and Engagement, said: "We know that the quality of care for patients is improved by involving the family, friends, and carers of our patients.

We have expanded visiting hours and are committed to ensuring that all visitors feel welcomed and able to attend."



## WAY Beacons

The number of young people attending the Trust's urgent and emergency care services due to substance misuse has been higher than the national average in Swindon for over a decade.

To support these patients, staff in the Emergency Department work closely with colleagues from Swindon Borough Council and WAY Beacons, which is a charitable project aimed at breaking the cycle of repeat attendances from young people impacted by crime, substance misuse and other risk-taking behaviours.

Between March 2023 and April 2024, 79 per cent of young people supported by WAY Beacons have not reattended hospital, and 100 per cent who were involved in crime have not reoffended.

This is thanks to WAY Mentors, volunteers across the community who spend time with young people following a hospital stay to act as a listening ear, help to build strong relationships or support the individual with new hobbies such as sport.

Callum, whose name has been changed to protect his identity, attended the Emergency Department with suicidal feelings and, following support from a WAY Beacon in and out of the hospital, was matched to a volunteer WAY Mentor who worked with Callum to understand more about some of the challenges he faced, including involvement with the police, mental health difficulties and poor engagement in school.

Callum now meets his mentor on a weekly basis. The pair play sport and enjoy milkshakes in Callum's favourite café. Since their mentorship started, Callum's school have reported a reduction in behavioural incidents, the Youth Justice Service have reported that he hasn't reoffended and Callum has not visited hospital again.

## End of Life Care in the Community

Palliative and end of life care staff work in the heart of the community, bringing together health, social and voluntary care professionals from across Swindon.

It's a great example of truly integrated care, with community nursing, GPs, pharmacists and occupational therapists, working together with health and social care teams from organisations such as the Prospect Hospice, Macmillan and Swindon Borough Council.

Alongside caring for patients' physical health, the team offer psychosocial and spiritual support based on the patient's individual needs and wishes. Together, they develop holistic care plans to meet the needs and wishes of patients who are in their final months, weeks and days of life.



## Group exercise for care home residents

The Community Falls team has introduced group exercise to more local care home residents, helping to improve mobility, wellbeing and prevent falls.

The 12-week Senior Games programme, a partnership with Swindon Borough Council and Wiltshire and Swindon Sport Partnership with Sports England, is the first face-to-face exercise programme designed for care home residents in Swindon.

Residents enjoy exercise to music and games, with the support of students from Lawn Manor Academy, and both residents and students benefitting from the company of different generations.

The health, social and voluntary care organisations involved hope that the programme will help to avoid preventable hospital admissions from falls.

Additional benefits for care home residents include improved appetite, more awake time and feeling more positive and confident.

Senior Games was originally introduced following the Covid pandemic which highlighted the increased risk of deterioration and falls in older people who are less mobile.



## Supporting carers

The Trust offers a robust package of support and resources for carers, including:

### Carers Charter

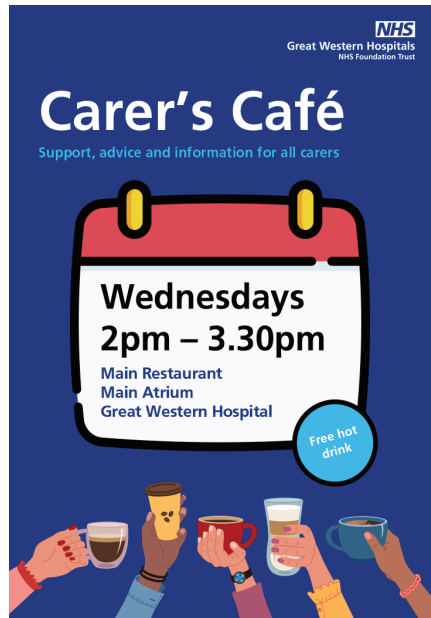
Co-produced with staff, carers and external partners, the carers charter supports the ongoing work to improve services for carers. The charter is visible across our Trust and with partner organisations and local communities, providing a clear outline of the organisations' pledge and key areas of focus in working to ensure positive carer experience.

### Carers Passport

The passport provides access to a range of benefits including concessions on parking, beverages and food.

### Carers Café

The Carers Café offers support and advice for all carers, along with a free cup of tea or coffee.



## CQC maternity survey

The Care Quality Commission released national results this year, following a survey they conducted with women and birthing people who had used maternity services across the country.

Nearly 150 people who had their baby at Great Western Hospitals in 2023 completed the survey and the results showed a mostly positive response.

The Trust scored third highest in the country for questions relating to antenatal check-ups and care on the ward after birth, and in the top five Trusts for questions relating to care at home after birth.

The Trust also performed above the national average in a number of areas, and women and birthing people said that:

- They felt listened to during antenatal check-ups, labour and birth
- They were given support for their mental health during pregnancy
- They had confidence and trust in the staff caring for them
- Those who were having an induced labour felt well supported and were provided with appropriate advice
- Personal circumstances were taken into account during the pregnancy

Lisa Marshall, Director of Midwifery and Neonatal Services, said: "I am incredibly proud of the team in our maternity services whose hard work has been reflected in these fantastic results.

"They continue to provide truly exceptional care to every woman, birthing person and family member who passes through our doors, as well as supporting people in their own homes right across Swindon.

"They are always looking at ways to improve the care they provide, and have introduced a number of initiatives and projects over the last year to continue to build on the successes of the department.

"In addition, we have recruited new staff to ensure our services are well staffed and inclusive to all, including a Black Maternity Matters Midwife, and additional consultants and members of the scrub team.

"We also welcomed a number of T-Level students last year, making us one of only a few Trusts in the country to support students to advance a career in midwifery through on-the-job practice and learning."

The Trust's maternity team have also used the survey responses to identify areas that need further improvement, including postnatal mental health support and people being more involved in decisions during their labour.





## Improving training to spot the signs of sepsis

Our Clinical Teaching Fellows worked with a company called Goggleminds to use virtual reality headsets and immersive simulation technology to train medical students and junior doctors on spotting the signs and symptoms of sepsis.

The headsets allow students to simulate treating patients. This is also supporting work at the University of Bath which is researching how virtual reality can be used in medical education.

Sepsis is a serious illness that claims thousands of lives every year. It is treatable when spotted early and by training using virtual reality we can develop the skills of our trainee clinicians to help them spot the signs of the disease sooner.

The Trust received widespread national recognition for our work in this area, which allows us to teach students in smaller numbers and outside of hospital training rooms. Students can pick up the training at home, increasing efficiency and allowing more time and space for this education to take place.



## Custom wheelchairs for the Swindon community

This year the Swindon Wheelchair and Special Seating Service has supported 3,000 local children and adults to live more independently.

Working in partnership with other local organisations, the team provides patients with the mobility needed to access learning, work and social activities that others may take for granted.

They adopt a holistic approach to supporting each person, working with the Red Cross, Swindon Borough Council and a specialist medical engineering team, to provide a wheelchair to suit their lifestyle.

This is one of the few NHS services to support both children and adults, with clients ranging from one to over 100 years old.

They work closely with other services to ensure they meet all the needs of their patients, for example with Swindon Borough Council, to ensure homes are accessible and practical.

This incredible service and special partnership working is helping to improve the quality of life for thousands of local people.





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# Making improvements

# Improving Together recognised nationally

Three years on from Improving Together being introduced, the Trust has been celebrated for its outstanding contribution to improving healthcare in two prestigious national awards.

After being recognised as a finalist in the HSJ Patient Safety Awards earlier in the year, the Trust has now been shortlisted in the HSJ Partnership Awards.

The Trust has been shortlisted in the Best Contribution to Improving the Efficiency of NHS services category for the transformational improvement work taking place across the local NHS in partnership with the Royal United Hospitals Bath and Salisbury NHS Foundation Trust.



Together the three trusts use Improving Together to explore opportunities to tackle inefficiencies, work smarter and share solutions, leading to positive changes which are improving the working lives of staff and the experience of patients.

This achievement highlights the importance of Improving Together in giving the local NHS a strong and consistent framework for how teams approach problems, new ideas and areas for improvement.

More than 1,000 staff have now completed training, with different training options being introduced to suit the diverse needs, priorities and structures across the organisation. This flexible approach is helping more teams to embrace the Improving Together methodology and maintain new routines in their working lives.

Feedback is positive, with staff saying that Improving Together is empowering people to speak up, share ideas and make changes that they may not have had the confidence to pursue before.

With Improving Together being mirrored across the new hospital group with Bath and Salisbury, this way of working is supporting teams in all three trusts to work together on shared priorities.

Improvement experts in the Transformation and Improvement Hub continue to offer guidance, training and support to staff, ensuring that Improving Together is benefiting teams across the Trust.

## Launch of our new Trust Intranet

The new Intranet has been designed with staff, through surveys, focus groups and one-to-one meetings, to enhance communication, collaboration, and productivity across the Trust. Serving as a central platform for all Trust news, updates, and resources, making it easier for everyone to stay informed and connected.

New features include:

- Improved search facility
- Upgraded Find a Colleague
- Find a Colleague administrators
- News highlights
- Quick links
- Page analytics
- Approval process
- Increased review periods
- Additional sub-editors

## Embracing our Leadership Behaviours

Our 12 Leadership Behaviours define the standards that guide how we work and deliver exceptional care.

Developed collaboratively with staff, these behaviours blend our leadership principles with Improving Together values, such as putting patients first, collaboration, compassion, civility, and inclusion.

Throughout the year, we spotlighted each behaviour to engage staff, deepen understanding, and reinforce the positive and supportive culture we strive to lead.

## Staff survey

The Trust saw a strong response to the 2024 staff survey, with 71 per cent of our workforce taking the time to have their say, an increase of two per cent compared to last year, representing a total of 4,228 staff members.

All divisions reported high response rates, including Corporate Services at 76 per cent, Integrated Care and Community at 77 per cent, Surgery, Women's and Children's at 70 per cent, and Medicine at 66 per cent.

It's encouraging to see so many staff share their views, providing the Trust with valuable feedback to shape our priorities and improvements for the year ahead.

Following the 2023 survey results, we made progress in key areas, including expanding our Equality, Diversity, and Inclusion (EDI) efforts with new workshops, cultural competence training, and an enhanced EDI Champion programme to promote inclusivity.

The Trust also launched an e-card recognition scheme to celebrate and acknowledge colleagues' contributions.

To support compassionate leadership, the Trust introduced masterclasses on compassionate conversations and embedded courageous conversations training into our leadership development programmes.

These initiatives reflect our ongoing commitment to building an inclusive, compassionate, and respectful workplace.



West  
Entrance

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# Site developments and sustainability



## Swindon's brand new urgent and emergency care development opened its doors this year

The £33.5million urgent and emergency care expansion is the biggest ever investment to the hospital site and follows the opening of the Urgent Treatment Centre and OUH Radiotherapy @ Swindon Centre in 2022, which already represent a huge investment in Swindon's healthcare infrastructure.

With a 60 per cent bigger footprint, the new Emergency Department, and accompanying Children's Emergency Unit and improved same day emergency care service, will ensure unplanned healthcare provision is fit for the increasing demand and growing population of the town.

Since £26.3million of Government funding was secured in January 2023, in addition to £7.2million from the Trust, construction happened at pace to build the new department.

The new Emergency Department saw an increase in 'majors cubicles' from 15 to 22 (45 per cent), which will be more private with glass doors instead of curtains, and individual environmental controls such as dimmable lighting.

To support patients in a more critical or life-threatening condition, there is an increase in resuscitation cubicles from four to seven – with one new resus bay dedicated to children.

There is also a secluded room for patients in mental health crisis, a more comfortable observation area and two supportive relatives' rooms set away from the bustle of the main department.

Work was also completed to improve urgent and emergency care for under 18s, with the Trust opening a new Children's Emergency Unit, which is the first of its kind on the hospital site, bringing together children's emergency care with paediatric assessment.

The Children's Emergency Unit has 13 cubicles, two high acuity bays and one resuscitation bay (an increase of 33 per cent), a baby and breastfeeding room, a sensory play room for children who are neurodiverse and a wellbeing room for younger patients arriving in mental health crisis.



## Natalie Lawrence, Matron for the Emergency Department said:

“It’s a really exciting time for the organisation, as we move towards a real improvement to our delivery of care for some of the sickest patients in the local area.

“We will be making big changes to the way we provide this care in the new department, and are looking at how we can better streamline services to make them more efficient, and to ensure that patients are treated in the right place, first time.

“We’ve also worked with local people to ensure that the interiors of the building best meet all care needs, including with representation from the dementia, learning disability and autism communities, children and young persons mental health, carers, wheelchair users and neurodiverse people.

“This meant we could create spaces that are more welcoming and comfortable, and feel less like a clinical hospital setting, as we know that, ultimately, the environment we care for patients in has huge impact on their ongoing recovery.”

## Julian Auckland-Lewis, Way Forward Programme Director added:

“When the hospital was opened in 2002, the Emergency Department was designed to care for around 48,000 patients a year. As the local population has grown, the urgent and emergency services now see over 100,000 patients a year – more than double.

“It is hoped that the increase in physical capacity in the new departments, and new ways of working that are more innovative and efficient, will result in shorter waiting times for our patients and less ambulances queuing to handover patients.

“We also continue to work hard with our partners in the Trust’s own Integrated Care Alliance Coordination Centre, and more widely across Swindon and Wiltshire, to ensure patients are treated in the right place, have ongoing care packages in place outside of hospital and don’t spend any longer in hospital than is needed; all of which improve flow through the healthcare system and help to reduce the time people wait at the front door.”

## Next steps for the Way Forward Programme

The Trust has approved a commercial partner development plan, to take forward building work on 5.5 hectares of land next to the hospital site, which was purchased by the Trust in 2021.

Developments for the land include a staff and student accommodation block, a sterile services unit and a private patient unit.

By moving these services to the land, more space will be freed up for additional clinical capacity in the main hospital.

# Towards a greener future

The team in the Emergency Department have become one of just two Trusts in the country to have been awarded the silver level accreditation for 'Green ED'.

This recognition marks the effort from the multi-disciplinary team, and the work of the Trust's sustainability department, to reduce the carbon footprint in urgent and emergency care services, and follows the bronze accreditation they received earlier this year.

To support the Green ED drive, the team have removed nearly all plastic use, including a 29 per cent reduction in cannulas. They have also swapped printed information to digital QR codes, host a donation station for second-hand clothes for patients and introduced dry-powered inhalers.

The Trust was also recently highly commended at the BBC Make a Difference Awards in the 'Green' category, for a multi-disciplinary effort in working towards our efforts in working towards our target of an 80 per cent reduction in carbon by 2036.

This includes the launch of an app for staff to log sustainable actions, the installation of solar and other renewable energy, the introduction of Sustainability Champions across the organisation and improvements to the staff cycle hub.

The team have also been recognised as the first exemplar organisation in the country for sustainable infection control practices. Examples of best practice will be shared with other Trust's, to improve the national approach to reducing clinical waste, reducing plastic use and switching to greener equipment.





## Brighter Futures

Brighter Futures is the Trust's registered charity, which raises money for those added extras which fall outside of the NHS budget, but make a real difference to the experiences of patients and staff.

The fundraising team are currently working towards a number of appeal targets that will raise vital funds to improve NHS services, in areas including dementia care, maternity and end of life care.

They also have a £1.6million appeal underway for the Way Forward Appeal, which seeks to purchase additional equipment and furnishings to enhance the environment of the new Emergency Department and Children's Emergency Unit.

This includes a sky ceiling, resuscitation trolleys, a blood gas machine, and sensory play equipment.





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# Our people

## Staff networks continue to grow

The Trust's staff networks – Differently Able, Race Equality, LGBTQ+ and Women's – continue to grow and provide a safe space to connect with others, share experiences and for allies to challenge organisational practices.

Staff give up their time to meet, host events and share their experiences, building a community of allies focusing on issues affecting people with different characteristics in the workforce.

Joining a staff network is a great first step to becoming an ally as the Trust continues to work towards a fairer, more inclusive and welcoming workplace.

The networks have hosted some great events throughout the year to raise awareness of the diverse issues affecting staff. The Trust's first Neurodiversity Celebration brought staff and local partners together for a fascinating day of learning, sharing and connection.

Networks also supported community events such as Swindon and Wiltshire Pride, highlighting a deep connection with local communities which many staff are part of.

All networks are fully inclusive and welcome allies from across the Trust, meaning staff do not need to have the characteristics of the network to join, just a positive and open attitude.

## Equality, Diversity and Inclusion (EDI) Champions

A special graduation event was held in September to celebrate the incredible staff who volunteer as EDI Champions, taking a lead on promoting equality, diversity and inclusion in their area.

EDI Champions are a safe and friendly contact for anyone who has experienced unprofessional behaviour or microaggressions at work.

Together EDI Champions have clocked more than 100 hours of activity through training, sharing learning, volunteering at events and supporting managers or colleagues. Their activities are logged in a digital EDI Champions Passport, helping to create a picture of issues across the Trust and the great work taking place.

They work in partnership with the staff networks to actively support people in marginalised groups, such as disabled people, or anyone for who society has created barriers.

The opportunity is available to staff working in any role and is a fantastic opportunity to make a difference to the lives of others, while gaining a valuable skill set, with fully accredited training contributing to the continuing professional development of staff.



## Equality, Diversity and Inclusion gains momentum

The Trust hosted its first ever Equality, Diversity and Inclusion Conference for senior leaders in November.

This incredible day celebrating, learning and sharing, showed a real appetite for growth and improving how people care, understand and support each other.

The room was full of curious, empowering and compassionate people, all working together to build a more inclusive organisation.

The conference was just one of many high-profile events held this year, which was packed with awareness days, celebrations, learning opportunities and listening events.

Listening events form part of the Trust's work to better understand local communities, the aspiration being to make services equally accessible to everyone and tackle the unfair inequalities which exist in Swindon.

Beyond providing healthcare, the organisation seeks to benefit local people in other ways, as one of the largest employers and public sector organisations in the area.

A great example of this work is the Trust's partnership with New College Swindon and Project Search, which is offering work experience to young people with learning disabilities or autism who may otherwise not have the opportunity.

Looking ahead, the Trust will continue to focus on bringing people together through training on topics such as Cultural Competency, Active Bystander and Unprofessional Behaviours, and engagement opportunities including

Slice of Life sessions and Change the Narrative events.

A mentoring programme has also been launched to create mutually beneficial relationships between staff across the organisation.

The opportunity gives staff a new perspective and deeper understanding of complex diversity issues by pairing people from different backgrounds in the hope they grow together as allies.



## Introducing e-cards

In response to feedback from the 2023 staff survey, the Trust launched a peer-to-peer e-card recognition system to make it easier for staff to celebrate and acknowledge their colleagues' contributions.

With hundreds of e-cards sent in the first month alone, this system allows staff to send personalised messages across the organisation. These messages serve as tools for self-reflection, spark meaningful conversations, and enrich broader meetings and discussions.

E-card messages can also be linked to one of our 12 leadership behaviours, helping to highlight and promote the key behaviours we strive to embody in our workplace.

## Great West Fest

Our fourth Great West Fest, held in September 2024, was our biggest and most vibrant celebration yet. Over 4,000 staff, volunteers, and their families gathered at Town Gardens in Old Town, Swindon, for a day filled with fun and activities.

The festival showcased an incredible line-up of artists, bands, and performers, headlined by Rorkes Drift as a Queen tribute act. Attendees enjoyed funfair rides, a circus skills area, food vendors, face painting, and much more.



## Freedom to Speak Up

This year, we made important progress in strengthening our Freedom to Speak Up service. Four new Freedom to Speak Up Guardians joined the team, bringing fresh perspectives and expertise.

We also simplified the reporting process, making it quicker and easier for staff to raise concerns quickly and confidentially. In 2024, the service received 39 concerns, an increase from the previous year, showing that more staff feel empowered and confident to speak up.

By creating an open and supportive environment, we are continuing to build a culture where every voice is valued and heard.

## Success for staff vaccinations

Thanks to the hard work of teams across the Trust, including the Occupational Health and Wellbeing team, the Trust was proud to be ranked third among all NHS trusts in the South West for delivering the flu vaccine to staff in 2023-24.

Nationally, the Trust achieved 12th place for flu vaccine uptake, with approximately 68 per cent of frontline staff choosing to receive the flu vaccine. Additionally, 50 per cent of staff opted to take up the Covid-19 vaccine.

In total, over 6,700 vaccines were administered across the organisation, including more than 850 delivered to inpatients and those using our maternity services.

This success was made possible through the hard work of several teams who coordinated the campaign, which included offering weekend and out-of-hours services. These efforts ensured staff across the Trust could protect themselves, their colleagues, and our patients.



## Staff Excellence Awards

In June 2024, the Trust held the best attended Staff Excellence Awards evening yet, with 380 staff dressed up for the 80s themed night, to recognise the achievements from colleagues right across the Trust.



**Team of the Year**  
Department of Older  
Person's ACP's



**STAR of the Year**  
Dr Kirsty Nelson-Smith



**Hero Award**  
Gemma Turnball



**Championing Equality,  
Diversity & Inclusion**  
Charlotte Hunt



**Improving Patient  
Experience**  
Tracy Carr



**Kindness Award**  
Dr Elizabeth-Anne  
Mallon



**Leading the GWH Way**  
Dr Jon Freeman



**Lifetime Achievement**  
Dr Andy Beale



**Lifetime Achievement**  
Sally Charlton



**Rising Star**  
Sophie Reid



**Improving Together**  
Teal ward



**Patient Choice**  
Saturn ward

Here are just a few of the many photos taken from the evening:



## Our volunteers

The Trust is supported by nearly 400 volunteers who offer over 3,000 hours of support every month, right across the organisation, providing a valuable link between the organisation and the community, and often prompt staff to see things from a different perspective.

They support on the wards and in busy departments, comfort and talk to patients, serve lunches, provide support around the hospital to help direct patients and visitors to their appointments and bring holistic care to the bedside such as through music therapy, art therapy and animal therapy.

They offer a really important service and are instrumental in ensuring services run smoothly and that patients receive the best level of care.

## Veteran Aware

The Trust was re-accredited as a Veteran Aware organisation in August 2024.

This shows the commitment to veterans, reservists, families and other members of the Armed Forces across the Trust, from members of staff and volunteers.

The accreditation demonstrates the organisations commitment to ensuring members of the Armed Forces are never disadvantaged, staff are trained in support and signposting and the Trust remain a 'forces friendly' employer.

It also recognises the work underway to demonstrate the NHS' pledge to the Armed Forces Covenant, by sharing best practice as an exemplar of the high standards of care for the Armed Forces community.



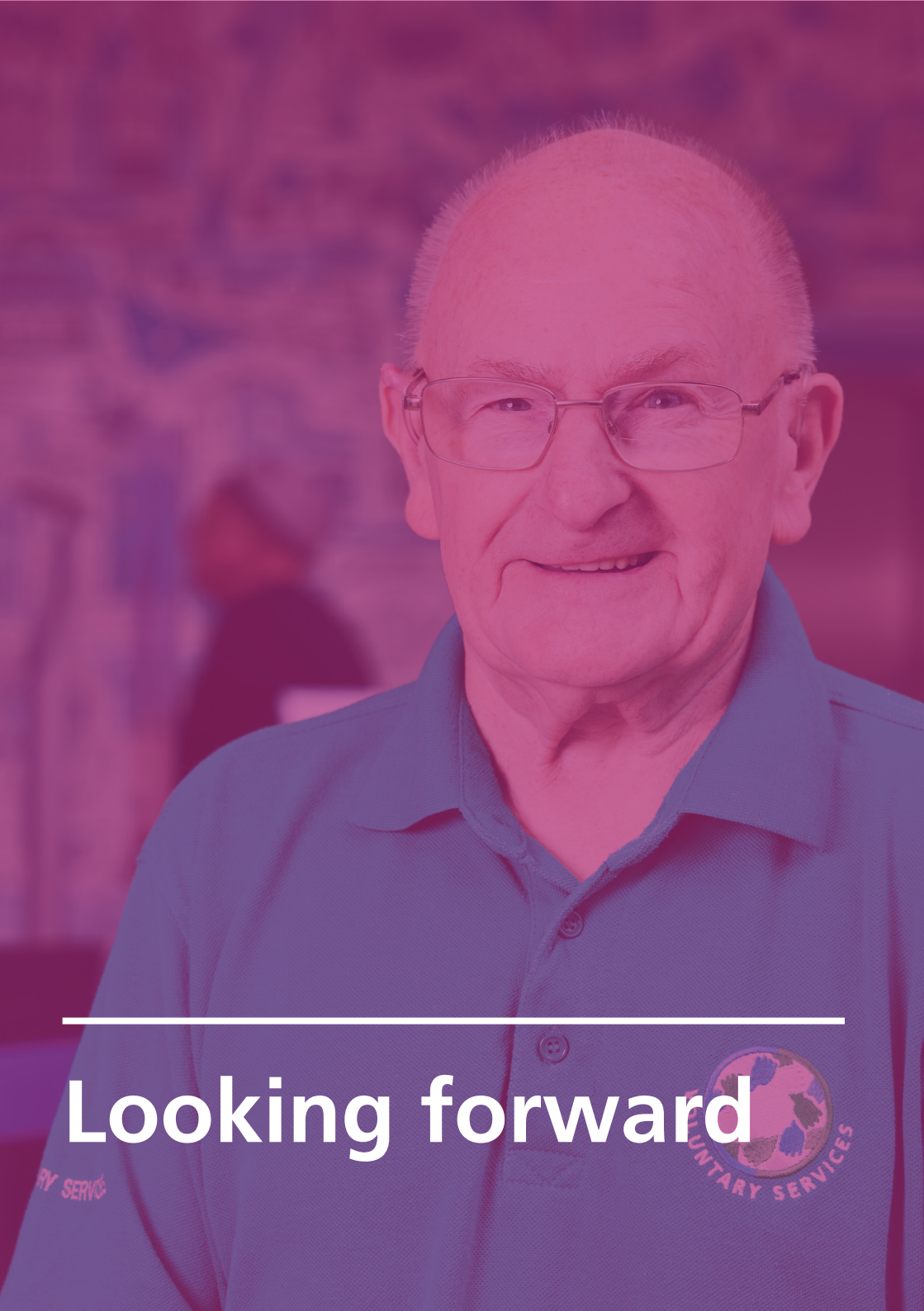
## Get involved

There are many different ways that you can be involved with the great work we are doing at the Trust.

You can fundraise for our Brighter Futures charity, become a Member or Governor, or join our incredible Voluntary Services team.

Visit [www.gwh.nhs.uk/getinvolved](http://www.gwh.nhs.uk/getinvolved) to find out more.





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Looking forward

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## Our new Shared Electronic Patient Record

We have taken significant steps in our Digital Transformation Programme including supporting the rollout of a new Shared Electronic Patient Record (EPR) across Swindon, Salisbury, and Bath, set to go live in 2026.

The EPR will allow us to standardise care across our system, reducing variation in clinical pathways and therefore providing a better experience for both staff and patients. The digital solution will enable us to work more efficiently, avoiding the duplication of patient records, and help us understand more about the population we serve and how to tackle their differing health inequalities.

In 2024, we reached key milestones, including NHS England's approval to proceed with the EPR and appoint our supplier, Oracle Health, to provide the new solution. This single, shared solution puts the digital foundations in place to access information in one place, across Bath and North East Somerset, Swindon and Wiltshire, with increased efficiency, better staff experience, and a smoother patient journey.

Throughout the programme, staff will have the chance to shape this exciting work, enabling us to think differently and improve how we work every day.

The EPR is part of a broader Digital Transformation Programme focused on modernising technology to enhance care and maintain the highest standards of safety. This year, we also upgraded systems like DAWN, CVIS, and EPMA and advanced the integration of Electronic Discharge Summaries (EDS) into Careflow, aligning with the Trust's strategy to deliver better, more connected care.

## Hospital at Home

One of the best services to support patient flow through the hospital is Hospital at Home.

It's hospital care provided in patients' homes, meaning patients can leave hospital sooner and continue treatment in familiar surroundings.

Advances in technology, medicine and nursing care mean that lots of things which traditionally needed to be done in hospital, can now happen in patients' homes.

A multidisciplinary team provide a range of tests and treatments including blood tests, prescribing medication or administering fluids, with patients reviewed daily, either in-person or through video technology.

The team work closely with GPs, hospital staff and social care to provide the patient with a clear diagnosis and long-term plan to manage their condition.

This approach helps to speed up recovery, while freeing up hospital beds for patients that need them most.



## New Community Diagnostic Centre in Swindon

The new centre in Swindon is giving local people an option for diagnostic checks, scans and tests closer to home.

Following a GP referral, patients can now receive a diagnosis for a range of conditions such as cancer, heart and lung disease in a community setting, using the same cutting-edge equipment, that was previously only available in hospital.

Based next to the Link Centre, the centre is one of three new centres across Bath and North East Somerset, Swindon and Wiltshire, thanks to a £14 million investment by the NHS.

In Swindon patients can currently receive CT and MRI scanning, with cardiac, respiratory, ultrasounds and an Endoscopy Unit planned for 2025.

This investment in community-based services is part of the national NHS Community Diagnostic Centre Programme which aims to tackle the backlog of tests and checks patients are waiting for, while reducing hospital visits and offering an alternative location.

By April 2025, it is expected that around 60,000 local people, all of whom would have previously needed to attend hospital, will have visited one of the centres in Swindon, Bath or Salisbury.



## Group model

We appointed Cara Charles-Barks as our Chief Executive and she took up this role in November.

Cara is also Chief Executive of Royal United Hospitals Bath and Salisbury NHS Foundation Trust following a decision by the Boards of each of the three Trusts to establish a group model which will deliver better outcomes for the population we serve.

The group will be a collaboration between the three existing Trusts, each of which remain separate organisations and will maintain a dedicated Executive team and Board

Cara said: "As three Trusts we now have the opportunity to learn together, to tackle inequalities in access to services, to work together to remove barriers to good health and provide improved health outcomes for all our communities."

During 2025 our trusts will set up a joint committee and appoint a joint chair, along with developing a new operating model and way of working.

## Finance

We won the Finance Team of the Year at the Healthcare Financial Management Association South West Conference, with Johanna Bogle winning the South West Deputy Finance Director of the Year award.

We finished the 2023/24 financial year with a small surplus, with our staff having delivered £14m of savings.

In the 2024/25 year we have made really good progress by reducing the amount of money we spend on using agency staff, following our £5m investment in increasing levels of staffing on wards.



**Share our  
success**

Together we are  
**Great**