

Proud to
care





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Foreword by the Chair and Chief Executive

We are pleased to introduce *Proud to Care*, our review of the year. We hope that you enjoy reading about some of our highlights from 2024 to 2025. Over the past year, our two main hospital sites – Cheltenham General Hospital and Gloucestershire Royal Hospital – as well as our community-based services, have continued to evolve to meet the needs of our patients and local communities.



Kevin McNamara
Chief Executive



Deborah Evans
Chair

Despite the many challenges of the past year, our dedicated staff and volunteers have shown remarkable resilience, commitment and compassion. Their work makes a profound difference every day and we extend our heartfelt thanks to them all.

The NHS remains under significant pressure, but our passion and purpose remain undiminished. The privilege of working in the NHS comes with great responsibility and we are committed to ensuring that our hospitals remain places where patients receive outstanding care and staff feel valued and supported.

We would like to thank all those who contribute to our shared mission – staff, volunteers, partners and the wider Gloucestershire community.

The spirit of collaboration has been a defining feature of this year. Our partnerships – whether with statutory services, voluntary organisations or international teams - have been vital in improving healthcare for the people of Gloucestershire and beyond.

Everything we achieve is a result of a collective effort; together, we will continue to meet challenges with innovation, compassion and determination.

Kevin McNamara
Chief Executive

Deborah Evans
Chair



“

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”

About Gloucestershire Hospitals NHS Foundation Trust

Gloucestershire Hospitals NHS Foundation Trust is a provider of local and acute care, delivering good-quality services to over 650,000 people living across the county. We provide whole-life care and are here to support our communities to live healthier lives as well as taking care of them when they need us the most.

We employ almost 9,000 colleagues and together we provide a wide range of inpatient and outpatient services, as well as emergency and planned care at our two main district hospitals.

Gloucestershire Hospitals NHS Foundation Trust received authorisation on 1 July 2004. It was formed from Gloucestershire Hospitals NHS Trust, which was established following a reconfiguration of health services in Gloucestershire in 2002.



Our hospitals



Gloucestershire Royal Hospital (GRH)

Gloucestershire Royal Hospital (GRH) is located close to the city centre in Gloucester and specialises in unscheduled care, Urgent and Emergency Care, Cardiology, Renal care, Maternity and Neonatal care, is also the base for our Children's wards and Emergency Department.



Cheltenham General Hospital (CGH)

Cheltenham General Hospital is located in the east of the county and is our planned care centre, providing specialist Cancer and Oncology services, Stroke, Urology and Care of the Elderly as well as an Emergency Department.



Stroud Maternity Hospital

Stroud Maternity Hospital is a midwife-led centre that helps deliver around 300 births every year, supporting births at home and in the unit.



Other community-based services

The Trust also delivered a range of surgery, outpatient clinics, diagnostic and screening services from community hospitals throughout Gloucestershire and the Community Diagnostics Centre (CDC). The Trust also provides services at the satellite radiotherapy centre at Hereford County Hospital.



Our Trust in numbers

On an average day, our teams provide a wide range of care, treatments and services for our communities.

400+

patients attending the Emergency Department



83

patients attending the Emergency Department admitted to a bed



104

Patients discharged



76

Children seen by the Paediatric team



2,166

outpatient attendances (physical and virtual)



71

cancer referrals



8,500

diagnostic tests



17

births



3

operational robots in urology, gynaecology and oncology



85

planned operations



98

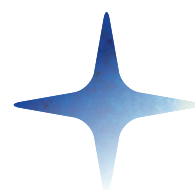
Ambulance attendances



Year in review:

April 2024

- ▶ Body-worn camera trial begins
- ▶ Gloves off for Earth Day
- ▶ Sharing expertise in Zambia



April 2024

Body-worn camera trial begins

On 10 April 2024, our Emergency Department (ED) at Gloucestershire Royal Hospital initiated a 12-week trial of body-worn cameras to enhance safety for patients, staff and the public.

This initiative responded to a rise in abuse and aggression incidents within the ED and across the hospital. The trial aimed to de-escalate such situations and aid in identifying and prosecuting offenders.

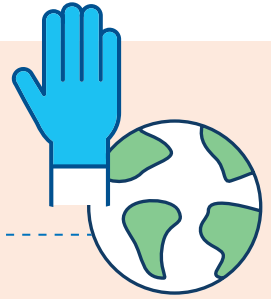
“This initiative responded to a rise in abuse and aggression incidents within the ED and across the hospital”

Designated ED staff and the hospital's security response team wore the cameras, which were activated only during incidents involving abuse, violence, aggression or security risks.

Individuals exhibiting such behaviour were informed when recording commenced. The cameras remained off during routine clinical activities and strict controls ensured that only the Risk, Health and Safety team could access the footage, complying with Data Protection Impact Assessment (DPIA) requirements. Notices in the ED informed visitors about the potential use of body-worn cameras during adverse events.

Following this successful trial, body-worn cameras are now in ED and other high-risk areas permanently.

Gloves off for Earth Day



On Earth Day on 22 April, we took part in the “Gloves Are Off” campaign to promote correct glove usage in healthcare. The initiative aimed to reduce unnecessary glove use, helping both the environment and patient safety.

Excessive glove use contributes significantly to plastic waste, with millions of gloves discarded daily in UK hospitals. Research has shown that over-reliance on gloves can lead to fewer opportunities for proper hand hygiene, increasing the risk of infection. By making this change, we aimed to improve infection control, ensure safer patient care and reduce environmental harm.

The campaign highlighted that clean hands protect better than gloves, reinforcing best practices in hygiene. Our participation reflected a wider commitment within the NHS to sustainable healthcare and improved infection prevention.

April 2024

Sharing expertise in Zambia

In April 2024, a team of ear, nose, and throat (ENT) surgeons from the Trust travelled to Zambia to help develop local ENT services. Their goal was to enhance healthcare by providing specialist training and resources to Zambian medical staff.

During their visit, the team worked alongside local healthcare professionals, sharing expertise and conducting joint surgeries. This hands-on approach allowed Zambian staff to gain valuable skills and confidence in managing complex ENT cases. The initiative also focused on establishing sustainable practices to ensure lasting improvements in patient care.

“Our involvement reflects a wider commitment to sharing medical expertise worldwide”

The collaboration highlights the importance of international partnerships in addressing global health challenges. By supporting local capacity building, the project helps reduce healthcare disparities and promotes self-sufficiency within the Zambian medical community.

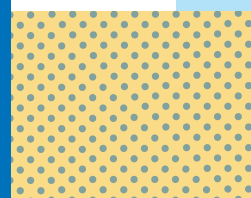
Our involvement reflects a wider commitment to sharing medical expertise worldwide, benefiting both the recipient healthcare system and the professional development of UK clinicians.



Year in review:

May 2024

- ▶ Digital Future becomes a reality for learners at our Hospitals
- ▶ New Patient Portal goes live
- ▶ Alstone Urology Clinic opens
- ▶ Liver Specialist Nurses provide comprehensive care



May 2024



Digital Future becomes a reality for learners at our Hospitals

We have introduced immersive technologies, including virtual reality (VR), to enhance learning for healthcare professionals. This initiative supports a more interactive and engaging approach to training, bridging the gap between theory and practice.

The Trust has long used simulation-based education (SBE) with life-like manikins, but immersive technology now adds 3D, interactive experiences to improve learning. Research suggests this method enhances engagement and improves performance.

Stephen Lewis, the Trust's new

Immersive Learning Technology Officer, is leading efforts to explore VR and simulation training. A pilot programme for Health Care Support Workers includes VR experiences and patient-perspective simulations to foster empathy and understanding.

By integrating these digital tools, we aim to improve patient care and become a leader in technology-enhanced learning, ensuring all staff have access to high-quality training opportunities.



May 2024

New Patient Portal goes live

In May, our new Patient Portal launched, the first phase of which allowed patients over 18 to access their appointment letters digitally.

“The first milestone in an exciting digital transformation”

When a new appointment is scheduled, patients can now receive a text message from DrDoctor with a secure link. By entering a few details, they can view their digital letter on any internet-connected device, such as a smartphone, tablet or computer. In July, this was integrated with the NHS App and extended to allow patients to view past and future appointments.

For those who prefer paper letters or do not have the NHS App can simply delete the text message and inform their care team at their next hospital visit.

The Patient Portal is designed to make appointment management easier and reduce paper waste. If patients have any questions or issues using the portal, they can visit the Trust website and search ‘Portal’ for FAQs, guidance and support.

This marked the first step in an exciting digital transformation, with more features planned throughout the year to improve patient experience and access to healthcare information.

Alstone Urology clinic opens



May 2024 saw the opening of the Alstone Urology Clinic, a state-of-the-art facility designed to enhance patient care and improve overall experience.

The new clinic, located at the College Road Wing at Cheltenham General Hospital, centralised and expanded urology services previously located at Oakley Ward. It brought together essential services under one roof, including 10 modern clinic rooms, administrative offices, nursing teams, and Clinical Nurse Specialists (CNS), all aimed at providing comprehensive and efficient care for patients.

The clinic’s enhanced facilities include a redesigned waiting room and advanced diagnostic capabilities, reflecting Alstone’s commitment to becoming a “department for the future.”

This milestone marked a significant step in Gloucestershire Hospitals’ vision to create a comprehensive urology centre, with future plans to develop a dedicated Urology Assessment Unit.

May 2024



Liver Specialist Nurses provide comprehensive care

The Liver Specialist Team plays a vital role at our hospitals, delivering comprehensive care to patients with liver disease, as well as providing medical and emotional support throughout the treatment process.

The team support patients suffering from liver diseases such as hepatitis, fatty liver disease, cirrhosis, and liver cancer due to factors such as alcohol consumption, obesity, viral infections and other lifestyle-related issues.

The specialist nurses see patients on the wards during admission and then support around 25 a week for a variety of procedures in an outpatient clinic at Cheltenham General Hospital.

In a new initiative this year, a clinic opened at the Community Diagnostic Centre, where GPs can refer patients with incidental findings related to their liver function. Patients can have a Fibro Scan (Elastograph), which is more sensitive and specific than an Ultrasound in detecting fatty liver; if detected then the patient can be advised of suitable lifestyle changes and further safety-netted into the correct follow-up services if indicated in the result.



Year in review:

June 2024

- ▶ Improved WiFi
- ▶ Top Cancer award for Myeloma team
- ▶ 50 years of nursing service:
a lifetime of care



June 2024

Improved WiFi

In June, we rolled out improved WiFi at our hospital sites for patients, visitors and colleagues. The guest Wifi for patients has been improved and is now fast enough to stream a video at standard definition.

“The new network is fast and secure for staff to access from their personal devices like laptops, tablets and mobile phones”

We recognise that in the digital age, reliable WiFi is essential for both staff and patients. Recognising this need, we also made big improvements to the staff WiFi on our hospital sites. The new network is fast and secure for staff to access from their personal devices like laptops, tablets and mobile phones.

With growing reliance on technology, staying connected is vital, especially for staff who are parents, carers, or managing responsibilities beyond work. The improved technology allows colleagues to stay connected for 28 days at a time without having to log back in.

Top Cancer award for Myeloma team



Our haematology team was presented with the Myeloma UK Clinical Service Excellence Programme (CSEP) Award in recognition of its outstanding care and dedication to patients with myeloma, an incurable blood cancer which claims the lives of 3,000 people in the UK each year.

Staff were praised for their efforts to improve patients' quality of life and eagerness to listen to their needs. The accolade, awarded by blood cancer charity Myeloma UK, recognises hospitals' commitment to raising the bar for treatment and providing compassionate care.

Myeloma is especially hard to spot as the symptoms are often vague and dismissed as ageing or other minor conditions. By the time many patients are diagnosed their cancer has often advanced and they require urgent treatment. This can significantly impact their chances of survival and quality of life.

Gloucestershire Hospitals' team not only deliver outstanding care but also run masterclasses for local GPs to help them spot the tell-tale signs sooner and ensure patients get diagnosed as early as possible.

June 2024

50 years of nursing service: a lifetime of care

Emergency Nurse Practitioner (ENP) Tom Haswell from Gloucestershire Royal Hospital's Emergency Department marked a major milestone in June of 50 years' nursing service.

Tom is most proud of the fact he has remained working in a clinical role throughout his career, sharing his knowledge and experience with others.

Throughout the years, Tom has very much been known for his storytelling, bringing humour to work and sharing his wealth of experience with more junior doctors and nurses.

"Over the past 50 years... one thing has never changed: the importance of being present, of listening and of caring."

Tom won the Lifetime Achievement award at our 2024 Staff Awards in acknowledgement of the many thousands of lives he has touched during his long career.

Tom says, "I have been nursing for 50 years and since started in 1974, many things have changed. You get a bit reflective when you retire and initially, I found it hard to remember how and why I decided to become a nurse.

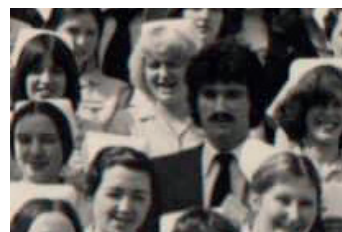
"Fifty years ago, I walked onto my first medical ward not knowing just how much this job would shape me. Nursing has been more than a career – it's been a calling, a privilege and a lifelong

lesson in compassion, resilience and the strength of the human spirit."

When Tom retired in late 2024, a line of 40 nurses gathered to clap him out of the Emergency Department on his final shift.

He adds "I'd like to thank all the nurses, doctors, physios, reception staff and many others who have helped me along my journey. I'm proud to have spent my life helping others, one patient at a time.

Tom concludes, "Over the past 50 years, I've witnessed some extraordinary changes in healthcare, but one thing has never changed: the importance of being present, of listening and of caring. Every patient I've met has taught me something - about courage, vulnerability and the quiet strength people carry with them even on the most difficult of days. It's been an honour to serve the NHS."



Year in review:

July 2024

- ▶ Acute Medical Take Centralised
- ▶ Revolutionary Drug for HCM patients at Gloucestershire Hospitals



July 2024



Acute medical take centralised

The Acute Medical Take is the process of coordinating medical assessments for patients to determine if they need hospital admission, can be seen by a specialist service or can return home after treatment in one of the walk-in units.

The Acute Medical Take was centralised at Gloucestershire Royal Hospital on 23 July 2024. This previously formed part of the public consultation in 2020 and further engagement between 2022 and 2023 on shaping the future of our hospital services.

Centralising the Acute Medical Take at GRH had several benefits, including:

- ▶ Patients are seen more quickly by the most appropriate specialist teams
- ▶ Patients experience more rapid diagnoses and shorter hospital stays

- ▶ Improved patient flow, shorter patient waiting times and faster ambulance handover times
- ▶ Improved health outcomes and a better patient experience overall.

July 2024

Revolutionary drug for HCM patients at our hospitals

From July, patients with hypertrophic cardiomyopathy (HCM) being treated at Gloucestershire Hospitals had the option to be treated with a new drug for the condition.

Hypertrophic cardiomyopathy (HCM) is the most common inherited heart condition and affects around one in 500 people in the UK. This chronic condition causes the heart muscle wall to become thickened and stiff, making it more difficult for the heart to pump blood around the body.

“This revolutionary treatment option results in a significantly improved quality of life in 93% of patients”

Our Cardiology department is one of handful of units in the UK (and the only hospital of its size in the country) currently granted permission to prescribe the new drug, Camyzo, under a ‘shared care’ agreement with the Bristol Heart Institute.

Consultant Cardiologist Dr Will Jenkins said: “We are delighted to be able to offer this to our patients. This revolutionary treatment option results in a significantly improved quality of life in 93% of patients who take it and a reduction in the need for surgery by 83%.”



Year in review:

August 2024

- ▶ Renal team support first Gloucestershire team at British Transplant Games
- ▶ Committed to Excellence in Cancer Care
- ▶ Youth Workers Bring Vital Support to Children's Ward



July 2024



Committed to Excellence in Cancer Care

In August, four new and improved scalp cooling machines were installed on Avening Ward at Cheltenham General Hospital thanks to Cheltenham and Gloucester Hospitals Charity. The ward cares for patients going through cancer care via treatments called Systemic Anti-Cancer Therapies (SACT), including chemotherapy, targeted therapy, immunotherapy and other supportive medications.



Scalp cooling has proved invaluable for patients' undergoing certain chemotherapy treatments at Cheltenham General Hospital since 2017. The procedure uses a cold cap to lower the temperature of the top of the patient's head; these machines offer a beacon of hope, especially for female patients, with around 75% of users retaining a significant portion of their hair. The charity has also funded AirGloves, which gently heat and raise the veins in the arm, easing the cannulation process and reducing discomfort for patients.



At the same time, we launched a new, dedicated website section designed specifically for patients undergoing SACT. This comprehensive online resource aims to provide patients and their families with accessible, up-to-date information about their treatment journey, side effect management and post-treatment support. In the first 6 months, this has had 10,000 page views, proving its worth in supporting patients through a very challenging time in their lives.

July 2024

Youth Workers bring vital support to Children's ward

The introduction of specialist Youth Workers was designed to improve the experience of young people who are admitted to the Children's inpatient unit at Gloucestershire Royal Hospital with mental health issues.

"They bring a unique set of skills and a compassionate approach that helps our young patients with mental health needs"

The project in partnership with Young Gloucestershire has made fundamental improvements to the experience of these young patients, as well as the experience of staff who work on the unit. For colleagues on the unit, 2023 was characterised by numerous and frequent Violence and Aggression (V&A) calls with the consequent stress on everyone involved.

Working in partnership with staff on the unit and mental health colleagues, the Youth Workers support young patients with mental and emotional health needs, allowing them to feel heard and supported during their admission and beyond.

They bring a unique set of skills and a compassionate approach that helps our young patients with mental health challenges feel more comfortable and understood. This, in turn, allows our clinical staff to concentrate on medical treatments and procedures, knowing that our patients are in good hands holistically.

Renal team support first Gloucestershire team at British Transplant Games



For the first time, a team from Gloucestershire entered the British Transplant games in August 2024. Supported by the Gloucestershire Kidney Patients Association and the Gloucestershire Hospitals' Renal Team, the pioneering team went on to win three silvers and one bronze.

Sarah Ryder, Renal Transplant Specialist Nurse said: "We are incredibly proud of all our competitors and their supporters attending our first entry to the British Transplant Games. All of our competitors this year have links to kidney, or kidney and pancreas transplant.

"These games are a celebration of the selflessness nature of organ donation"

"Kidney disease is a challenging condition and impacts significantly on the quality of life and mental wellbeing for patients, their family and friends. These games are a celebration of the selflessness nature of organ donation whether through living or deceased donation."

Year in review:

September 2024

- ▶ Forget-me-not garden opens
- ▶ Two new state-of-the-art theatres open at Gloucestershire Royal Hospital
- ▶ Bringing the wild to life



September 2024

Forget-me-not garden opens



Parents and loved ones affected by baby loss now have a dedicated space for reflection and remembrance at Gloucestershire Royal Hospital. The new Forget-me-not Garden officially opened in September 2024, offering a calming environment for families to visit and find solace.

The concept for the garden was initiated by our midwives, who recognised the need for a space where families could honour and remember their lost babies.

This project was then made possible by Cheltenham and Gloucester Hospitals Charity, with fundraising support from the Forget-me-not Parent Bereavement Group, Bereavement Specialist Midwife Nikki Dobson, our Maternity Teams and the unwavering commitment of our fundraisers within the community.

Two new state-of-the-art theatres open at Gloucestershire Royal Hospital

The completion of Theatres Three and Four in September 2024 marked a significant milestone in establishing a flagship service, Image Guided Interventional Surgery (IGIS), at our hospitals.

The IGIS programme brings together staff and resources to establish a 24/7 hub for IGIS at Gloucestershire Royal Hospital, comprising interventional radiology, vascular surgery and interventional cardiology.

“Theatre four has been fully refurbished and extended”

Theatre Four has been fully refurbished and extended to incorporate an Interventional Radiology (IR) theatre, enabling our Vascular team to perform procedures using live camera images to guide the procedure. This means the surgeon will no longer have to make a large, open cut and instead can perform surgery via a small ‘keyhole’, which means the patient heals and recovers more quickly. This also reduces the risk to the patient, the amount of time the person needs to stay in hospital and their recovery time.

A satellite IGIS service will operate from Cheltenham General Hospital, with an interventional surgery suite supporting some elective work alongside urology and cancer image-guided surgery.

September 2024

Bringing the wild to life

The Children's Emergency Department at Gloucestershire Royal Hospital was transformed into a vibrant and comforting space thanks to new jungle-themed artwork created by artist and illustrator Alice Humphreys.

Commissioned through a generous donation from the Pied Piper Appeal, the stunning artwork features a variety of animals including monkeys, hippos, giraffes, zebras, elephants, flamingos and turtles, designed to bring comfort and a sense of adventure to young patients and their families.

“The stunning artwork features a variety of animals including monkeys, hippos, giraffes, zebras, elephants, flamingos and turtles”

Arts Coordinator Anoushka Duroe-Richards worked closely with Emergency Department colleagues to ensure that the artwork would resonate with young visitors. The staff chose to explore the jungle theme as it brings a playful and calming atmosphere to the often-intimidating environment of the emergency department.

The installation includes large-scale wall vinyls that brighten up the department, a jungle-themed welcome sign in multiple languages and artwork in the treatment rooms, ensuring a visually engaging and soothing environment throughout the unit.



Year in review:

October 2024

- ▶ Gloucestershire Hospitals Nurse Embarks on Voluntary Mission to Sierra Leone
- ▶ Baby Loss Awareness week
- ▶ Speak up month



October 2024

Gloucestershire Hospitals nurse embarks on voluntary mission to Sierra Leone

Ali Brown, a dedicated nurse from Gloucestershire Hospitals, launched an appeal for support on her mission to travel to Sierra Leone in November to provide vital voluntary aid with the Kambia District Foundation Charity.

“Having supported the charity for many years, Ali was determined to take her skills and experience directly into the field”

Having supported the charity for many years, Ali was determined to take her skills and experience directly into the field, helping to improve access to healthcare in one of the most underserved regions of Sierra Leone.

Her work focused on assisting in a medical centre, where she screened local villagers, set up a first aid station, stocked a clinic with essential supplies and provided education on first aid and important health topics. She travelled with five other volunteers, all of whom brought their own specialist knowledge and skills.

Baby Loss Awareness week



Baby Loss Awareness week took place between 9 and 15 October.

We lit up our Women's Centre in solidarity with all those who have suffered loss, as well as the new Forget-me-not Garden, which opened in September 2024 to provide a calming environment for families to visit and find solace.

As part of our contribution to the week, we also held our annual Baby Remembrance Service. Called 'Small Footprints on our Hearts', the service was held at St Luke's Church, Cheltenham. This service is intended for all those involved in or affected by baby loss to come together and reflect on the experience through music and poetry and the opportunity to light a candle.

October 2024

Speak Up month

In October 2024 we marked Freedom to Speak Up (FTSU) month across the Trust by renewing our commitment to building a culture where every voice is valued and heard. The aim of the month was to ensure all staff feel safe, supported and confident to speak up about anything that affects patient care or their working environment.

“One highlight was the launch of our new team of Freedom to Speak Up Champions”

One highlight was the launch of our new team of Freedom to Speak Up Champions, colleagues from across the organisation who are passionate about promoting a supportive open culture. This aims to increase the reach of the FTSU service, making it more accessible to teams across different sites and departments.

During October the FTSU team visited various departments to raise awareness, answer questions and offer support. Staff were encouraged to get in touch for individual guidance or to arrange team sessions on how to create a more open and inclusive workplace.

One colleague said, “Freedom to Speak Up is vital because it means I can raise concerns about patient safety or workplace issues without fear. It creates a culture where people are heard and action is taken. When we speak up, we protect patients, support each other and help make the NHS better for everyone.”

NHS
Gloucestershire Hospitals
NHS Foundation Trust

Freedom to Speak Up

Do you have a patient or staff safety or well being concern, or do you have an improvement or idea?

To find out more scan the QR code and contact your Freedom to Speak Up Guardians.

Our FTSU Guardians are here to listen confidentially and offer support if you have any concerns. You can speak to us about anything that might affect the quality of care we provide.

We're committed to listening and taking action on your feedback. We're here for you and for everyone.

Louisa Hopkins 07500 726729	
Rue Sutcliffe 07929 866671	
Marc Thom 07827 697205	
Lawrie Kidd lawrence.kidd@nhs.net	

the Best Care for Everyone
care / listen / excel

National Guardian
Freedom to Speak Up

NHS
Gloucestershire Hospitals
NHS Foundation Trust

find your voice

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National Guardian
Freedom to Speak Up

be able to speak up

Freedom to Speak Up

Year in review:

November 2024

- ▶ Hepatitis C – get tested, get treated, get cured
- ▶ Supporting World Antimicrobial Resistance Awareness Week
- ▶ Driving Sustainability: Cutting Waste and Carbon Emissions



November 2024

Hepatitis C – get tested, get treated, get cured

The World Health Organisation has set a target to end Hepatitis C worldwide by 2030. It's estimated around 118,000 people in the UK had chronic Hepatitis C in 2019.

November and December saw the latest community events in the Hepatitis C outreach programme that ran from April 2024. The Viral Hepatitis Nurse Specialist team visited events in every corner of the county, as well as setting up dedicated testing events, with simple cards being designed to raise awareness and communicate how modern treatments can cure the infection. These were translated into 5 languages for use at different events. The work continues into 2025.

Hepatitis C is a virus that can infect the liver. If left untreated, it can sometimes cause serious and potentially life-threatening damage to the liver over many years. Hepatitis C often does not have any noticeable symptoms until the liver has been significantly damaged. This means many people have the infection without realising it. It can be contracted from tattooing, body piercing and dental surgery in certain countries.

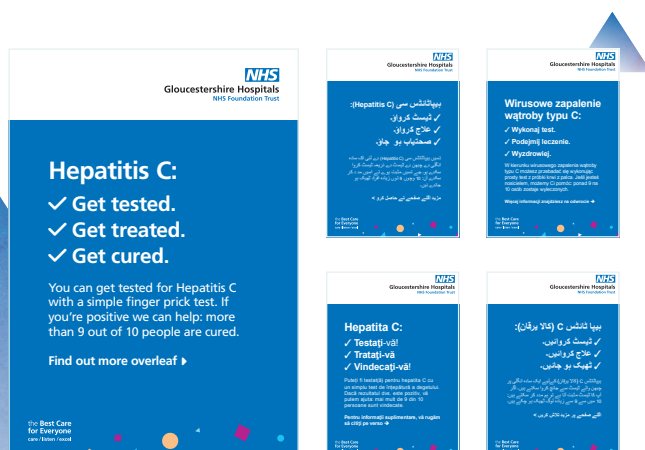
Supporting World Antimicrobial Resistance Awareness Week

Antimicrobial resistance (AMR) is one of the biggest global health threats of our time. That's why our Trust proudly supported World AMR Awareness Week (WAAW) from 18 to 24 November 2024, raising awareness among staff, patients, and the public about the urgent need to preserve the effectiveness of life-saving medicines like antibiotics.

“Antimicrobials are essential not only for treating infections, but also for enabling routine surgeries and cancer treatments to be carried out safely”

AMR happens when bacteria, viruses, fungi and parasites become resistant to the treatments designed to kill them. While some resistance occurs naturally, it is accelerated by the misuse and overuse of antimicrobial medicines, poor infection prevention practices and a lack of new treatment options.

To mark the week, we lit up Gloucestershire Royal Hospital in blue on 19 November as part of the global #GoBlueForAMR campaign. By using antibiotics responsibly and promoting good hygiene, we can all play a part in slowing resistance and protecting the future of healthcare.



November 2024

Driving sustainability: cutting waste and carbon Emissions

Alongside our subsidiary partner Gloucestershire Managed Services (GMS), we are advancing sustainability efforts with key waste management initiatives aimed at reducing carbon emissions and improving efficiency.

Tiger Bins Initiative

Replacing orange bins with tiger bins is significantly lowering costs and emissions.

Phase 1: 121 bins replaced, saving £12,600 and reducing CO₂e by 46 tonnes.

Phase 2: 275 bins in progress, projected to save £28,000 and cut 100 tonnes of CO₂e.

Food Waste Recycling

We have diverted 99 tonnes of food waste to anaerobic digestion, preventing 1.2 tonnes of CO₂e emissions while generating fertiliser from waste.

Gloucestershire Royal Hospital Women's Centre gas scavenging

A newly installed system now captures and destroys Entonox, a powerful greenhouse gas, preventing around 500 tonnes of CO₂e emissions annually.

By prioritising sustainability, these initiatives are making hospital operations greener, safer, and more efficient for the future.



Year in review:

December 2024

- ▶ Improved Medical Day Unit
- ▶ Big Space Cancer Appeal and our Vision for Cancer Care
- ▶ British Empire Medal for Dementia nurse Asma
- ▶ Facelift for Tower Block at Gloucestershire Royal Hospital



December 2024



Big Space Cancer Appeal and our vision for Cancer Care

We've been delivering cancer care for more than 60 years. Every year the staff team care for 5,000 patients and work tirelessly, under immense pressure, ensuring patients receive compassionate care that is truly personalised to their needs.

The building is nearly 25 years old and is now getting in the way of the needs of modern cancer care – and does not help the team deliver the quality of care they want to provide. Our vision is to improve cancer care by creating a spacious, modern, welcoming environment for patients and staff, with digital consulting rooms, multidisciplinary clinics and quiet rooms, that are well lit and connected to the therapeutic outside space.

This aligns with our Trust's wider vision of establishing two centres of excellence in each hospital through

delivering a range of specialist services.

Cheltenham and Gloucester Hospitals Charity launched the Big Space Cancer

“Our vision is to improve cancer care by creating a spacious, modern, welcoming environment for patients and staff”

Appeal to transform cancer care at Cheltenham General Hospital (CGH) through the development of a modern, new state-of-the-art facility that will make a lasting impact on thousands of patients across the region who rely on our specialist services.

December 2024

Improved Medical Day Unit

Christmas Eve marked a fresh chapter for Cheltenham General Hospital's Medical Day Unit (MDU), as it opened in its new home on Oakley Ward, Centre Block, after relocating from its previous site near A&E. The new location has been completely refurbished to meet modern healthcare standards.

"The new MDU not only provides a modern, welcoming environment but also enhances patient safety."

The MDU provides vital intravenous (IV) therapies for conditions such as multiple sclerosis, rheumatoid arthritis, inflammatory bowel disease, osteoporosis, iron deficiency anaemia, asthma and renal issues. Many patients attend regularly for IV infusions, while others complete their course of treatment after being discharged from hospital.

The new MDU not only provides a modern, welcoming environment but also enhances patient safety. The bright, open space allows us to accommodate 14 recliner chairs – two more than before – while ensuring staff can observe all patients easily. This greater capacity helps us treat more people and reduce costly hospital admissions, freeing up acute care beds.

British Empire Medal for Dementia nurse Asma



Asma Pandor, an Admiral Nurse renowned for her dedication to dementia care at Gloucestershire Hospitals was awarded the British Empire Medal in the New Year's Honours for her outstanding services to nursing.

Admiral Nurses are dementia care specialists and in this vital role, Asma has made a profound and lasting impact on the lives of patients with dementia and their families.

Asma's energy, compassion and dedication to the nursing profession continue to inspire and motivate everyone she comes into contact with. She held several key nursing positions before being appointed to the Admiral Nurse role, a joint position between Gloucestershire Hospitals NHS Foundation Trust and Dementia UK.

This achievement stands as a testament to the transformative impact that healthcare professionals can have on their communities. It also serves as an inspiration for others in nursing to pursue excellence and compassion in their practice.

December 2024

Facelift for GRH Tower Block

Gloucestershire Royal Hospital's (GRH) Tower Block is set to benefit from a multi-million-pound facelift that will transform the city's skyline.

The Trust secured £10.9m government funding to transform the 1970s concrete structure into a modern, contemporary and elegant building that will enhance energy efficiency, significantly reduce carbon emissions and improve the architectural aesthetics of the area.

In December 2024, a team from the Trust and Gloucestershire Managed Services (GMS) hosted a visit from suppliers, which provided an opportunity to review progress on the tower block façade project.

“A multi-million-pound facelift that will transform the city's skyline”

The project includes upgraded insulation and window replacements, designed to enhance energy efficiency and improve indoor conditions for patients and staff. The new windows also incorporate restrictors, allowing for controlled natural ventilation while maintaining safety standards.

This initiative aligns with our broader sustainability goals, aiming to reduce our environmental impact while improving comfort. As work nears completion, the team remains focused on delivering long-term benefits to the facility and its occupants.



Year in review:

January 2025

- ▶ Critical Incident declared
- ▶ Groundbreaking Cancer Surgery
- ▶ Radiology upgrade begins at Cheltenham General Hospital



January 2025

Critical Incident declared



Health and care services across Gloucestershire declared a critical incident in January 2025 due to a combination of factors, including high levels of flu and norovirus combined with exceptionally high levels of need.

Declaring a critical incident allowed the NHS in Gloucestershire to take additional, immediate steps to create capacity, help discharge patients, relieve pressure on the emergency departments and also release ambulances and their crews.

Key actions for health and care services include providing additional GP appointments through 111, opening additional community beds to support people leaving hospital and increasing clinical staffing levels across all urgent care services.

Groundbreaking Cancer Surgery

An expert multidisciplinary team at Cheltenham General Hospital performed the first keyhole total pelvic exenteration in the South West region on Tuesday 14 January 2025 at Cheltenham General Hospital.

“Pelvic exenteration is one of the most complex surgical procedures in the field of surgical oncology”

A team of highly skilled experts were involved in the operation. Pelvic exenteration is one of the most complex surgical procedures in the field of surgical oncology and involves the removal of multiple organs from the pelvic cavity, such as the bladder, bowel and reproductive organs, depending on the extent of the disease.

Traditionally performed through open surgery involving a large abdominal incision, such major surgery often results in lengthy recovery periods and extended stays in critical care. The operation is designed to cure recurrent gynaecological cancer in the pelvis following radiotherapy.

This breakthrough not only highlights our expertise in robotic and laparoscopic surgery but also marks a significant step forward in the treatment of complex cancer cases, offering patients new hope and a faster return to health.

January 2025

Radiology upgrade begins at Cheltenham General Hospital

Cheltenham General Hospital (CGH) is upgrading its radiology services with the installation of a new GE Signa Voyager MRI scanner this March.

After 12 years of service, in January 2025, we began the ramp-down of our GE Signa MRI system active scanner in preparation for the delivery of the new machine.

The new scanner promises improved diagnostic accuracy and enhanced patient care, reinforcing our commitment to high-quality medical imaging.

This investment ensures Cheltenham remains at the forefront of radiology technology, supporting clinicians in delivering more precise and efficient diagnoses.



Year in review:

February 2025

- ▶ New Hyper-Acute Stroke Unit opens
- ▶ Celebrating National Apprenticeship Week
- ▶ Carers' Charter launched
- ▶ New Linac for Cheltenham General Hospital
- ▶ Tackling food waste and supporting our community



February 2025

New Hyper-Acute Stroke Unit opens

The Hyper-Acute Stroke Unit (HASU) at Cheltenham General Hospital moved to a newly refurbished location named Hatherley Ward on 5 February 2025. This significant development brings enhanced facilities and a consolidated specialist team, ensuring first-class care for stroke patients across Gloucestershire and beyond.

Stroke is a leading cause of death and disability, caused by an interruption to the brain's blood supply or a rupture of a blood vessel. Rapid and expert intervention is critical to improving outcomes, and the HASU at Cheltenham General is designed to deliver life-saving treatment 24 hours a day.

“The centralisation of this essential service has enabled 37 more lives to be saved In Gloucestershire to date.”

The new HASU consolidates expertise, bringing together specialists and state-of-the-art equipment to provide first-class stroke treatment.

Research shows that patients treated in dedicated stroke units experience better outcomes, including reduced mortality rates and fewer long-term disabilities, compared to care provided in general medical wards. The centralisation of this essential service enabled 37 more lives to be saved In Gloucestershire to date.

Celebrating National Apprenticeship Week

We're proud to support and develop the next generation of healthcare professionals, providing hands-on experience, career progression, and life-changing opportunities.

With 290 apprentices currently training across our Trust, we're committed to investing in people and their potential. During Apprenticeship Week in January 2025, we shared inspiring case studies from our apprentices and T-Level students, sharing their journeys, challenges and successes.

We want our Trust to not only be a great place to receive care but also a great place for people to have access to new opportunities to develop themselves and to build a really successful healthcare career.

January 2025

Carers' Charter launched

In February 2025, we launched our Carers' Charter to outline how the Trust and local community can work together as partners in delivering exceptional patient care. The charter summarises what carers can expect from the Trust and how they can support.

“The Carers' Charter is an opportunity to recognise the valuable role of carers and how we can best support them”

The Carers' Charter is an opportunity to recognise the valuable role of carers and how we can best support them. We are also working in partnership with Gloucestershire Carers Hub to offer tailored support to unpaid carers in our community.

We care for over 800 residents of Gloucestershire as inpatients every day. Many of our staff are carers themselves and this charter demonstrates our recognition of the huge impact carers have and our commitment to work as partners with carers to give the best care to our patients.

This charter runs alongside initiatives like the carers' passports and boxes that have been designed to offer support and information to carers.

New Linac for Cheltenham General Hospital



Our Oncology Centre continued its focus on excellence in cancer care with the installation of a state-of-the-art TrueBeam Linear Accelerator (Linac) named 'Oak'.

Continuing a tradition at Cheltenham General Hospital, radiotherapy treatment units are named after the tree pictured in their sky ceiling – calming ceiling panels designed to create a more soothing environment for patients undergoing treatment. This latest unit has been named 'Oak', symbolising strength and resilience.

Linacs are major investments, costing at least £2 million each. The installation is just the beginning as the Medical Physics team then begins the process of commissioning the new Linac – a crucial phase ensuring the system is calibrated for safe and effective treatment.

The commissioning process takes around three months before the unit is fully handed over to the Radiotherapy Radiographers. The ambition is for the first patients to be treated on the new Linac from Spring 2025.

January 2025

Tackling food waste while supporting our community



Together with our subsidiary organisation, Gloucestershire Managed Services (GMS), we are committed to reducing food waste and supporting local communities through a partnership with The Community Kitchen. This local charity provides meals for homeless people in Gloucester, ensuring surplus food is redirected to those in need rather than going to waste.

In January, surplus Christmas puddings and mince pies were donated, followed by frozen apple and cinnamon cakes in February. These contributions help minimise food waste while supporting vital community initiatives.

By prioritising sustainability and social responsibility, we are taking a proactive approach to reducing its environmental impact while making a meaningful difference locally.

Year in review:

March 2025

- ▶ New 'Movements Matter' campaign encourages expectant parents to stay vigilant
- ▶ National cancer Clinical Nurse Specialist day
- ▶ New trees at the Orchard Centre
- ▶ Powering the future: upgrading our HV Network
- ▶ Food for thought: Ramadan Iftar brings staff together



March 2025

New 'Movements Matter' campaign encourages expectant parents to stay vigilant



The Gloucestershire Local Maternity and Neonatal System launched a new campaign, #MovementsMatter, in March 2025 to highlight the importance of monitoring baby movements during pregnancy. The initiative urges parents-to-be, along with their families and friends, to contact our Maternity Advice Line immediately if they notice any changes.

Babies develop a movement pattern between 16 and 24 weeks of pregnancy, which should remain consistent. A decrease, change, or absence of movement can be an early sign of potential health concerns, making early intervention crucial.

The campaign stresses that no concern is too small and that expectant parents should never hesitate to seek advice, even if they have called before. It aims to ensure that every baby receives timely care and that parents feel confident in reaching out for support when needed.

By raising awareness, #MovementsMatter seeks to improve pregnancy outcomes and provide reassurance to families across Gloucestershire.

National cancer Clinical Nurse Specialist day

The Trust supported the national recognition day for this diverse team in March 2025.

Our cancer Clinical Nurse Specialist (CNS) teams are incredibly knowledgeable and skilled in their specialty and support cancer patients in diverse ways. They are involved in the patient pathway from diagnosis and treatment through to living with and beyond cancer.

“Our cancer Clinical Nurse Specialist (CNS) teams are incredibly knowledgeable and skilled”

They work on curative, palliative and end of life pathways and represent a touchstone that supports patients with many different types of cancer throughout their treatment journey.

March 2025

New trees at the Orchard Centre



The Orchard Centre at Gloucestershire Royal Hospital welcomed new greenery with the addition of pleached hornbeams, enhancing the hospital's outdoor spaces.

Crafted by local charity Men in Sheds and planted by the grounds team, these trees provide both structure and aesthetic appeal while supporting biodiversity.

This project is part of wider efforts to create a more sustainable and welcoming environment across hospital sites.

Powering the future: upgrading our High Voltage network

Work is underway to upgrade a section of Gloucestershire Royal Hospital's High Voltage (HV) cable network, strengthening the site's electrical infrastructure. The project will replace aging cables with modern, high-performance alternatives, ensuring a safer, more reliable power supply.

Key benefits include: improved energy efficiency and resilience, enhanced safety across the network, future-proofing to meet the hospitals' growing energy needs. This essential upgrade will help maintain smooth operations and support future developments.

Food for thought: Ramadan Iftar brings staff together

Once again this year, Iftar events were held during Ramadan at both hospitals. Iftar is the meal served at the end of the day during Ramadan to break the day's fast. The events were attended by both Muslim and non-Muslim colleagues who shared the experience together.

The GMS Catering Team helps to create inclusive dining experiences that reflect the diverse backgrounds of staff, patients and visitors. Throughout the year, they have hosted special events celebrating cultural traditions through food, including the Keralan harvest festival Onam in September, as well as Diwali and Black History Month in October.

Proud to care

Version 1

May 2025

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