

# Latest news for our members and stakeholders

May 2024

This newsletter aims to keep you, our members and stakeholders, updated with the latest news from across the Royal Devon University Healthcare NHS Foundation Trust.

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**Top stories**



## How we are progressing for our patients

We are taking a moment to celebrate the progress we made in 2023/24 for our patients and have created a quick video which highlights the difference made this year.

You can watch the video by clicking on the image below.



Over the last year we have:

- Been recognised as one of the fastest improving Trusts in England for how we've reduced waiting times
- Reduced the number of cancer patients waiting longer than 62 days for treatment to 5%
- Responded within two hours in more than 90% of cases needing an urgent response in the community
- Seen 80% of people in our emergency departments within four hours in March
- Delivered more than £13m of recurrent savings through transformation

Our patients are being seen more quickly, we are building towards a sustainable future and we are beginning to transform the way we deliver care.

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## Patients benefitting from improvements to the RD&E Emergency Department

Patients are now benefitting from significant improvements to the RD&E Emergency Department after the redevelopment passed a major milestone in March. Phase one of the project is now complete, which has seen the department completely reshaped inside and out.

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Work has now begun on phase two, which will see the development of a bespoke children's emergency department with paediatric bays and a separate reception and waiting area. This is the first of its kind at the Royal Devon.

This part of the project is being supported by the public through the Royal Devon Hospitals Charity Children's ED appeal to raise £250,000. You can read more on the Charity's website [here](#).

Emergency Department services remain in high demand. We urge the public to only attend for serious injuries and life-threatening emergencies. If you have a medical problem please call 111, visit your local pharmacy or GP for advice, or you can go to our minor injury units or walk-in centre.

You can find out more about the improvements and the next stages of the development on our website [here](#).



*Chris Tidman, Deputy Chief Executive Officer, with RD&E staff celebrating the new department*

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## **Our Extraordinary People Awards 2024 are now open for nominations**

Our NHS staff and volunteers deliver extraordinary work every day. Our Extraordinary People Awards recognise the hard work, dedication and amazing care given by both individuals and teams.

We are asking staff to nominate colleagues who deserve to be celebrated, and patients, visitors and carers can nominate a staff member, team or volunteer in the 'Extraordinary Care' category.

Chief Executive Officer, Sam Higginson, said: "The Extraordinary People Awards are such an important way to recognise the hard work and commitment of staff across our services and celebrate the incredible things they do."

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“I want to encourage people to make a nomination and help us give our staff the recognition they deserve. We know how hard they work every day, often in challenging circumstances – this is just one of the ways we can say thank you.”

If you've had excellent care from an individual or team and you want to celebrate them, you can nominate them [here](#).

Nominations close on **Sunday 9 June**. Winners will be chosen by a panel of representatives from across the Trust and will be announced at a special celebration event at Sandy Park, Exeter, on Friday 4 October 2024.

We are looking for corporate sponsorship for our celebration event. If you're interested, take a look at [our sponsorship opportunities](#).



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## New Cardiac Day Case Unit opens for patients

A new Cardiac Day Case Unit has opened at the RD&E Hospital (Wonford) and saw more than 60 patients in its first week.

This state-of-the-art facility will significantly increase the number of cardiac patients that can be treated for a range of procedures and go home the same day.

Find out more on our website [here](#).

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*Chief Executive Officer Sam Higginson (right) cutting the ribbon with Professor Tim Briggs, National Director for Clinical Improvement and Elective Recovery at NHS England and Chair of the Getting It Right First Time programme*

## **Work begins on new endoscopy suite at Tiverton and District Hospital**

Building work has begun on a bespoke new endoscopy unit at Tiverton and District Hospital to provide expanded endoscopy services to patients across North, East and Mid Devon.

The new unit, which is due for completion early next year, will help reduce waiting times and meet the growing demand for endoscopies.

Find out more on our website [here](#).



*Sam Higginson (centre with shovel) is joined by members of the construction, project and executive teams, and clinical colleagues from Tiverton and District Hospital at the site of the new endoscopy unit*

## Other news



### **Partnership brings revolutionary lung cancer blood test to the South West**

A ground-breaking blood test for lung cancer, which has been piloted in the Royal Devon since January 2023, is now available across the South West, made possible by advances in genomic medicine.

Thousands of patients in England with suspected lung cancer are being offered the cutting-edge blood test to show if they can get early access to targeted therapies. The South West Genomic Medicine Service, delivered in collaboration between the Royal Devon, North Bristol NHS Trust, and other Trusts throughout the region, will support the testing service in the South West.

You can read more about this revolutionary new test on the BBC [here](#).

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### **Royal Devon publishes first health inequalities strategy**

As an NHS provider, we have a duty to help reduce health inequalities through ensuring equitable access, experience and outcomes for all.

We have published our first ever health inequalities strategy, which sets out how we will meet our vision to reduce health inequalities through involvement, insight and partnership working.

You can view the strategy [here](#).

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### **New policy launched to help ensure good communication with our patients**

We have launched our new patient communications policy, which outlines the core principles, guidance and legal obligations for all forms of communication with, and about, patients. The policy is a vital part of our commitment to deliver quality care and positive experiences for our patients, as we know that poor communication does not just lead to a negative experience, but can also impact their care and risk safety.

At the heart of the policy are our general principles for all patient communication, which have been developed with the help of more than 300 patients.

[Read more on our website.](#)

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## Our principles for patient communication

In all our communication with patients:



We will be clear, honest, timely, and compassionate



We will listen to what matters to you and involve you in your care, together with your carer as appropriate



We will let you know the next steps in your care, how to contact us, and where to find trusted information



We will ask about, record, and meet your additional communication needs



We will offer a range of ways for people to communicate with us, that are inclusive and recognise people's diverse situations



We will make the best use of NHS resources, reducing waste and environmental impact where possible



We will manage your information securely and confidentially



We will work with our patients, staff and communities to continually improve our communication

## Social prescribing pilot in RD&E Emergency Department aims to better support people's health and wellbeing

An innovative pilot project in the emergency department (ED) at the RD&E Hospital (Worford) is connecting patients with practical, social and emotional needs that affect their health and wellbeing to activities, groups and services in their own community.

Social prescribing is well-established in primary care and there is emerging evidence that connecting people to their community can lead to a range of positive health and wellbeing outcomes, such as improved quality of life and emotional wellbeing. Despite this, there are only a handful of EDs in England that have integrated a social prescriber link worker into their team.

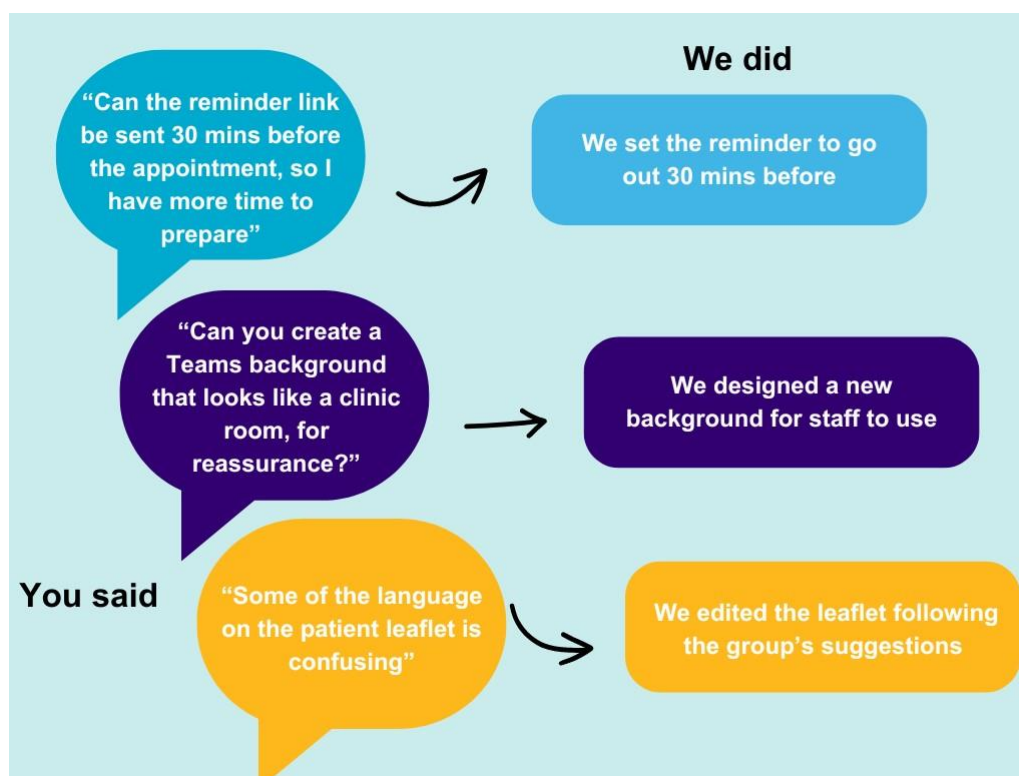
[Read more on our website.](#)

## Patient reference group: Have your say on digital projects at the Trust

Our digital patient reference group formed in February 2024 and is an opportunity for patients and the public to provide feedback on digital projects happening across the Trust.

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At our first meeting we invited feedback on a change to our video appointment system. We asked the group to review patient information materials and showed them a demonstration of the new platform before it went live. As a direct result of the group's input we changed a number of things including:



Thank you to our digital patient reference group for sharing their views.

If you are interested in joining our patient reference group or would like to find out more, please contact the engagement team [rduh.engagement@nhs.net](mailto:rduh.engagement@nhs.net).

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## Care Opinion: Your feedback makes a difference

We are committed to improving patient experience and providing opportunities for patients to share their views.

Did you know Care Opinion is an online platform where you can anonymously share your experience of our health care services? Staff are also able to respond directly to patient feedback, and make changes and improvements to services as a result.

Here is a recent example of how sharing your experience can make a difference – see the feedback in full [on the Care Opinion website](#).

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**You said...**

“I had difficulties contacting staff to book an appointment at the Exeter sexual health clinic”

**How was your care?**

Care Opinion

**We did...**

We improved the phone system and launched a new online booking system, to make it easier for patients to get the help they need

To find out more and share your experience, visit the Care Opinion [website](#).

There are other ways you can share feedback with us - [find out more here](#).

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## Listening to your experiences through patient stories

Patient stories provide us with an opportunity to hear what it's like to receive care from us. These stories are heard and discussed at our Board of Directors meetings and shared with staff across the Trust.

We recently heard a story about the importance of working with our voluntary and community partners, to support people to remain well at home and in their local communities. In this story, we hear from the people benefitting from the work we are doing with Seachange, a charity providing community support in East Devon.

Click on the image below to view the video.

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You'll see more of your stories in future issues of this newsletter and you can view other patient stories on our website [here](#).

If you have an experience of our services that you would like to share with our Board of Directors, please email the engagement team [rduh.engagement@nhs.net](mailto:rduh.engagement@nhs.net)

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## NHS Constitution: 10-year review

The Department of Health and Social Care (DHSC) has launched its consultation on proposed changes to the NHS Constitution.

The [NHS Constitution](#) sets out the principles, values, rights, and pledges underpinning the NHS as a comprehensive health service, free at the point of use for all who need it.

The consultation will run for eight weeks. It will close at **11:59pm on 25 June 2024**.

Find out more and respond [here](#).

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## Seaton Hospice at Home service celebrates first birthday

Since its launch in April 2023, the Seaton Hospice at Home service has provided end of life palliative nursing care to over 100 patients and their loved ones, enabling them to die peacefully in their preferred place of care.

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To mark its one-year anniversary the Seaton Tramway kindly provided a birthday tram where the nursing team, trustees, a range of the Seaton and District Hospital League of Friends (LOF) volunteers and wider supporters all joined together to celebrate and recognise the specialist nurses and the role they deliver within the community.

The service, which is funded by Seaton and District Hospital LOF, is available to people who are registered at either of the Seaton medical practices, which also covers Colyton, Beer and the surrounding villages.

You can find out more by visiting the Seaton and District Hospital LOF website [here](#).



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## Celebrating our brilliant nurses and midwives at Royal Devon

Throughout May we are celebrating our nurses and midwives to mark International Nurses' Day (Sunday 12 May) and International Day of the Midwife (Sunday 5 May). Keep an eye out on our social media channels for stories about some of the amazing work that they do.

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## Royal Devon Hospitals Charity news

Find out how you can support the Royal Devon Hospitals Charity [here](#).

### Tim's story

10-year-old Tim Harvey, is doing brilliant things in support of our children's Emergency Department appeal. Tim was born with a number of medical conditions and is a regular visitor to the RD&E (Wonford).

He has been busy letting people know about the appeal, as well as raising money to help make this special project a reality.

Read more about Tim's fundraising story and donate on our charity [website](#).



### Special Care Baby Unit receives generous donation

Parents Hannah and Nick have been raising money with the support of their employer Tiverton-based Blakes Coaches, to say thank you to the Special Care Baby Unit at North Devon District Hospital.

The unit provided specialist care to their daughter Olivia, who spent five days there after she contracted a viral and bacterial sepsis infection following her birth.

The company held a charity day and raised an incredible £5,500 for the unit.





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## Follow the Trust on social media

Follow our Facebook, X (formerly Twitter), Instagram and LinkedIn pages for all our latest updates as they happen!



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NHS and CARE working with communities and local organisations to improve people's lives

