



# Latest news for our members and stakeholders

September 2023

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.

## In this update

### Key updates

- Trust announces interim CEO
- CQC concludes inspections at the Royal Devon and highlights improvements needed
- New Director of Nursing appointed, Northern services
- An invitation to our public event and Annual Members' Meeting
- Elections to the Council of Governors 2023: you still have time to vote
- Nominate a person or team for an Excellent Care award
- COVID-19 numbers rising again

### Excellence and innovation in patient care

- 86,000 active users on MY CARE – have you signed up yet?
- Special delivery – revolutionary technology arrives at the Royal Devon
- Innovations at the Royal Devon highlighted in national awards
- New stroke rehabilitation standing frame invaluable for patients and staff
- Patient Recruitment Centres (PRC) achieve an average 95% patient retention rate in Moderna vaccine trial

### Collaboration and partnerships

- New Hospital Programme: children's services engagement workshop

## A great place to work

- Bumper months for careers and recruitment events - spread the word

## Local updates

- Devon Sexual Health clinic opens in Tiverton
- MP visits new South Molton Eye Centre

## Key updates



## Trust announces interim CEO



The Trust is very pleased to announce the appointment of Paul Roberts as our interim Chief Executive Officer (CEO). Paul joins us on 20 September and will provide valuable leadership as we begin the process to appoint a substantive CEO, which we expect to take 9-12 months.

Paul brings significant experience, having spent 35 years in the NHS and 28 as a chief executive. He was formerly CEO of University Hospitals Plymouth NHS Trust and retired earlier this year from his role as Chief Executive of Gloucestershire Health and Care NHS Foundation Trust.

Read the full update [here](#).

---

## CQC concludes inspections at the Royal Devon and highlights improvements needed

The Care Quality Commission has published a report following inspections across medicine, surgery and diagnostics in November 2022 and a well-led inspection in May 2023.

The report for the inspection of clinical areas was published in May 2023 and an update was shared on the Trust website at the time: [CQC report published on services at the Royal Devon](#).

This latest report collates both inspections and has resulted in the CQC giving the Trust an overall rating of 'requires improvement'. The report is posted [here](#).

### Ratings for the whole trust

Safe	Effective	Caring	Responsive	Well-led	Overall
Requires Improvement →← May 2023	Good →← May 2023	Outstanding →← May 2023	Good →← May 2023	Requires Improvement ↓ May 2023	Requires Improvement ↓ May 2023

Read the full update, including the 'must-do' actions and how we are responding, on our website [here](#).

---

## New Director of Nursing appointed, Northern services



We are pleased to announce the appointment of Bev Allingham as Director of nursing, Northern services. Alongside operational and medical directors, she will be leading

---

nursing, midwifery and allied health professionals across our Northern services, as well as a number of Trust wide corporate services.

Bev started her nursing career at North Devon District Hospital in 1987, so is thrilled to be taking up this new role at this stage in her career.

---

## An invitation to our public event and Annual Members' Meeting



Our public event and Annual Members' Meeting (AMM) is a chance to learn about the latest and biggest developments at the Royal Devon. There will be information about the work we are doing to recover waiting lists and an opportunity to take part in a focus group to give feedback on important topics and questions.

- Where: Petroc's Tiverton campus
- When: Wednesday 27 September 2023
- Time: 1pm-6pm

During the formal Annual Members' Meeting, the Board of Directors will present the annual report and accounts 2022/23 and talk about the Trust's performance over the previous financial year. Should you wish to submit a formal motion to the AMM, details on how to do so can be found on our [website](#).

The event is also an opportunity to meet some of the Trust's [Governors](#) in person, find out how they are representing your community and discuss the healthcare issues that matter to you.

The full programme is available on the [event page](#) and you'll be able to take part in the event online if you can't make it face to face. Places are limited, so please book in advance.

- 
- Book your place [online](#)
  - Email [rdh.royaldevonmembers@nhs.net](mailto:rdh.royaldevonmembers@nhs.net) or call 01392 403977
- 

## Elections to the Council of Governors 2023: voting closes 12 September



Thank you to everyone who put themselves forward to become a Governor.

Nominations for this year's elections are closed and it is now time to vote for your preferred candidate in our Northern constituency (Mid, North, West Devon and Cornwall) and our Eastern constituency (East Devon, Dorset, Somerset and rest of England).

This is your opportunity to have a real say in who represents your views. **Voting closes at 5pm on Tuesday 12 September 2023.**

If you are a [member of the Trust](#) and live in either of these constituencies, your ballot papers will have been emailed to you by Civica Election Services.

If you have any questions about the election or live in either our Northern or Eastern constituency and have not received your voting information, please contact the elections team at Civica Elections Services [support@cesvotes.com](mailto:support@cesvotes.com)

For more information about the Council of Governors, please visit [our website](#).

---

**Nominate a person or team for an Excellent Care award**



Have you received care that deserves to be celebrated? Then nominate a person or team for an Extraordinary People Award.

Nominations for our 2023 staff awards are open, and we welcome entries from patients, visitors and carers in the 'Extraordinary Care' category. You can complete a nomination form [here](#).

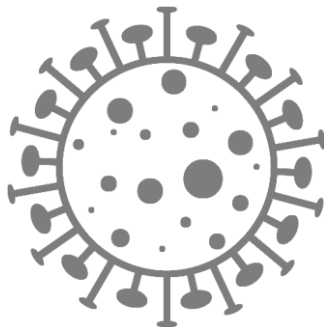
Submissions will close on Sunday 24 September 2023 at 11.59pm. Winners will be chosen by a panel of representatives from across the Trust, and will be announced at a special celebration event at Sandy Park, Exeter, on 30 November 2023.

More information about the awards is available [here](#).

Can you support us to make this event happen? If you are interested in sponsoring us or finding out more, please contact [rduh.comms@nhs.net](mailto:rduh.comms@nhs.net)

---

## COVID-19 numbers rising - help us to help you



COVID-19 numbers have been rising again recently. We have infection prevention and control measures in place to reduce the spread of viruses, but we need the public to help us. Please help us to help you and your loved ones by not visiting our sites if you are showing any symptoms of COVID-19.

---

If you have a planned appointment and have symptoms of the virus, please call the number at the top of your letter to postpone your appointment. If you do need to use our urgent care services, please follow the infection prevention and control guidance in place at our hospitals and please let our clinical teams know if you are experiencing any symptoms of COVID-19.



**86,000 active users on MY CARE – have you signed up yet?**



Our electronic patient record (EPR) system is starting to show real benefits for our patients, with over 86,000 active users on MY CARE.

If you haven't used it already, MY CARE is what we are calling the patient portal into the EPR. It provides a way for patients to communicate with us and to get information about appointments and test results sent direct to a phone or laptop.

Stuart Kyle, Rheumatology Consultant and Clinical lead for outpatient transformation, encourages his patients to use MY CARE: 'It's a fantastic tool for patients with long-term

---

conditions. The direct messaging feature means that we can be in contact with patients quickly and easily.”

The more patients use the system the more features we can unlock and benefit from, including direct messaging with care teams, using remote monitoring and much more. In addition, we hope to reduce the number of letters that we need to send, which will reduce paper use, help the planet and make our care more cost-effective.

If you are receiving care from any Royal Devon service please sign up and tell your friends and family to do the same.

The system is constantly improving and with increasing support from staff and patients it will only continue to get better. For more information about MY CARE visit our website [here](#).

---

## Special delivery – revolutionary technology arrives at the Royal Devon



A transformational system for Whole Genome Sequencing has arrived at the NHS Exeter Genomics Laboratory, Research, Innovation, Learning & Development (RILD) building. This marks a momentous moment for our research collaboration with the University of Exeter, the Exeter NIHR Biomedical Research Centre (BRC), and the NHS South West Genomic Laboratory Hub.



---

The new arrival is an Illumina NovaSeq X Plus, a cutting-edge genetic sequencer that can look at almost all of an individual's genetic information in a single test within 24 hours.

Once installed within the NHS Exeter Genomics Laboratory, the new technology will form an integral part of our dedicated joint NHS and university research facility.

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

---

## **New stroke rehabilitation standing frame invaluable for patients and staff**



Pictured left to right: Jared Cooper (Stroke Specialist Occupational Therapist), Roy (patient), Chloe Payne (Stroke Specialist Physiotherapist).

Our Eastern services stroke rehabilitation team has a new standing frame that will support patients in hospital with their rehabilitation. Our Northern stroke service already has the same standing frame.

The new standing frame helps people with stroke to practice moving between sitting and standing as well as increasing the amount of time standing up. The standing frame gives

---

patients the opportunity to strengthen muscles, improve balance and coordination, work towards walking and improve wellbeing and quality of life.

Roy, who is a patient using the frame, described what it means to him; 'It would mean the world to me if I could get walking again, because I love my cricket and if I can't walk, I can't watch. It's a good goal to have. The standing frame is so useful to help me practice, even if it is hard work!'

Dr Angie Logan, Consultant Physiotherapist in Stroke Rehabilitation, explains; 'This frame will be invaluable. Getting people up and standing, in a way that is safe for patients and colleagues, is such an important part of stroke rehabilitation'.

---

## Innovations at the Royal Devon highlighted in national awards



Three teams from the Royal Devon have been recognised in this year's Health Service Journal awards.

The nominees include a world-leading service that's transforming healthcare for children with rare genetic conditions; a dynamic approach for managing equipment for community nurses and a ground-breaking project that explores how anaesthetic services can be more environmentally friendly.

Chris Tidman, Royal Devon Deputy Chief Executive Officer, said:

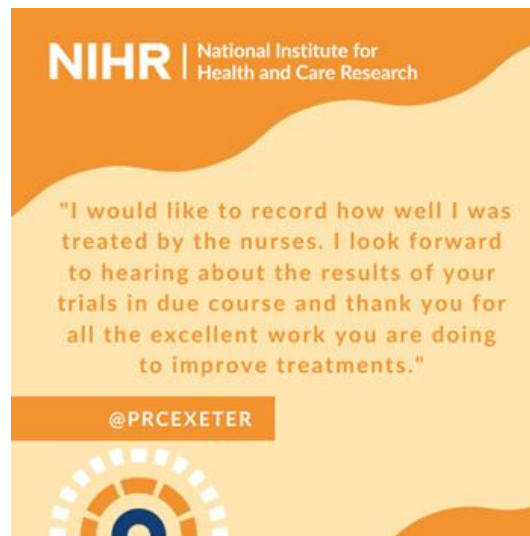
"We are really proud of what our teams do every day, not only to deliver great care to our patients, but also to help us develop the way we can deliver care for the future. These three projects are really strong examples of how we continue to innovate, and I'd like to thank and congratulate all of the colleagues involved."

---

The awards received a 'record-breaking' 1,456 entries this year, making it really special to be shortlisted in these three categories. The winners will be announced at an awards ceremony on 16 November 2023.

---

## **Patient Recruitment Centres (PRC) achieve an average 95% patient retention rate in Moderna vaccine trial**



PRC Exeter is one of five national PRCs delivering large-scale commercial trials with excellent retention rates - as shown by a national case study published by the National Institute for Health and Care Research (NIHR).

Patient retention is one of the biggest challenges for clinical trials globally, yet fundamental to a trial's success. Discover how the NIHR Patient Recruitment Centres achieved 95% retention rate in large scale commercial vaccine trial [here](#).

### **Volunteering with us**

What is it like to volunteer for a study at the NIHR Patient Recruitment Centre: Exeter? We have received excellent feedback from our fantastic volunteers who took part in a recent study. Find out more about our current studies [here](#).



## Collaboration and partnerships



### **NHS New Hospital Programme: children's services engagement workshop**

The [New Hospital Programme](#) is running a number of patient and public workshops to help improve the designs and layout of future hospitals.

For their next workshop they would like to hear from anyone who has recently:

- used NHS Children's Services
- had to stay at hospital to be with a sick child.
- made multiple visits to hospital for a child or adolescent chronic condition.

If you would like to share your thoughts as a user of health services, you can sign up to join the workshop which will be held online using MS Teams on:

- **Tuesday 26 September 2023**
- There will be two 90-minute sessions and you can pick the one that best suits you:
  - **1-2.30pm**
  - **6-7.30pm**

Please use this link: <https://forms.office.com/e/V2ECY1y96Kb> to book a place at either session.

If you have any questions or need help with booking, please email: [nhp.clinical@nhs.net](mailto:nhp.clinical@nhs.net)

---



## A great place to work



## Bumper months for careers and recruitment events - spread the word

Are you or someone you know waiting for college results, considering a career change, or looking to advance a healthcare career?

If yes, please talk to us and spread the word about all the different events we have coming up in September and October.

More details of each of the events below are available on our careers website [here](#).

- **Community Nursing careers roadshow**  
Honiton Hospital, Saturday 9 September, 9am – 12pm
- **Healthcare Support Worker, Eastern Services, recruitment event**  
RILD, Exeter, Saturday 16 September, 9am – 12.30pm
- **Healthcare Support Worker, Northern Services, recruitment event**  
Munro House, NDDH, Wednesday 20 September, 9am – 12.00pm
- **Catering and Domestic Assistants, recruitment event**  
RILD, Exeter, Saturday 23 September, 9.30am – 13.30pm
- **Nursing acute and community, careers roadshow**  
Seamoor Unit, NDDH Saturday 7 October, 9am – 12pm
- **AHP, Pharmacy and Pathology Careers insight event**  
Medical Education Centre, NDDH, RILD, RD&E, Saturday 14 October, 9.30am – 12pm

---

## Local updates



---

## Devon Sexual Health clinic opens in Tiverton

From Wednesday 13 September 2023, our Devon Sexual Health service is opening of a weekly clinic in Tiverton.

Weekly clinics will be held at the Tiverton & District Hospital, Kennedy Way, Tiverton.

---

---

The clinic will be **appointment-only**, with appointments available from 1pm–7pm, and will provide a range of free and confidential sexual health services including: contraception options (pills, coils, injections and implants); PrEP provision; unplanned pregnancy advice; STI testing and treatment, plus help with [partner notification](#).

Appointments can be booked via the Exeter Devon Sexual Health service on 0300 303 3989. Current HIV clients are recommended to continue to attend the Exeter clinic as normal.

Devon Sexual Health has its main clinics in Exeter, Barnstaple and Torbay. More information can be found at: [www.devonsexualhealth.nhs.uk](http://www.devonsexualhealth.nhs.uk)

---

## MP visits new South Molton Eye Centre



North Devon MP Selaine Saxby has visited the new South Molton Eye Centre to see how patients with eye conditions in Northern Devon and Torridge will now benefit from reduced waiting times and access to state-of-the-art equipment.

Ms Saxby, who was joined on the visit by Sarah Wollaston, Chair of NHS Devon, was given a tour of the new £1.4m facility, which opened in April, by Chris Tidman, Deputy Chief Executive Officer at the Royal Devon, and Josie Elt, Lead Imaging Technician at the facility.

Also taking part in the visit was David Goodman, Chairman of the South Molton Hospital League of Friends. The League's generous donation of £500,000 made the opening of the new facility possible. Read the full story on our [website](#).

---

---

## Follow the Trust on social media

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



You have received this email because you are important to us as either a member or stakeholder of the Royal Devon University Healthcare NHS Foundation Trust.

If you would like to stop receiving this newsletter, please email [rduh.comms@nhs.net](mailto:rduh.comms@nhs.net) and ask to be removed from the newsletter mailing list.

Would you like to receive this news direct to your inbox? [Click here](#) and complete the online form to become a member and receive our newsletter!

One  Devon

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

