



Latest news for our members and stakeholders

April 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.

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Key updates



Ilfracombe minor injuries weekend service extended until September

We are pleased to confirm that the weekend MIU service in Ilfracombe will be continuing through to September 2023.

Until 30 September 2023 the following will be in place:

- A weekend MIU service (Friday to Monday) will be provided from 10am to 6pm by two fully qualified private ambulance staff at the Tyrrell Hospital in Ilfracombe. This will be available for both walk-ins and patients referred through NHS 111.
- Also available is ongoing interim GP support to provide a minor injury service (Monday to Friday) in the GP practices nearest the MIUs that are temporarily closed in Ilfracombe and Bideford. To access these services people should call NHS 111 or call ahead to the GP practice first as you may be directed to a more appropriate service for your needs to ensure you get the correct treatment at the right time.

In a life-threatening emergency people should attend the main emergency department at NDDH or call 999.

Members' Event postponed – new date 17 May



We have needed to postpone our 'Better Together' Royal Devon Members' Event due to advice nationally about limiting NHS public activity during the pre-election period.

The event will now take place on Wednesday 17 May. We've got a great event planned and we hope you can join us on our new date.

The location and time remain the same – our Members' Event will take place at Barnstaple Library on Wednesday 17 May from 1.30-4.30pm. If you can't make it face to face, don't worry. You can take part in the event online instead.

Come and join us for a chance to hear from some of our senior clinicians about our latest and biggest developments, and we'll be asking for your feedback on how healthcare is changing and what you would like to see happen in the future. Take a at our [event page](#) for more information.

Places are limited, so book your place now!

- Book your place [online](#)
- Contact our engagement team at rduh.royaldevonmembers@nhs.net or call 01392 403977



Royal Devon patient's mobility given a boost thanks to Barnstaple Lions Club and Halfords



Pictured: Lions President Mandy Peeling presenting an e-bike to Mandy Cotton and David Sanders from the Royal Devon, with Adam Watson, Deputy Manager

A patient at North Devon District Hospital whose health was badly affected by his lack of mobility has seen his back pain improve thanks to the donation of an e-bike from the Lions Club of Barnstaple and the town's branch of Halfords.

The patient, who asked not to be named, was living with multiple health conditions, including a long history of back and joint pain. His back pain started to improve, with the support of the Royal Devon Northern services pain team, and it was identified that he would benefit from joining a local exercise class specialising in long term pain conditions.

Unfortunately, he is unable to walk the distance and he told us that taxi fares are too expensive for him.

Julie Cotton, Secondary Care Flow Co-ordinator, Royal Devon Northern services Pain Team explained: "One solution was to purchase an e-bike to enable him to get to the classes on a regular basis. There is significant research being compiled to support the health benefits of e-bikes.

"The patient's clinician, David Sanders, referred the patient to me to see if I could find suitable support. I approached The Lions Club's Secretary, Graham Kingsbury, with a funding application for an e-bike and they very kindly agreed.

"I then approached Halfords in Barnstaple and the manager, Matt Hiscox, offered his display model at a reduced price, plus three added extras (puncture-proof tyres, helmet and free servicing)."

25in25 Summit: reducing heart failure deaths by 25% in the next 25 years



The British Society for Heart Failure (BSHF), 25in25 initiative, recognises heart failure as the endpoint for many conditions, cardiovascular and non-cardiovascular.

Stakeholders from more than 45 health organisations, including the Royal Devon, signed the 25in25 declaration to reduce deaths due to heart failure by 25% in the next 25 years.

You can read [full details of the declaration here](#).

A A great place to work



NHS staff survey results put the Royal Devon above average across the majority of themes

The NHS has experienced unprecedented challenges in recent years and the effects of these continue to be felt, not only at Royal Devon University Healthcare NHS Foundation Trust, but across the country.

The results from the 2022 NHS Staff Survey reflect these challenges and despite some decline in results the Trust is very pleased that the Royal Devon remains above average when compared to similar trusts.

More information about our staff survey results is available [here on our website](#).

R Recovering for the future



Our Transformation Strategy – inspiring brilliant ideas for improvement



As part of the Transformation Strategy, which launched in January this year, we have launched Your Brilliant Ideas to energise and inspire everyone to share their ideas for improvement across our Trust.

This is currently aimed at staff, who have already raised over 110 Brilliant Ideas in the past two months. These ideas have led to practical improvements, like adding pastoral volunteer support onto certain wards to improve each day for patients, raising awareness of green initiatives and making sure staff know about the support that is available to them.

Later in the year we will be expanding this work and will be asking our patients, stakeholder and communities to share their brilliant ideas with us.

You can find the full [Transformation Strategy](#) on the Royal Devon website.



Royal Devon teams scoop nine awards for children's care in regional awards



Pictured: The team from Bramble Ward with their award

Staff caring for children in the Royal Devon's Eastern services are celebrating after picking up a whopping nine out of 13 awards in a prestigious competition for healthcare professionals.

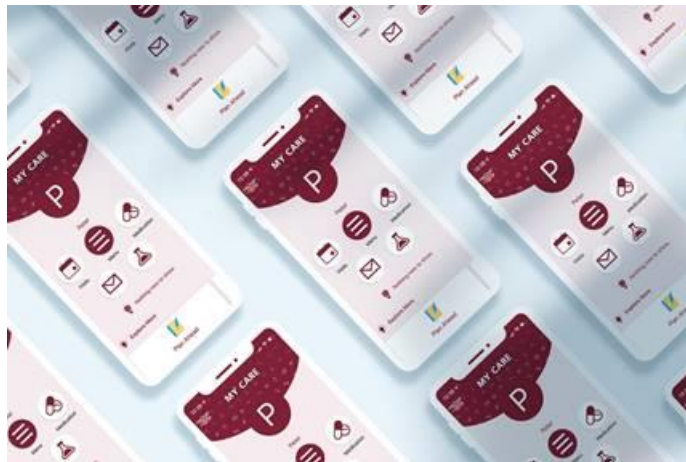
Of the categories available in the PAFTAs (Paediatric Awards For Training Achievements – Devon and Cornwall) the Royal Devon's Eastern team won:

- Big team of the year - Bramble ward team
- Small team of the year - eating disorder team
- Educational supervisor of the year - Dr Rachel Howells
- Paediatric Consultant Hero - Dr David Bartle
- The Kate Westwood Memorial Award for Senior Hero (ST4-8 & SAS doctors) - Dr Justin Thuraisingham
- Paediatric Junior Hero (ST1-3s, FTs, GPSTs and Trust doctors) - Dr Patrycja Prusak
- Junior Nurse of the Year Award - Abbie Phillips
- Multidisciplinary Hero Award - Deana Dumbreck
- Non-Clinical Staff Award - Courtney Bater

The [PAFTAs](#) are regional awards recognising the exceptional hard work and commitment of all the staff working with children and young people across Devon and Cornwall. These awards celebrate the amazing contributions that staff make on a daily basis.

This year there were a record 942 nominations submitted representing all trusts across the region.

Sign up for our MY CARE app - the new way to manage your health



Available from the App Store and Google Play

We've replaced the paper files and folders we used to keep for our patients with a new digital patient record system.

It means that every care team our patients visit has quick, convenient and up to date access to their medical information – and this same information system is now available for our patients with our new MY CARE service. MY CARE sits on a mobile phone or

tablet through an app called MyChart but can also be accessed via a computer. It brings a patient's medical information and interactions with their care team into one place. The MY CARE app allows patients to:

- See the results of most tests when they are available
- View their calendar for upcoming appointments
- Search for information on past appointments and clinical information provided by their care team
- Send a message directly to their care team if they have any questions
- Allow family members and loved ones access to healthcare and appointment information.

Find out more about the app and how to sign up [here 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!



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

