

Latest news for our members and stakeholders

June 2022

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

- Governor elections 2022
- Epic is launching across our Northern services on Saturday 9 July
- Launch of the Royal Devon's Green Plan
- Changes to mask wearing and visiting across our settings

Our people

- Our Extraordinary People Award winners announced at celebration event
- Learning Disability Awareness Week 2022
- Showing our support at Exeter Pride
- Celebrating Volunteers Week 2022

The here and now

- Summer minor injuries services in Northern Devon
- Our new Jubilee Ward at NDDH
- The Queen and her links to the Royal Devon
- New midwife-led birth room at Ladywell Unit

Embracing the future

- The Royal Devon hosting UN climate change exhibition
- South West Outpatient Transformation Programme opportunity
- New research study in Exeter: Help us find a way to prevent bloodstream infections

Key updates

Governor elections 2022

Could you be a Governor at the Royal Devon and help shape your local healthcare services?

We are looking for people who are keen to stand as candidates for election as one of the Trust's public Governors.

Royal Devon Governors play a vitally important role by providing a direct connection between our Trust, the community we serve and our partners. Our Governors have a wide variety of experiences and

backgrounds, but what they share is a real passion for helping to shape local health services in a way that best meets the needs of patients and the public.

Dame Shan Morgan, Royal Devon Chair, Royal Devon is in a position of both great and significant challenge. We are continuing to integrate our services across Northern and Devon to improve the resilience and quality of the care we provide, and we are also recovering from the COVID-19 pandemic and recovering lists. It is more vital than ever before that the public we serve influence the decisions taken by our organisation.



said: “The opportunity to work to address Eastern sustainability challenges, emerging views of the public by our

“We are looking for people from all kinds of backgrounds to consider putting themselves forward to take part in the 2022 Royal Devon Governor elections. If you think you have something to offer, we want to hear from you.”

We have **14** Public Governor posts across our three public constituency areas. Terms of office of one, two and three years are available. Governor roles at the Royal Devon are non-paid, voluntary positions (although expenses are paid).

[Click here](#) for more information about the posts available and information on how to request a nomination pack. Nominations open on 1 July.

Information about being a Governor

These materials will tell you more about the Governor role:

- [Prospective Governors booklet: 2022 Edition](#)
- [Becoming a Governor FAQs](#)
- [Video: the role of a Governor](#)

You can also join us for one of our two **online briefing sessions**, where you can hear more about the role first hand from current Governors and Trust staff and ask any questions you may have about the role.

[Session 1: Tuesday 28 June, 11.00am – 12.00 noon](#)

[Session 2: Monday 4 July, 5.00pm – 6.00pm](#)

You do not need to attend one of these sessions in order to stand for election.

Click on your preferred date above to book your place to join one of the sessions. Alternatively, please email the communications and engagement team at rde-tr.royaldevonmembers@nhs.net. to book your place or ask any questions you may have.

Epic is launching across our Northern services on Saturday 9 July



In the early hours of Saturday 9 July, we will go live with our new electronic patient record and clinical pathways system, Epic, across our Northern acute and community services.

This will give us a single patient record system across the whole of the Royal Devon, so that regardless of where patients are seen or which clinical teams they meet, our staff will be able to access their record quickly and efficiently, better joining up their care.

Things may take a little longer

Epic launched across our Eastern services in October 2020, so we know that our patients may experience some delays in the period running up to the Go-Live date and for a few weeks afterwards.

We've put in place a number of safeguards to ensure that throughout the Go-Live period, patient safety is maintained and disruption to patients is minimised as much as possible. This includes testing brand-new equipment, continuing Epic training with all of our staff, and going live at 2am to ensure that hospital activity is as quiet as possible for the technical switch-on. A number of colleagues from our Eastern services will also be on hand to offer frontline support.

While Saturday 9 July is our Go-Live date, this is only the first step in transforming how we work, and it will take time for our teams to get used to the new system and ways of working. We are asking that our patients please bear with us as our staff get used to using Epic.

MY CARE – Our patient portal

MY CARE, our patient portal, gives our patients secure, online access to parts of their medical record, including lists of hospital medication and upcoming hospital appointments. MY CARE also gives patients access to many more tools to support them to take more control of their healthcare.

Our Eastern patients can sign up to MY CARE already by [clicking here](#). Very soon, patients living across Northern Devon will also be able to sign up to MY CARE.

Launch of the Royal Devon's Green Plan

Our new [Green Plan](#) is set to play its part in helping the NHS cut more than 1m tonnes of CO2 emissions in the next three years and reach net zero by 2040.

Chris Tidman, Deputy Chief Executive said: “We aim to be a leading advocate for this important agenda and we are committed to working with our local partners for broader changes that promote sustainability and improve the wellbeing of our local communities.

“Our Green Plan will help us to achieve this aim through a range of key areas. This includes delivering sustainable models of care, supporting staff to implement green improvements across our services, and reducing the environmental impact of our buildings and energy.



Changes to mask wearing and visiting across our settings

Reflecting the reduced number of patients with COVID-19 across our services, and following changes to national guidance, we have made changes to our mask wearing and visiting guidance.

Mask wearing

Visitors, staff and patients are no longer routinely required to wear face coverings unless it is their personal preference, with some important exceptions.

Exceptions are:

- In settings (inpatient or outpatient) where patients are at high risk of infection due to immunosuppression, e.g. oncology/haematology and renal services, visitors will be asked to wear a facemask unless they are medically exempt
- Visitors and individuals accompanying patients to ED and admission areas will continue to be encouraged to wear face coverings
- Visitors will be asked to wear a surgical facemask if visiting a high-risk area or a patient with suspected/known COVID-19

Inpatient and outpatient visiting restrictions eased

We have now eased inpatient and outpatient visiting restrictions across our sites.

Please visit our website for full guidance specific to the location of the service you need. This includes information about other ways we can help families and patients stay in touch if people can't visit.

- [Eastern services](#)
- [Northern services](#)

Please help us to help you and your loved one by not attending if you are showing any symptoms of COVID-19 or any other infection (such as diarrhoea and vomiting).

Our people

Our Extraordinary People Award winners announced at celebration event!

On the evening of Tuesday 21 June 2022, we held our Extraordinary People Award celebration. As well as thanking and celebrating all of our staff and volunteers, we said an extra special thank you to those who were recognised by colleagues and patients as being truly extraordinary.

We received over 400 nominations for our Extraordinary People Awards. Our independent judging panel selected finalists for each award category, and the winners were announced at our celebration event. We'll share more about the evening very soon – keep an eye on our website and social media channels for more information.

We'd like to thank our fantastic winners, finalists, nominators, event sponsors, and all those who attended our celebration event. We know these awards are just a snapshot of all the amazing work our people - staff, volunteers, Governors – do every day.



Learning Disability Awareness Week 2022

Learning Disability Awareness Week takes place from Monday 24 June to Sunday 26 June.

To mark the occasion and raise awareness of the support available, we wanted to share a story from one of our patients with a learning disability.

Here is a story from Sharon, who was diagnosed with cancer. She and her mum and carer Penny were supported by our learning disability liaison nurses at North Devon District Hospital and the Royal Devon and Exeter throughout Sharon's cancer journey.

In [this video](#), Sharon talks about the support she received, and how they helped her cope with what could have been a very frightening time for her.



Sharon (left) with her mum and carer Penny

Our learning disability liaison service is provided by a dedicated team of experienced learning disability healthcare professionals. They provide support to people with learning disabilities when accessing our services, which could be in hospital or in the community.

[Find out more here.](#)

Showing our support at Exeter Pride

Thousands of people came together at Exeter Pride in May to celebrate our Lesbian, Gay, Bisexual, Trans and Questioning plus (LGBTQ+) communities.

Royal Devon colleagues proudly took part in the Rainbow March, moving in solidarity alongside countless others, and a number of our teams ran stalls to raise awareness of the support they can give to our local LGBTQ+ community.

Staff from a number of our services were joined by some of our leaders at the Royal Devon, including Suzanne Tracey our Chief Executive Officer, Chris Tidman our Deputy Chief Executive Officer, Hannah Foster our Chief People Officer, and Sharifa Hashem our Inclusion Lead.

Senior leaders and equality, diversity and inclusion staff attended the event to understand the experiences of lesbian, gay, bisexual, trans, questioning, intersex and asexual (LGBTQIA+) people and how the NHS can be more inclusive.

People who weren't able to attend the event can share their thoughts via an [online survey](#), which will be used to shape and improve local services.



Royal Devon staff showing their support at Exeter Pride

Celebrating volunteers week

Earlier this month, we marked Volunteers' Week, an annual celebration of the contribution people make through volunteering.

Across our Trust, hundreds of volunteers choose to give up their time to help others.

Suzanne Tracey, Chief Executive of the Royal Devon said: “Our volunteers make a huge difference to our patients, visitors, staff and local community. We have volunteers in a range of locations, including our acute hospitals, community hospitals and vaccination centres, and some volunteers support people in their own homes. The roles they take on vary enormously, from our Governors to emergency department ushers, hospital radio presenters to vaccination stewards.



The here and now

Summer minor injuries services in Northern Devon

Our minor injuries units in Ilfracombe and Bideford remain temporarily closed. We have been working closely with the Integrated Care System for Devon to find alternative interim ways of providing local healthcare services this summer, using learning from our summer MIU provision in 2021, and are developing plans for the longer term.

We are pleased to confirm that the following is in place ready for the summer to support local residents and visitors in the Ilfracombe and Bideford areas to access urgent care more easily:

- From Friday 1 July, through to early September, a weekend MIU service (Friday to Monday) will be provided from 10am to 6pm by two fully qualified private ambulance staff in the Ilfracombe MIU. 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. Although these do accept walk-in patients, it will be based on capacity and we ask that people call NHS 111 or call ahead to the GP practice first. You may be directed to a more appropriate service for your needs, helping you to get the correct treatment at the right time and in the right place.

In a life-threatening emergency people should always attend the emergency department or call 999.

For more information, please see the [update on our website](#).

Nightingale Hospital Exeter shortlisted for HSJ Patient Safety Award

The South West Ambulatory Orthopaedic Centre (SWAOC), based at the NHS Nightingale Hospital Exeter, has been shortlisted for an HSJ Patient Safety Award 2022.

The NHS Nightingale Exeter originally opened as a COVID-19 hospital to support the country's response to the first wave of the pandemic. It has since been transformed into a state-of-the-art facility and is now home to a range of orthopaedic, ophthalmology, diagnostic, and rheumatology services.

SWAOC, which has two operating theatres for day case and short stay elective orthopaedic procedures, opened at the Nightingale site in March 2022. Since then, over 220 patients have been through its doors for hip and knee replacements.

Dr Mary Stocker, a consultant anaesthetist at Torbay and South Devon NHS Foundation Trust and Joint Clinical Lead for SWAOC, said: "We're absolutely delighted to have been shortlisted for a Patient Safety Award. We're able to offer same-day care to the majority of our patients – this means they're admitted, have their surgery, and are well enough to go home on the same day without being admitted overnight. 60% of our patients leave on the same day, making SWAOC the best of its kind for day-case rates in the UK."

[Click here to read more.](#)

Our new Jubilee Ward

Jubilee Ward, our newest inpatient ward, opened in May on the North Devon District Hospital site. Named in honour of the Queen's Platinum Jubilee, the ward is caring exclusively for inpatients having elective orthopaedic surgery such as knee and hip operations.

Mr Luke Brunton, Orthopaedic Consultant, said: "It's really exciting to get back to what we do best – treating our patients.

"Jubilee Ward is an amazing facility which will give us the opportunity to continue to provide world-leading care in Northern Devon."

Jubilee Ward joins the Royal Devon's other site named in honour of Queen Elizabeth II, the Princess Elizabeth Orthopaedic Centre (PEOC), which is based in Exeter.

The £1.9 million 10-bed ward will help to reduce waiting times for some orthopaedic procedures. [Click here for more information.](#)



Staff of Jubilee Ward were joined on the opening day by Paul Humphreys (far left), Capital Operations Manager, and Angela Hibbard (far right), Chief Finance Officer

The Queen and Her links to the Royal Devon

Her Majesty The Queen is the first British Monarch to celebrate a Platinum Jubilee (seventy years of service) having acceded to the throne on 6 February 1952 at just 25 years of age.

Her Majesty The Queen has visited the Royal Devon twice. The first, which was the Queen's very first public engagement, was with Her father, His late Majesty King George VI, and Her mother, Her Majesty the Queen Mother.

The second was when the Queen and the His Late Royal Highness The Prince Philip, Duke of Edinburgh visited the Princess Elizabeth Orthopaedic Centre (PEOC) in 1979, which you can see in the photos below.



The Queen and Prince Philip visiting the Princess Elizabeth Orthopaedic Centre (PEOC) in Exeter in 1979

New midwife-led birth room at Ladywell Unit

We been working to improve facilities and choice for service users in North Devon following the publication of the National Maternity Review and recommendations in the Better Births report.

One of our projects has been to increase choice of place of birth. We are now delighted to celebrate the official opening of the newly refurbished midwife led birth room, known as Broadsands, at the Ladywell maternity Unit at NDDH.

The Broadsands Room offers a birth pool with a beautiful beach mural behind the pool and a state-of-the-art birthing chair. Clinical equipment is hidden away to make the room as homely as possible with matching soft furnishings, linen and towels.

[Read more about the new room on our website.](#)



Maternity staff in the new facility

Embracing the future

The Royal Devon hosting UN climate change exhibition

We are delighted to be hosting "Care for the future - Delivering the world's first net zero health service" - a unique collection of nine photographs, captured by portrait photographer Justin Lambert, celebrating some of the people and the teams behind the delivery of a net zero NHS.

The exhibition was originally commissioned for the UN Climate Change Conference (COP26) held in Glasgow in November 2021, where it was viewed by political world leaders and their delegations. Now it is being shown across each of the seven regions of the NHS over the course of 2022 and has been chosen to make its stop at North Devon District Hospital until 13 July as one of our Northern services staff is featured.

One of the exhibits features Jo Harness, an Advanced Occupational Therapist in Rheumatology based in North Devon. She was pictured demonstrating how she could support patients from home on a barge via video appointments.

The exhibition is taking place on Level 2 of North Devon District Hospital and is free to visit.

[Read more on our website.](#)



The exhibit at NDDH, staff member Jo Harness pictured with ball

South West Outpatient Transformation Programme opportunity

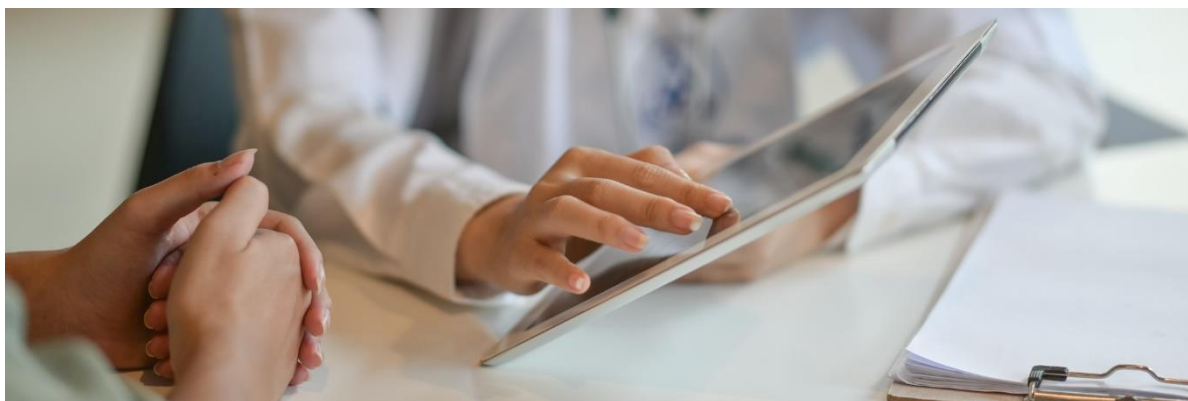
Have you had experience of outpatient care in the last two years?

The NHS is looking for patient reps from across Devon for the Outpatient Patient Reference Group for the South West. They would like anyone who has accessed outpatient services within the last two years to join them to help them improve patient care and experience across NHS services.

The South West Outpatient Transformation Programme are part of NHS England and Improvement.

For more information and to apply to become a Patient and Public Representative, please [complete this form](#).

More information about how the NHS is transforming outpatient services for patients is available on the [NHS England website](#).



New research study in Exeter: Help us find a way to prevent bloodstream infections

People aged 60 years or older with a history of urinary tract infection (UTI) are at an increased risk of developing a bloodstream infection caused by E. coli bacteria.

The PRC Exeter (next to the RILD Building at our RD&E Wonford site) is looking for participants for a clinical research study to assess the effectiveness and safety of an investigational vaccine in the prevention of bloodstream infections.

If you are interested, or you know someone who might be, please let them know about the study and [share this participant leaflet](#) or the contact details below.

You/they may be eligible to participate in this study if you/they:

- Are 60 years of age or older
- Have had a UTI in the past 2 years
- Feel comfortable, or have a caregiver who is comfortable, using an application on a smartphone

If you or someone you know is interested, additional eligibility criteria will be assessed by the study team. To learn more about this clinical research study and see if it's right for you, please contact the site at:

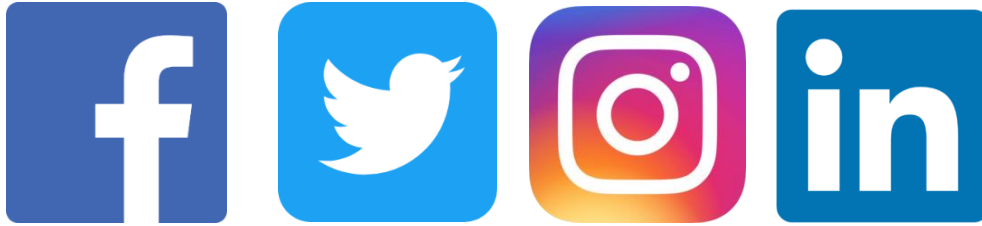
Email: rde-tr.prcexeter@nhs.net Telephone: 01392 406289

The commitment for this study is approximately 3 years.

Follow the Trust on social media

Are you following the Royal Devon University Healthcare NHS Foundation Trust on social media?

Follow our Twitter, Facebook, 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.

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!