



# Latest news for our members and stakeholders

November 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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## **Sam Higginson announced as new CEO of the Royal Devon**



The Trust is delighted to announce the appointment of Sam Higginson as our chief executive officer (CEO), subject to completing pre-employment checks. Sam joins us on 22 January 2024.

Sam brings extensive experience to the role, having worked in and around the NHS for the last 20 years across strategy, finance and operational roles. Most recently, Sam supported the national work on elective recovery and was chief executive at Norfolk and Norwich University NHS Foundation Trust from 2019-2023. Read the full story on our [website](#).

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## Acute Oncology Team win Nursing Times Team of the Year award!



Our Acute Oncology team, based in the Seamoor unit at North Devon District Hospital, has won the prestigious Nursing Times Team of the Year award.

The team was invited to the award ceremony at the Grosvenor Hotel in London this week where judges said they were, “highly impressed by the passion and expertise of the team at the Royal Devon and the difference their work made to their patients’ journeys”.

The judges also remarked on how the team has innovated to allow nurses to develop their careers in the face of challenges, while being inclusive, democratic and valuing the contribution of all their team members. Read more on our [website](#).

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## Shortlist announced for Extraordinary People Awards

We are excited to announce [the shortlist](#) for this year’s Extraordinary People Awards after the conclusion of the first stage of judging.

We saw such extraordinary work being shared through nominations from our staff and from our public nominations – huge congratulations to everyone that has now been shortlisted.

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Our judging panels have reviewed the shortlisted nominations, and we are inviting our finalists to a special celebration event at Sandy Park, Exeter, on 30 November 2023, where our winners will be announced. You will hear more about the finalists and event soon!

### Spotlight on your nominations

We welcomed entries from patients, visitors and carers in the 'Extraordinary Care' category, and we had a fantastic response from you.

You can read some of your nominations [here](#). We are adding more stories all the time so make sure you check back for details of new nominations.



We would like to thank our event sponsors Nevada Construction, KJ Refrigeration, NewZapp Trusted Delivery, EX2, Sodexo, Westcountry Maintenance Services, Channel 3 Consulting, and Denhams Digital for their generous contributions which have made the

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event possible. Thanks also to Peninsula Project Consulting, Ellis James Creative, Softcat and Lymptone Manor for their donations towards the event.

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## Royal Devon innovations shortlisted for awards



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

We're looking forward to the Health Journal Service awards ceremony on November 16. Three of our teams from the Royal Devon are shortlisted for awards and will learn if they are winners.

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.

The awards received a 'record-breaking' 1,456 entries this year, making it really special to be shortlisted in these three categories. We're really proud of our teams and wishing them the very best of luck at the awards ceremony!

You can read more about the teams and their innovations [here](#).

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## Our Future Hospital programme takes next steps

This summer, we had confirmation of an increase in funding for redeveloping North Devon District Hospital as part the Government's New Hospital Programme, which means that potentially, we can redevelop significantly more of our current acute site.

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This gives us more flexibility in our plans so we can consider what our priorities are for a hospital which is fit for our future population, as well as what we need to replace in our current older estate. We are continuing to work with the national team to develop our plans and timescales and prepare the site.

A key part of that preparation is our phase 1, which is to build modern residences to support recruitment and retention of our colleagues requiring short-term accommodation. The funding to develop the design and building options has been released and a programme of work has begun.

Chris Tidman, deputy chief executive officer, said: "It is really positive news that the Government are committed to increasing the capital investment for the rebuild of NDDH so it can continue to offer high quality care to the people of North Devon and across the county in the years to come."

We are excited to take our next steps in the programme and will share further information in the coming weeks and months as we prepare to build our residences next year.

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## How well do we communicate? Help us improve

We are developing a new Patient Communications Policy and we're asking for feedback from patients to help us shape it.

Good communication is fundamental to good quality care and patient experience. The NHS also has a legal duty to communicate in an accessible and inclusive way. Our policy will set Trust-wide standards for excellent communication with patients (and by extension with carers, family, and significant others), no matter what a person's communication need may be.

The content of the policy will be informed by legislation and professional codes of practice. It will also respond to what our patients and staff tell us. We have developed ten principles to guide all patient communications at the Royal Devon and would like your feedback, along with any other thoughts on how to improve our communications.

Please click the link below to share your thoughts in a quick and anonymous survey.

[www.smartsurvey.co.uk/s/PCP2023/](http://www.smartsurvey.co.uk/s/PCP2023/)

### Other formats

- Please contact us if you need the survey in another format or language
  - You can email us at: [rduh.patientexperience@nhs.net](mailto:rduh.patientexperience@nhs.net)
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- You can call us at: **01392 402093** (Patient Advice and Liaison Service - Eastern) or **01271 335760** (Patient Advice and Liaison Service - Northern)



## **Generous donations from League of Friends and NHS Property Services helps revitalise Exmouth Hospital**



A generous donation from the League of Friends of Exmouth Hospital has allowed a number of refurbishment projects to take place, meaning the services provided there can now better serve the community.

The League of Friends kindly donated £250,000 to fund this work, which included the reopening of the Geoffrey Willoughby Ward to provide facilities for pre- and post-operative care for day case surgery and the development of the day case corridor to provide a new general outpatients area.

Additional funding provided by NHS Property Services brought the total up to £1.5million and meant work could take place in the theatre recovery area, with a new air handling unit, refurbishment of Doris Heard Ward and its day room and corridors, and a new water supply to the Dewdney Unit.

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Chris Tidman, Deputy Chief Executive of the Royal Devon, said: “I’d like to say a huge thank you to the League of Friends and to NHS Property Services. The funding they have provided and the work they’ve done will make a huge difference to the local community and to our colleagues as well, ensuring the hospital can provide the very best care to our patients.” Read more [here](#).

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## North Devon initiative to train nurses locally holds first graduation ceremony



The first cohorts of BSc Nursing students based at Petroc in Barnstaple have officially graduated in a ceremony held at the Guildhall in Barnstaple on Thursday 19 October 2023.

Three groups of BSc Adult Nursing students and three of FdSc Nursing Associate Degree Apprenticeship students graduated this year following a joint initiative between the Royal Devon University Healthcare NHS Foundation Trust, Petroc and the University of Bolton.

The course was set up in 2020 as a response to the recruitment challenges faced by local healthcare providers. It gives the opportunity for local people working in healthcare to develop their skills and become registered nurses.

Beverley Allingham, Director of Nursing, Northern Services at the Royal Devon, said:

“Working with Petroc to train new nurses locally has been a great step in helping us develop our workforce and it was a real privilege to see local people graduating.”

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“They have had an eventful three years as their clinical placements took place during the pandemic. Each one has shown they are resilient, strong and prepared to provide the best healthcare to the people of Northern Devon and beyond,” she added.

Sean Mackney, Principal and CEO at Petroc said, "It was heartening to witness the success of our first nursing graduates. This initiative, in collaboration with Bolton University, underlines our commitment to addressing the critical skills shortage in nursing. These graduates are a testament to the power of local training in bolstering healthcare in North Devon."

The new nurses have all taken up positions at North Devon District Hospital and local GP practices.

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## **New patient empowerment project launched during #BreastCancerAwarenessMonth**



We are proud to be part of the South West Genomic Medicine Service Alliance (SWGMSA). Dedicated to improving healthcare through genomics, the alliance collaborates with patients, the public, NHS professionals, and industry to deliver NHS genomics services across the South West.

We are delighted to share more information about a new initiative that helps patients understand genetic testing and what this might mean for them and their families:

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'BReast CAncer Genes and Me', is a digital patient empowerment project that's set to transform the experience of people with a diagnosis of breast cancer that might have implications on other family members.

Launched during Breast Cancer Awareness Month, the project introduces the concept of genetic testing for breast cancer in an accessible format, presented as a six-part series of colourful animations. Each video features digestible information accompanied by gentle music and a clear voiceover that takes the participant through the process and implications of genetic testing.

You can find out more on our [website](#) and watch the videos on our YouTube channel [here](#).

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## **NHS New Hospital Programme: share your thoughts on hospital facilities**

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 experience of using general hospital facilities such as:

- Food, including catering
- Faith and reflection areas
- Cleanliness
- Laundry and linen

Whether you have been a patient, carer or have visited a loved one in hospital, they'd like to hear your feedback. You can sign up to join the workshop which will be held online using MS Teams on **Tuesday 5 December 2023**.

There will be two 90-minute sessions and you can pick the one that best suits you:

- 1pm-2.30pm
- 6pm-7.30pm

Please use this link: <https://forms.office.com/e/vMh8j9kwX3> 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)

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## Recovering for the future



### Alternative choices for your care

You may have seen the recent news about a national programme to give patients waiting over 18 weeks for care or treatment the opportunity to register their interest in being transferred to another provider with an NHS contract. In line with this programme, we have written to patients who have been waiting over 40 weeks to give them the option of being considered to move provider. We will be writing to further cohorts of patients over the coming year.

If patients wish to be considered for transferring their care, then they will need to follow the instructions in their letter when they receive it. There will then be a process to identify whether there are other options that are available and suitable.

You can find out more about this programme [here](#).

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## Excellence and innovation in patient care



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### Be part of research at the Royal Devon

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Are you curious about the power of research in health and social care? Participating in research studies can help us learn more about health conditions and pave the way for exciting developments.

We are currently recruiting for several studies at the NIHR Patient Recruitment Centre: Exeter.

If you or someone you care about has a health condition such as diabetes, or you have experienced a UTI within the last two years, one of our current studies may interest you. You can find out more [here](#).

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## **Devon Sexual Health implements new electronic patient record**

Devon Sexual Health is introducing a new electronic patient record (EPR) system. The new system will improve patient pathways and how we deliver sexual health services across the county.

Exeter sexual health clinic will be the first clinic to implement the new system in November 2023, followed by the Barnstaple and Torbay clinics respectively. All clinics will be working with the system by early 2024.

A key benefit of the new system will be the introduction of a new Personal Health Record (PHR) which will enable patients to book and manage their appointments online, and there are already plans to expand the system to offer other services.

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## Local updates



### Local MP visits Tiverton Community Hospital



Richard Foord MP pictured with Zoe Harris, Eastern Divisional Director for Community Services at the Royal Devon, Dr Lynsey Webb, Associate Medical Director, Bill Zarrett, Chairman of the Tiverton Hospital League of Friends, and Arthur Govier, former chairman of the League of Friends.

We were pleased to welcome Richard Foord, MP for Tiverton and Honiton, to Tiverton Community Hospital to see the valuable contribution it makes to delivering patient care.

During his visit Mr Foord toured Castle Hill practice, a primary care facility located on the Tiverton site, inpatient wards, and had a wide-ranging discussion with hospital managers and representatives from the county council and wider healthcare system on the role of community healthcare and the importance of partnership working.

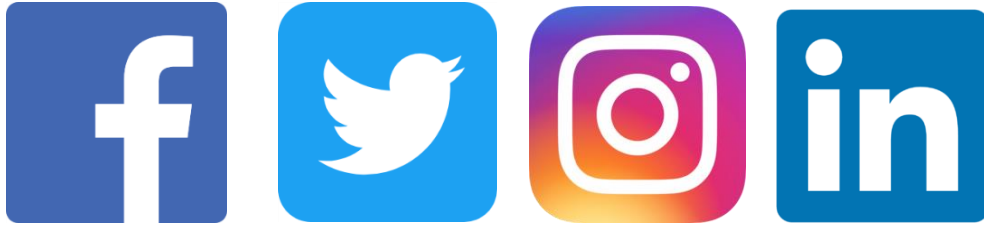
Mr Foord was also shown plans for a new endoscopy unit which will be built on the Tiverton site later this year, and saw the mobile endoscopy unit which is currently being installed.

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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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