

Latest news for our members and stakeholders

December 2022

This newsletter has been written to update you, our members and stakeholders, with the latest news from across the Royal Devon University Healthcare NHS Foundation Trust.

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Festive message from the Royal Devon

As 2022 comes to an end, the leadership team at the Royal Devon has recorded a message to reflect on the year and say thank you to our colleagues, volunteers, Governors, partners, and communities for your continued support.

Best wishes for the festive season, whichever holiday you're celebrating.

[Watch the video here.](#)



NHS urges eligible people to get their flu vaccine

Eligible people are being urged to have their flu and COVID-19 autumn booster vaccinations as soon as possible, as an increasing number of children and adults are being admitted to intensive care in the southwest with flu.

NHS Devon's Chief Medical Officer, Dr Nigel Acheson, said: "In England last year, there were 12 children hospitalised with flu at this stage of the year. This year, there are

230 under-fives. So, if you or your children are eligible, we urge you to please take up the invitation to have the flu jab.”

Parents in particular are being encouraged to have their two- and three-year-olds vaccinated when invited by their GP practice. Children in primary school will be offered a free flu vaccine at their school or a community clinic. Other people who are eligible include unpaid carers, people who have lower immunity because they're pregnant or have a long-term condition, people with a learning disability, frontline health and care staff, and people aged over 50.

[Eligible adults can find a pharmacy that offers NHS flu vaccinations here.](#)

[Find out how to book your COVID-19 vaccination here.](#)

A warm welcome to our new governors

The following people have now officially joined our [Council of Governors](#), having started their terms of office on Monday 21 November. We're looking forward to working with them.

- **Northern constituency:** Bob Deed for two years
- **Eastern constituency:** Maurice Dunster for two years
- **Staff constituency:**
 - Jayne Westcott for three years
 - Tom Reynolds for three years
 - Lydia Balsdon for two years
 - Catherine Bragg for two years
 - Nicky Stapleton for one year
 - Cathleen Tomlin for one year

[Read more about your new governors on our website.](#)

Our governors act as a collective to represent the views of their local communities. To contact a governor, please email rduh.royaldevonmembers@nhs.net and state who your message is for. Governors aren't here to represent individual cases - any questions or concerns about any aspect of your treatment or care can be shared with our [Patient Advice and Liaison Service \(PALS\)](#).



*Top row (left to right): Bob Deed, Maurice Dunster, Jayne Westcott, Tom Reynolds
Bottom row (left to right): Lydia Balsdon, Catherine Bragg, Nicky Stapleton, Cathleen Tomlin*



People of eastern- and mid-Devon benefit from closer working between NHS and voluntary sector

Nearly 100 people representing the NHS and VCSE sector (voluntary, community, and social enterprise) came together recently at the second annual conference of the Eastern Local Care Partnership (ELCP) in Exeter, to understand how they can better work together to benefit local people's health and wellbeing.

The ELCP, formed in July 2021, aims to provide a platform for better-integrated care across Devon, respond to local needs, and keep people well and supported in their own communities. The partnership covers a large area – from Axminster to Okehampton, including Exeter – with a total population of around 400,000 people. The Royal Devon is a key player in the partnership and led on the organisation and content of the conference.

Jeff Chinnock, Associate Director of Policy and Partnerships at the Royal Devon, said: "Place-based partnerships, such as the ELCP, offer a significant opportunity to build and maintain a broad coalition with community partners to promote health and wellbeing

and influence the wider determinants of health. Over time, working with local partners and the strengths and assets of local communities will help reduce demand on services.”

[Read more on our website here.](#)



Delegates at the ELCP conference

Trust welcomes Professor Martin Marshall to Board of Directors

We're delighted to welcome Professor Martin Marshall to the Royal Devon University Healthcare NHS Foundation Trust as a non-executive director.

Martin has been a GP for over 30 years, including 10 years as a GP partner in Exeter and, most recently, serving some of the most deprived communities in East London. He originally began his career as a junior doctor at the Royal Devon and Exeter Hospital (Wonford) and is relocating back to Devon.



He has significant experience as a board member and programme lead.

Chair of the Royal Devon, Dame Shan Morgan, said: “The Board of Directors and Council of Governors are so pleased to welcome Martin. His significant clinical, academic, and board-level experience speaks for itself and we look forward to the unique perspective and robust challenge he will bring.”

[Read more on our website here.](#)

Have you or a loved one recently been an inpatient? We're looking for feedback on our patient entertainment system

We're currently looking at options for our future patient entertainment system on inpatient wards at the Royal Devon and Exeter Hospital (Wonford) and North Devon District Hospital. To help us, we'd like to understand what patients and carers think about what's currently on offer, and what's important when thinking about a future system.

Currently, our system is available via a unit at the patient's bedside, offering: free outgoing phone calls (time-limited), a period of free TV each day, and paid TV. If any of the following sound like you, we'd really like to hear from you:

- you've recently been an inpatient at either of the above hospitals
- you're a carer of someone who's been an adult inpatient at either of the above hospitals
- you're a parent of a child who's been an inpatient at either of the above hospitals

We'd like to hear from you even if you didn't use the system, as we'd like to understand why you didn't. [You can provide feedback anonymously by completing this short survey](#) – we've extended the closing date to **Monday 16 January 2023**.



Celebrating Healthcare Support Worker Day

On Wednesday 23 November, the Royal College of Nursing's Healthcare Support Worker (HCSW) celebration day shone a light on the invaluable contribution that our HCSWs make to their teams, patients, families, and the carers they work with every day.

Healthcare support workers work across a variety of settings, including our acute, community, specialist and primary care services, and include roles like maternity support workers, healthcare assistants, theatre assistants and healthcare support workers. All of our colleagues play a vital role in providing outstanding care, and our HCSWs are often the faces our patients and their families spend the most time with: building rapport, settling nerves, all while completing various duties.

Sophie, a healthcare assistant at North Devon District Hospital (pictured) said: “I had no previous care experience when I joined, so it was all new to me. I came in as an apprentice healthcare assistant and qualified 18 months later. It was a brilliant way of getting into the NHS and I’m so pleased I did it. It’s opened my eyes to the number of opportunities there are in the NHS and roles I’d never heard of. I want to eventually join the ambulance service.”



If you or someone you know might feel inspired to pursue a career as a HCSW, you can check out the following links:

- [Our website](#), with lots of information about being a HCSW
- [This HCSW recruitment brochure](#)
- [Our current list of vacancies](#)

Despite the weather taking a decidedly chillier turn, we extended a warm welcome to those attending our healthcare support worker (HCSW) careers event on Saturday 10 December. With the job offers made we’ve now recruited almost 300 new HCSWs across the Royal Devon since July and that number increases with our Staff Bank.

Passionate about patient care and ready to qualify as a nurse in 2023, or know someone who is?

We offer fantastic preceptorship programmes, clinical supervision, opportunities to learn specialist skills, funded training and development, and rotations in most areas – all of this, in an amazing NHS trust that values and cares for its people.

In January 2023, we’re holding recruitment events in both east and north Devon for registered nurses. There’ll be a chance to meet members of the team, find out about different departments and specialities, as well as have an interview – job offers will be made on the day! Details of the events and the link to apply are as follows:

- Saturday 21 January 2023, RD&E Wonford, Exeter – [apply here](#)
- Saturday 28 January 2023, North Devon District Hospital, Barnstaple – [apply here](#)

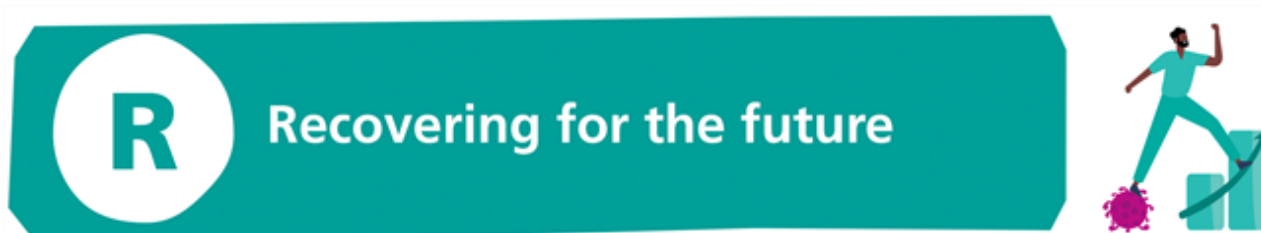
Other recruitment and careers events – please share

Eastern recruitment events will take place at the RILD, RD&E Wonford on:

- Saturday 18 February for nurses and HCSWs
- Saturday 18 March for HCSWs

Northern recruitment events will take place at the Seamoor Unit, NDDH on:

- Saturday 25 February for nurses and HCSWs
- Saturday 11 March for an Allied Healthcare Professionals (AHPs) careers event
- Saturday 18 March for nurses and HCSWs



Choose the right service this winter

The Royal Devon is preparing for another busy winter across the county. Winter is always difficult but this year the challenge will be particularly great, as the Trust manages winter pressures alongside working to address the backlog in elective care services.

Suzanne Tracey, Royal Devon Chief Executive Officer, said: “This time of year is always challenging and we have been working closely with staff, the community and partner organisations to prepare. We want to do whatever we can to make this winter better for our patients and staff and are asking patients and visitors to support us.”

Choose the right healthcare service

One of the ways people can help us is by choosing the right healthcare service for their needs. This could be a minor injuries service, local pharmacy, GP, or if you need urgent medical advice or reassurance you can contact NHS 111 by phone or online (111.nhs.uk).

[Find out more about your healthcare options.](#)

MIU and WIC opening times for Christmas and New Year

Our minor injuries units (MIUs) and walk-in centres (WICs) are available if you have a medical problem that's not critical or life-threatening, including blood pressure checks or minor cuts and wounds. In most cases, you don't need an appointment to attend MIUs or WICs, and there's often no need to call before coming in.

Over Christmas and the New Year, our MIUs and WICs are open as follows:

- [Honiton Community Hospital MIU](#) – 8am to 8pm, every day – closed Christmas Day

- [Ilfracombe Tyrrell Hospital MIU](#) – 10am to 6pm, Friday to Monday – closed on Saturday 24, Sunday 25, and Saturday 31 December 2022, and Sunday 1 January 2023.
- [Lyn Health Medical & Minor Injury Service](#) – 8am to 6pm, weekdays – closed weekends, Christmas Day, and bank holidays – please call before attending, no walk-in service.
- [Sidwell Street WIC](#) – 8am to 8pm, every day – closed on the following dates:
 - Monday 19 December
 - Wednesday 21 December
 - Sunday 25 December
 - Tuesday 27 December
 - Friday 30 December
 - Monday 2 January

Urgent care waiting time information

The NHSquicker app shows up-to-date waiting times for local emergency departments and minor injuries units, based on your location, incorporating live travel times to help you make informed decisions about where to go for urgent treatment for a minor injury or illness. Visit nhsquicker.co.uk for more information.



Award-winning NHS team recognised at prestigious awards

The work of NHS staff who have helped 615 people from across Devon to get back on their feet after hip and knee surgery has been recognised at the prestigious Health Service Journal (HSJ) awards.

The South West Ambulatory Orthopaedic Centre (SWAOC), based at NHS Nightingale Hospital Exeter, was highly commended in the acute sector innovation of the year award category for its innovative work to support people needing orthopaedic care. The SWAOC team also won an award last month at the National Orthopaedic Alliance (NOA) Excellence in Orthopaedics Awards in the Partnerships and Integration Initiative category, and were highly commended at the National Patient Safety Awards in the Safe Restoration of Elective Care Category.

Since opening earlier this year, 615 people who have been waiting for hip and knee replacements have been able to have their surgery at the state-of-the-art facility, transforming lives and enabling many to return to the things they love.

Pat, from Teignmouth, received a hip replacement at the NHS Nightingale Hospital Exeter, he said: “The operation itself has immediately improved my wellbeing. It’s given me the opportunity to begin to do those things that for the last three years or more I’ve

been doing less and less of, or even none. Boating, fishing, running, playing with my two young grandchildren. I'm beginning to have more of an active family life, which I think is so important. This wouldn't have happened if it wasn't for the Nightingale, so I thank the team very much for that."

[Read more about this story on our website.](#)

Local updates



Nursery graded 'outstanding' by Ofsted inspectors

A nursery run by the Royal Devon University Healthcare NHS Foundation Trust for its staff has been rated 'Outstanding' in all areas by Ofsted, the Government's regulator.

Inspectors visited the First Steps Nursery at the Royal Devon & Exeter Hospital (Wonford) on Tuesday 1 November. In their report, they gave an 'Outstanding' rating in all categories:

- The quality of education
- Behaviour and attitudes
- Personal development
- Leadership and management

In their report, the inspectors said: "Children settle very quickly when they arrive as they are very secure and confident.

"Staff skilfully support children in a warm and caring manner. Leaders are very ambitious for all children to succeed. They have designed an extremely well-sequenced curriculum. It brilliantly supports each individual child's interests and stage of development."

[Read more about this story on our website.](#)

Think home first this Christmas

Spending Christmas in hospital may be necessary for some but, for most, home is the best place to be. Our top priority is to help you get better and support you to leave hospital when the time is right. You will only leave hospital when you no longer need hospital care and it is safe to do so.

We know that people recover and rehabilitate better at home and at this time of year in particular it is important for people to be at home in comfortable surroundings with family and friends.

Carolyn Mills, Royal Devon Chief Nursing Officer said: “Our staff are doing everything they can to support people and it is fantastic if people are well enough to get home in time for Christmas. We need to know that when they get home they will be safe, warm and supported to enjoy their Christmas, and that’s why we are asking people to help us.”

For more information on what you can do to help a family member, friend, or neighbour get home in time for Christmas, [click here](#).

Follow the Trust on social media

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



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

