



Latest news for our members and stakeholders

October 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



Prime Minister Rishi Sunak visits North Devon District Hospital



Prime Minister Rishi Sunak with a patient in the Coronation Suite at NDDH

We were delighted to welcome Prime Minister Rishi Sunak to North Devon District Hospital in September to demonstrate how two new facilities are helping us to recover our waiting lists and improve the care we provide to patients.

The Prime Minister was taken to our Jubilee Ward, which opened in July 2022 and cares exclusively for inpatients having elective orthopaedic surgery such as knee and hip operations, allowing us to protect the clinical space for this type of care. The ward saw 850 patients in its first year and provides support to patients across Devon.



Prime Minister Rishi Sunak with staff on Jubilee Ward at NDDH

He also visited our Coronation Suite discharge hub, which opened in July 2023, and provides a space for patients to wait to go home when they no longer need a hospital bed. The suite, which was built as part of a national package to support hospital discharge, has been a huge success, seeing more patients in its first week of operation than we saw in a month in the previous temporary discharge lounge.

As well as demonstrating the impact of these new facilities, the visit was an opportunity to highlight our plans to redevelop North Devon District Hospital as part of the New Hospital Programme.

Dame Shan Morgan, Chair of the Royal Devon University Healthcare NHS Foundation Trust, said: “It was a pleasure to welcome the Prime Minister to our hospital to recognise all of the incredible work of our colleagues, and we are hugely positive that he reaffirmed the Government’s commitment to our hospital, so it can continue to provide excellent care to local people in the years to come.”

Catch up on our Members’ Event and Annual Members’ Meeting

We held our formal Annual Members' Meeting on Wednesday 27 September, where we reviewed our financial, operational and quality performance in 2022/23.

At the members' event earlier in the day Dr Liz Wilkinson, Clinical Transformation Director, and Chris Crow, Divisional Director for the Nightingale Hospital, talked about some of the work we are doing to transform and recover our waiting lists.



We asked members for their views in focus groups and we've taken away some hugely helpful feedback about how we communicate with our patients – and how we get the news out there about the work we are doing.

You can catch up on the event here:

- [Watch the talk from Dr Liz Wilkinson, Clinical Transformation Director, and Chris Crow, Divisional Director for the Nightingale Hospital](#)
- [Watch the Annual Members' Meeting](#)

We hold member events twice every year. If you or anyone you know would be interested in future events, please encourage them to [sign up to be a member](#) to receive invitations direct to their email address, as well as other member benefits.

Nine new governors appointed following recent elections



We're delighted to welcome nine new governors (five public and four colleagues) to our council and can confirm three current governors have been re-elected, following the election held in August and September. [Read more about your new governors on our website.](#)

The results are:

- **Eastern constituency**
 - Heather Penwarden and Kay Foster, re-elected for terms of three years
 - Nigel Richards, elected for a term of two years
- **Northern constituency**
 - Quentin Cox and Sue Matthews, elected for terms of three years
 - Avril Stone and Brenda Pedroni, elected for terms of one year*
- **Staff constituency**
 - Naomi Hallett and Zoë Harris elected for terms of three years
 - Simon Leepile has been re-elected for a term of three years
 - Clare Stevens and Emily Partridge elected for terms of one year

The full report of voting can be viewed on the Trust website [here](#).

Our new governors began their terms of office at our Annual Members' Meeting on Wednesday 27 September. You can read more about the work of our governors [here](#).

*Please note, following the resignation of Bob Deed in August 2023, partway through the election process, the Council of Governors took the decision under the Royal Devon's Constitution to include the remaining one year of his term in this election. The number of posts in the Northern constituency therefore increased from three to four and the candidate receiving the fourth highest number of votes from the constituency members was duly elected for a term of one year.

Wow – more than 500 entries received for our Extraordinary People Awards



Nominations for our [2023 Extraordinary People Awards](#) closed on Sunday 24 September. Thank you for your incredible response to our call for submissions – we have received 546 nominations.

Every colleague or volunteer who has been nominated will receive a certificate recognizing the extraordinary work they have been nominated for.

Our judging panels will now select our finalists from a shortlist of the nominations. All our finalists will be invited to a special celebration event at Sandy Park, Exeter, on Thursday 30 November 2023, where the winners will be announced.

We would like to thank our event sponsors Nevada Construction, KJ Refrigeration, EX2, Sodexo, Westcountry Maintenance Services, and Channel 3 Consulting for their generous contributions. Thanks also to Peninsula Project Consulting, Softcat and Lympstone Manor for their donations towards the event.



There are further sponsorship or donation opportunities available. If you are interested in sponsoring us, please contact rduh.comms@nhs.net.

RAAC concrete: our Trust position

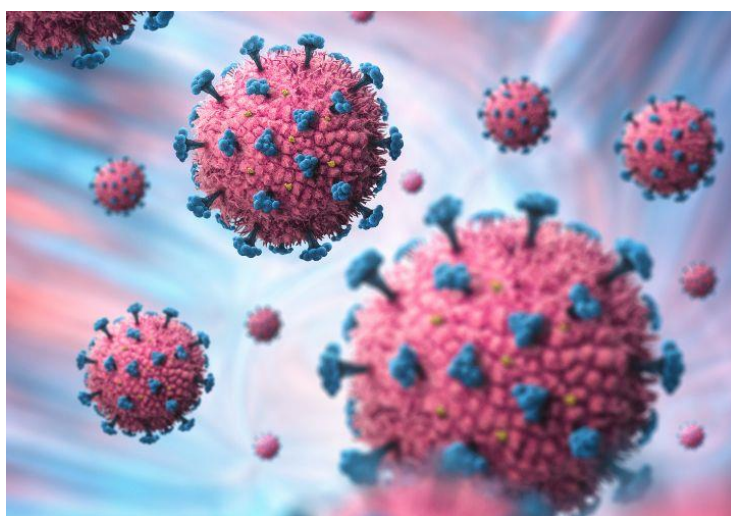
You may have seen in the news the concerns about public buildings made from reinforced autoclaved aerated concrete and the associated risks. All trusts were asked by NHS England to reassess their estates and report back.

We surveyed all of our sites in 2019 and following a reassessment, we reported to NHS England that we have a small amount of RAAC concrete present in the wall panels on our ground floor link corridor at NDDH.

A site visit in September with the NHS England technical expert confirmed our assessment, that the RAAC is in a good condition and is not load-bearing, so there is no structural risk associated with the RAAC for colleagues and patients. We want to assure our colleagues, patients and communities that we continually monitor the condition of our estate with regular surveys and visual inspection.



COVID-19 cases are rising – help us stop the spread by not visiting with symptoms and getting your booster if eligible



Please help us to help you and your loved ones by not visiting if you are showing any symptoms of respiratory diseases (including COVID-19 and flu) or any other infections like norovirus (such as diarrhoea and vomiting).

If you have an outpatient appointment and have symptoms of a virus, please call the number at the top of your letter to postpone your appointment.

Although it is not mandatory to wear masks we continue to have masks available for those who wish to wear them and would encourage people to use them across our sites.

COVID-19 booster

Our COVID-19 vaccination centres are now seeing eligible patients on both an appointment and walk in basis. You can check if you are in an eligible group [here](#).

Please see our [COVID-19 vaccination centre pages](#) on our website for more information and clinic details.



Royal Devon places joint second in national CQC survey for inpatient satisfaction

We're delighted to have ranked joint second nationally for inpatient satisfaction, alongside three other acute and general combined NHS Trusts.

The findings come from the latest Care Quality Commission (CQC) inpatient survey, which asked patients to say what they thought about their stay in hospital in 2022. The Royal Devon scored above the average for all Trusts for 47 of the 51 questions.

The survey results reveal that patients at the Royal Devon found their experience of the ward they were staying on to be 'better than expected'. When it came to being treated with respect, and being provided with information about procedures the Trust performed 'somewhat better than expected'.

The full survey results can be read here: www.cqc.org.uk/publications/surveys/adult-inpatient-survey

Nightingale Hospital Exeter reaches major milestone with cataract operations



In September, the Centre of Excellence for Eyes (CEE) at the NHS Nightingale Hospital Exeter successfully completed a cataract operation on its 1,000th patient, and has one of the lowest-recorded complication rates in the world.

Since opening in 2022, the CEE has been offering low-complexity high-quality cataract surgery to people across Devon, and this latest milestone highlights the vital work being done to help reduce the local waiting times for these procedures.

Margaret Main, the 1,000th patient to receive cataract surgery, said: "I've had two experiences with the Nightingale because I had both my eyes done in this hospital and I can say that the staff have been always wonderful, caring and very professional. If anyone has any worries about being operated on at the Nightingale Hospital, please do not. It's been a pleasure to have been operated in this hospital."

The centre, which recently completed 21 cataract operations in a day, also provides diagnostic imaging for monitoring and diagnosing glaucoma and medical retina problems, and a successful new pilot is making it quicker for patients to get their glaucoma diagnosis, reducing the initial appointment time from two hours to just 30 minutes.

Trailblazing diabetes initiative shortlisted for prestigious award

A breakthrough initiative devised by leading experts at the Royal Devon University Healthcare NHS Foundation Trust has been named as a finalist in the Quality in Care (QiC) Diabetes 2023 Awards.

The project, spearheaded by the Exeter Monogenic Diabetes team based at the Royal Devon, set out to increase referrals for genetic testing. This ambitious undertaking involved training a dedicated diabetes consultant and a diabetes specialist nurse for every NHS trust in England.

Since the project launched in 2021, over 1054 healthcare professionals have signed up to the specialist monogenic diabetes training programme. This has led to increased referrals, better diagnosis, and improved treatment, and many patients have been able to stop insulin injections and transfer to tablets.

The initiative has been driven by leading Exeter diabetes nurse, Professor Maggie Shepherd, winner of the [2023 international Aster Guardians Global Nursing Award](#).

You can read more about this important award and initiative on our [website](#).



The Royal Devon spearheads international guidelines for better hernia care

A ground-breaking project led by specialists at the Royal Devon is set to revolutionise care for patients with a common type of hernia.

Developed in close collaboration with leading healthcare professionals and patients across Europe, the European Incisional Hernia Guidelines are designed to empower surgeons and primary care practitioners with robust and evidence-based recommendations, streamlining the assessment and treatment of incisional hernias.

This will ultimately lead to improved outcomes for patients such as faster recovery from surgery, less likelihood of incisional hernias reoccurring, and better long-term health.

Read more about this important work and collaboration on our [website](#).

NHS New Hospital Programme: do you have experience of care in one of our Intensive Care Units?

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 recent experience of:

- Being a patient in an Intensive Care Unit
- Caring for a loved one who has been a patient in an Intensive Care Units.

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 31 October 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/HfpGw8G2E1> to book a place at either session.

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

Local updates



Ifracombe minor injuries weekend service extended until March 2024



To support local residents in North Devon to access urgent care more easily we are pleased to confirm that the Ilfracombe weekend MIU service will be continuing to March 2024.

Until Sunday 31 March 2024 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. People should call NHS 111 or call ahead to the GP practice first as they may be directed to a more appropriate service for their 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.

Please be assured that the Royal Devon and the Integrated Care System for Devon are committed to providing local urgent care services within Northern Devon and we continue to work closely with them to find alternative interim ways of providing local healthcare services.

For more information on how to get the care you need [click here](#).

Devon Sexual Health - additional clinics now available in Brixham and Tiverton

New sexual health clinics are available in Brixham and Tiverton – details below. For other sexual health advice, including HIV support, please contact the main Devon Sexual Health clinics based in Exeter, Barnstaple and Torbay. More information on clinics and the services offered by Devon Sexual Health is available at:

www.devonsexualhealth.nhs.uk.

Brixham

A new weekly contraception clinic is now open at the Brixham Community Hospital, Greenwood Road, Brixham. The clinic offers long-acting reversible contraception methods such as the contraceptive coil and contraceptive implant.

Appointments are available on Fridays from 9.30am – 12.00pm and are available to book via the Torbay sexual health clinic on 0300 303 3989.

Tiverton

The Tiverton clinic is held every Wednesday from 1–7pm, at the Tiverton and District Hospital, Kennedy Way, Tiverton.

The clinic is appointment-only, and provides free and confidential sexual health services, including: wide range of contraception options (pills, coils, injections and implants); PrEP provision; unplanned pregnancy advice; STI testing and treatment, plus help with partner notification.

Appointments are available via the Exeter Devon Sexual Health service on 0300 303 3989.

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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