



Latest news for our members and stakeholders

October 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.

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Key updates



Thank you for coming to our Members' Event and Annual Members' Meeting

On Wednesday 28 September we held a Members' Event and our formal Annual Members' Meeting (AMM).

This was a momentous occasion for us in many ways – it was our first face-to-face members event since 2019 and our first attempt at doing it in a hybrid way (simultaneously face-to-face and online). It was also our first formal AMM as the Royal Devon (following the integration of Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust in April 2022).

It was fantastic to see members, whether in the room or on the screen, and have the opportunity to talk with you about some of our latest and biggest developments.



If you weren't able to attend and would like to catch up, you can use the links below.

In our first member session, we heard from Professor Adrian Harris, Chief Medical Officer, Dr Chris Mulgrew, Consultant Nephrologist and Chief Clinical Information

Officer for our Eastern services, and Phil Luke, Director of Service Improvement. They spoke to members about how we are improving and transforming care with our electronic patient record system. You can catch up through the links below.

- [Video introduction from Professor Adrian Harris](#)
- [Video recording of meeting](#)
- [Presentation slides](#)

We then spoke to members about the changing public perception of the NHS and what it means for us. We had some really good conversations. Understanding your views is really important as it helps us make the best decisions for our local communities. You can read a summary of what we heard by clicking the link below. These themes will be shared with our Board of Directors and with our Governors.

- [Summary of focus group discussions](#)

We then moved to our formal Annual Members' Meeting. You can view the recording through clicking the link below.

- [Video recording of meeting](#)

Questions asked at the AMM and the responses to them will also be published shortly on our website [here](#).

World-first national genetic testing service launches at the Royal Devon

A world-first national genetic testing service launched at our Royal Devon laboratory on Wednesday 12 October. The service is the result of a collaboration between the Royal Devon and world-leading research groups at the University of Exeter, alongside clinicians and academics worldwide.

Through the service, the NHS will be able to diagnose and potentially save the lives of thousands of severely ill children and babies within days rather than weeks, through rapidly processing their DNA samples.

Suzanne Tracey, Chief Executive Officer, said: “Genomic medicine has a very important role in delivering personalised healthcare and treating disease, which is one of the reasons why the Royal Devon is so committed to embracing new technologies and translating research discoveries into novel diagnostic approaches, treatments and interventions.

“We are extremely proud of this world-leading service for acutely unwell babies and children. This innovative new test is an exemplar of how effective partnership working can transform patient care.”

[Read more on our website.](#)

Say hello to your new governors

The following governors have officially joined our [Council of Governors](#), starting their terms of office at our Annual Members' Meeting on 28 September. We are looking forward to working with them!

Eastern constituency

- Rachel Noar (re-elected) for three years

Northern constituency

- Catherine Bearfield for two years
- Dale Hall for two years
- George Kempton for three years
- Carol McCormack-Hole for three years
- Jeffrey Needham for three years

Southern constituency

- Gillian Greenfield for three years
- Richard Westlake for three years

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



Top row (left to right): Rachel Noar, Catherine Bearfield, Dale Hall, George Kempton

Bottom row (left to right): Carol McCormack-Hole, Jeffrey Needham, Gillian Greenfield, Richard Westlake

To contact a governor please email us at rduh.royaldevonmembers@nhs.net, stating who your message is for.

Remember, governors act as a collective to represent the views of their local communities. They don't represent individual cases.

If you have questions or concerns about any aspect of your treatment or care, please contact our [Patient Advice and Liaison Service \(PALS\)](#).

Nominations have now closed on our most recent governor elections. We are now reviewing the nominations and planning for any elections that need to take place – watch this space.



Devon Sexual Health launches new online ordering for condoms through the C-Card scheme

Registered C-Card holders aged 16-24 can now order condoms online and get them delivered to their home or a collection site.

C-Card Devon & Torbay is a local scheme open to all young people aged 13-24. Once registered, C-Card holders who are over the age of 16 can also order free condoms online and get them delivered to their home or collection points, which include a number of schools, universities, colleges and youth clubs across the region.

Alison Wesley, Senior Nurse and C-Card lead at Devon Sexual Health says: “A C-Card empowers young people to take control of their sexual wellbeing and make more informed choices regarding contraception and sexual consent, and it's great news that we can now offer online ordering of condoms through the Devon & Torbay C-Card scheme.

“We are keen to work with more venues, including youth clubs and pharmacies, to increase the number of places where young people can register for a C-Card and collect condoms. If you have a site which can support this important scheme, please see our website or call 01392 284965.”

More information about the C-Card scheme, including registration details and how to order condoms online, can be found [here](#).

Volunteers wanted to help us inspect and improve our hospitals

We are looking for people to take part in PLACE inspections. Have you got a few hours spare to help us?

Patient-led assessments of the care environment (PLACE) inspections put the patient voice at the heart of assessing and improving the hospital environment.

An assessment team, made up of at least 50% patients and representatives, will visit some of our hospital sites and assess how well the hospital environment supports patient's needs.

We have recently completed inspections at some of our hospitals in Exeter, Mid Devon and East Devon.

We are carrying out our next PLACE inspections from 21-25 November at the following hospitals:

- North Devon District Hospital
- South Molton Community Hospital

If you are interested in becoming a PLACE patient assessor for these inspections, please contact the patient experience team on ndht.patientexperience@nhs.net by Friday 28 October.

Find out more by reading the full role description [here](#).



Team Royal Devon week will celebrate our staff

From 17 – 23 October 2022, we will be holding our very first Team Royal Devon week.

One of our four CARE objectives within [our new Trust strategy – Better Together](#) – is making the Royal Devon a great place to work. We want to do that by creating a culture and environment which retains, develops and supports our colleagues, whilst also attracting new people to join our team.

Our Team Royal Devon Week supports this commitment. We are offering a series of events, discounts and giveaways to our staff, as well as information on our staff benefit, health and wellbeing and inclusion offers.

We will also shine a spotlight on how we work all together across our huge organisation – as Team Royal Devon – to do the best for our patients, local communities and each other.

We're looking forward to the week and celebrating the dedication, skill and sheer brilliance of our large and diverse workforce. Look out for more!

Royal Devon holds successful interview days for healthcare support workers and support staff

We held interview days for healthcare support workers in September in both Barnstaple and Exeter and made 83 offers on the day to successful candidates.

Healthcare support workers work across a variety of settings and include roles like healthcare assistants, theatre assistants, and midwifery assistants.

In Exeter we also interviewed for other support services and administration positions and made 50 offers for people to join us in administration, catering and domestic services.

It was really exciting to see people with a variety of experiences and backgrounds keen to work at the Royal Devon.

Seven community nurses graduate from the first new bespoke district nursing course held in Devon for 15 years

Seven Royal Devon community nurses have qualified as district nurses, helping to support people to live more independently in their own homes.

On Friday 23 September, the nurses graduated with a Post Graduate Diploma in District Nursing at a Masters Level. Delivered through a collaboration with Plymouth University, this is the first new bespoke district nursing course to be taught across the peninsula in more than a decade.

Carolyn Mills, Chief Nursing Officer at the Royal Devon said: “Our district nurses make a difference to the lives of the people they visit every single day, providing complex care to patients and support for their family members. Recognising the vital role that district nurses have, we developed this Post Graduate course in collaboration with Plymouth University to help us better meet the needs of local people.

“We are really passionate about developing the skills of our expert workforce and we are delighted that seven of our community nurses have successfully completed this course.”

[Read more on our website.](#)



Some of our community nurse graduates

R Recovering for the future



COVID-19 autumn booster vaccination programme begins

The seasonal COVID-19 booster vaccination programme began in mid-September, initially offered to over 75s and health and social care workers.

The programme has quickly rolled out, so now you can have a seasonal booster dose (autumn booster) of the COVID-19 vaccine if you are:

- aged 65 or over
- pregnant
- aged 5 and over and at high risk due to a health condition
- aged 5 and over and at high risk because of a weakened immune system
- aged 5 and over and live with someone who has a weakened immune system
- aged 16 and over and a carer, either paid or unpaid
- living or working in a care home for older people
- a frontline health and social care worker

Others, including those aged 50 to 64 who are not at higher risk, will be able to get their booster later in the autumn 2022.

How to get your booster

To get your autumn booster, you have a couple of options. The first is to [book your appointment here](#) at a vaccination centre or pharmacy. The second is to [find a walk-in vaccination site here](#), which doesn't require an appointment but how long you wait will depend on the capacity of the team located there.

Vaccinations for those who live in a care home for older people can be arranged with the care home manager.



Launch of 'getting you home for lunch' initiative

We launched a new initiative called 'Getting you home for lunch' at the start of September. While patients will only leave hospital when it is safe and hospital care is no longer needed, we know that the best place for recovery is in the comfort of a patient's own home.



We plan wherever we can to get patients home or transferred to our discharge lounge before lunchtime.

Getting patients home for lunch:

- improves the experience and means patients are more awake at the time of discharge
 - reduces unnecessary delays
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- is safer and more convenient for patients/families/carers
- improves access to other services if required (e.g. pharmacies / shops)
- helps us accommodate new patients who need to be admitted

To help our patients, their families, carers and/or friends understand what they should expect from us regarding discharge, we have produced a new [patient guide to discharge information leaflet](#).

This includes a helpful discharge checklist and questions to ask during a hospital stay, to help patients get home smoothly.

Access your hospital health information via MY CARE

Now we have a single patient record in place, we can offer patients more visibility and control of their own care. We are now encouraging patients to sign up to a new app called MY CARE.

MY CARE can be accessed on your mobile phone, desktop or tablet and gives you an up-to-the-minute picture of your care arrangements whenever you need it. Day or night, at home or abroad, you can access your hospital health information via MY CARE.

As well as through an app, you can also access MY CARE via your web browser.

[Click here](#) to find out more and to [sign up](#) and download the app.

We will soon launch a campaign to encourage more patients to use MY CARE and explain the benefits. Look out for further updates – coming soon!

Local updates



Ilfracombe minor injuries weekend service to continue until 2023

To support local residents and visitors in North Devon to access urgent care more easily we are pleased to confirm that the weekend MIU service put in place over the summer in Ilfracombe will be continuing through to March 2023.

Until 31 March 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.
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- 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 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.



Minor injury?
Visit our minor injury service
this weekend in Ilfracombe.

Sidwell Street Walk-in Centre temporary closures to continue until further notice

Due to staffing shortages, which are being experienced in Exeter and across Devon, the Sidwell Street Walk-In Centre will be closed each Monday and Thursday until further notice.

We will strive to restore the service to seven days as soon as possible, and we apologise for any inconvenience the temporary closures may cause.

If you have a minor illness, please visit your local pharmacy, which can offer expert advice and a fast route to medication for many minor ailments. You can find your nearest pharmacy and check normal opening times [online](#).

For more serious illnesses or injuries, people can use NHS 111 online or by phone for advice.

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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One  **Devon**

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

