



Latest news for our members and stakeholders

May 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



Two weeks to go until our members event – speakers now confirmed!

Our next members' event will be hosted for the first time in North Devon, at **Barnstaple Library** on **Wednesday 17 May** from **1.30pm-4.30pm**. All are welcome.

We are delighted to confirm our speakers for the event.

Dr Alison Moody and Vicki Fillingham, two of our chief information officers, will be talking about [MY CARE](#), which provides you with better access to your hospital records.

Our [virtual ward](#) is helping patients to leave hospital earlier and Jenny Musgrave, clinical nurse manager, will be explaining how this works.

Dr Stuart Kyle is our clinical lead for outpatient transformation and he'll be talking about how the Trust is using digital technology to transform outpatient care.

You'll have the opportunity to learn more about our plans to redevelop North Devon District Hospital as part of the Government's New Hospital Programme (NHP), Nicola Brewer, [Our Future Hospital](#) programme manager, will be joined by Lindsay Stanbury, programme operational lead.



At the event, you'll also be able to:

- Meet some of [your Governors](#) in person, to find out how they are representing you and to tell them about the healthcare issues that matter to you
- Talk to staff and partners at a variety of stands, including our transformation team, sustainability team, the team behind the new South Molton Eye Centre, Devon Carers and Healthwatch Devon

If you can't make our event face to face, don't worry. You can take part in most of the event online instead. Take a look at [our event page](#) for full timings for the event and to book your place. You can also get in touch with our team to book your place – email rduh.royaldevonmembers@nhs.net or call 01392 403977.

We hope to see you there!

Spring COVID-19 vaccination programme



The NHS spring COVID-19 vaccination programme has now launched and the Royal Devon University Healthcare NHS Foundation Trust are providing vaccinations across Mid, East and North Devon.

The spring campaign aims to protect the most vulnerable, including over 75s, those with a weakened immune system and older adult care home residents. Those living in care homes are already being vaccinated by NHS teams visiting homes to offer protection.

Others that are eligible can book an appointment via the [National Booking Service](#) or NHS App. Text messages and letters will also be sent to those without the app or not actively using it.

More details are available on our [website](#).



NHS Rainbow Badge – how well do we look after our LGBT+ patients?

We're working with NHS Rainbow Badge to assess, understand and improve barriers to healthcare for LGBT+ people. As part of this we're looking for input from anyone who has had an appointment at the Royal Devon within the last 12 months.

We are asking people to let us know their experience as an LGBTQ+ patient using our services. You can do this by completing this short survey before Wednesday 24 May: NHS Rainbow Badge patient survey <https://www.smartsurvey.co.uk/s/3BLNW7/>

The results of the survey will help us identify what we do well and those areas that we need to improve.

The Rainbow Badge programme, survey and analysis is a collaboration between the [LGBT Foundation](#), [Stonewall](#), the [LGBT Consortium](#), [Switchboard](#) and [GLADD](#) and has been commissioned by NHS England.



Catch us at the Devon County Show: 18, 19 and 20 May

We'll be attending the Devon County Show this year to showcase the wide range of roles available at the Royal Devon.

Pop by our stand to meet colleagues from a whole range of professions, with talks and demonstrations taking place every hour. We'd love to see you.

Community Nursing recruitment event, Tiverton & District Hospital, Saturday 13 May

If you know someone who is passionate about patient care and wants to make a difference in their community, we have a number of roles available in our community teams.

We're running a community nursing event on Saturday 13 May between 9:30am and 12:30pm at Tiverton Community Hospital – please share with anyone you think might be interested.

Our community teams offer lots of opportunities to broaden skills and gain valuable experience working autonomously, all whilst enjoying great scope for career progression.

For more details and to apply visit: <https://bit.ly/41xSHmK>

R Recovering for the future



Please continue to help us to get your loved one home when they are ready

Our top priority is to help our patients get better and support them to leave hospital when the time is right, but we need the help of the public to do this.

No one wants to be in hospital for longer than they need to be. There is growing recognition that a lack of physical activity during hospital stays can be harmful for patients, especially in older people, and can lead to them being able to do less, as well as worsening any cognitive decline.

We want to do everything we can to ensure that our patients can leave hospital in a timely, comfortable and well-planned way, as we know that once people are well enough, the best place for them to recover is in the comfort of their own home. Our patients are only discharged when they no longer need hospital care and it is safe to do so.

[Visit our website](#) for more information.

E Excellence and innovation in patient care



Improving patient experience – major progress over the last year

It's one year since we launched our [patient experience strategy 2022-25](#), and despite the many challenges facing the NHS, we are hearing feedback every day from our patients that tells us the care we are delivering is 'outstanding' and 'amazing'. That our staff are 'friendly', 'caring' and 'understanding'. The majority of experiences are positive, and we are learning from the feedback we receive which is less positive.



We have made significant progress over the past year to improve patient experience at the Royal Devon, including:

- We have heard and discussed a patient/carer story at every Board of Directors meeting over the past year, bringing the voices of patients and their carers to the forefront of our conversations.
 - We are an early adopter of the new NHS Complaints Standards. We are leading the way towards a quicker, simpler and more streamlined complaint-handling service that helps us improve care and our patients feel respected.
 - As part of our commitment to carers we now include carer awareness training to staff, and offer free parking and meal vouchers to carers that support the cared for person as an inpatient.
 - We have strengthened our collaborative working with Devon Carers. We have made over 2,000 referrals to their hospital services team in the past year, helping thousands of carers get practical support after the cared for person is discharged from hospital.
 - We launched a new role for volunteers in the Emergency Departments at both RD&E Wonford and NDDH and are investing in the development of our volunteers by supporting them to complete the National Volunteer Certificate (NVC) programme.
 - We set up our patient experience committee, which includes representation from Healthwatch, Maternity Voices Partnership and our Council of Governors
 - We are celebrating where we have acted from feedback by including 'You said, we did' reporting into Performance Assurance Framework (PAF) meetings, our patient experience operational group, and our patient experience committee
 - We have made our 2022-25 patient experience strategy available in alternative formats. There is a [summary document](#), a [full strategy document](#), and an [accessible patient experience strategy](#) (compatible with screen readers)
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We know there's more to do but we are committed to improving patient experience at the Royal Devon. We are busy finalising our plans for the next year and you'll be sure to see updates in future issues of this newsletter.

Local updates



Sidwell Street Walk-In Centre returns to seven-day service

In September 2022, we made the difficult decision to temporarily reduce the Sidwell Street Walk-In Centre in Exeter's opening times because of complex staffing challenges.

We are pleased to announce that in April, the centre returned to a seven-day a week service, opening Monday – Sunday, 8am-8pm.

Thanks everyone for your patience and support.

Changes to patient and visitor hourly parking fee options from Monday 1 May 2023

From Monday 1 May, changes have been made to the hourly parking fee options for patient and visitor car parks at North Devon District Hospital (NDDH).

We have reviewed our parking fees in order to bring our charging approach in line with other hospitals in the South West and to ensure that we can cover the cost of parking provision, which includes security, parking management and car park maintenance. Any additional income received contributes to patient care.

The changes have been made in line with British Parking Association guidance and local council tariffs – and North Devon District Hospital's parking fees remain the lowest at hospitals in the South West.

Information about the new fees at NDDH as well as details about our fees at our other larger sites is available [here](#).

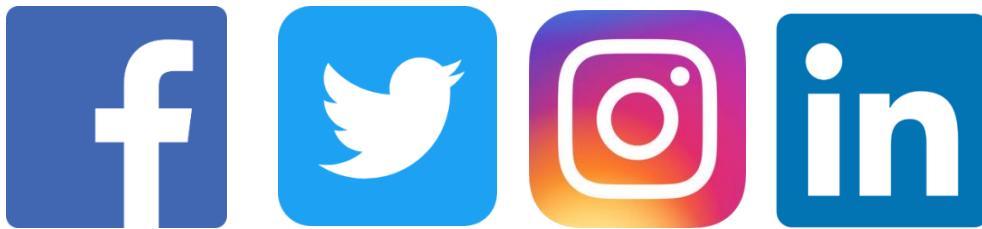
Visiting restrictions no longer in place

Visiting restrictions are no longer in place across our services Trust-wide.

You can read more details about visiting [here](#).

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