



## Latest news for our members and stakeholders

July 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

#### Royal Devon launches strategy for 2022-27: Better Together

The Royal Devon University Healthcare NHS Foundation Trust has launched its strategy for 2022-27, which sets out who we are as a new Trust, what we want to achieve over the next five years and how we will get there.

Our Trust strategy is called Better Together, because we truly believe we are better when we work with our patients, with our colleagues, with our members and stakeholders, and with our partners.

We know we are starting in a challenging place, but we have some significant opportunities up ahead, including new facilities and a Trust-wide electronic patient record. These will support our ambitions to become a leading digitally-enabled teaching organisation that delivers great care to our patients.

You can read the full strategy on our [website](#) or view the quick reference strategy on a page below.

**BETTER TOGETHER**  
Our Strategy 2022-27

**NHS**  
Royal Devon  
University Healthcare  
NHS Foundation Trust

**WHY? Our Mission**  
Working together to help you to stay healthy and to care for you expertly and compassionately when you are not

**WHAT? Our CARE Objectives** To deliver our mission, we are focusing on our four CARE objectives

**How? Our Values**  
Our four values set out how we will put our Strategy into practice by guiding how we behave

- C Collaboration and partnerships**  
We will work in partnership to improve the health of our communities
- A A great place to work**  
We will create a culture which retains, develops, supports and attracts people to work as part of a team to deliver patient centred care
- R Recovering for the future**  
We will deliver an equitable recovery and capacity for further change
- E Excellence and innovation in patient care**  
We will embrace new technologies and ways of working to deliver the best possible care and to enable people to stay well

- Compassion**
- Integrity**
- Inclusion**
- Empowerment**

## Shared electronic patient record system now live across the Royal Devon

On Saturday 9 July, we went live with our new electronic patient record, Epic, across our Northern services.

This is a huge digital milestone for our Trust. Having gone live with Epic across our Eastern services in October 2020, we will now be able to improve the experience for all of our staff, patients and carers, as all the information about our patients will now be in one secure place.

Your care will be better joined-up and you won't need to repeat the same information to different members of staff.

In addition, Epic will help us to better deal with the rural nature of our local area. For example, a shared patient record means that somebody who lives in Lynton could have a medication review with a consultant in Exeter remotely, saving them a long journey and improving their experience of our services.

[Read more on our website.](#)



**Staff at North Devon District Hospital using the new system**

### **First baby born at NDDH with an entirely digital hospital record**

Here is a picture of the first baby born at North Devon District Hospital since we launched Epic! Baby Persephone is the first person in our Northern services whose records will be entirely digital.

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## **NDDH's first baby with an entirely digital health record**

### **Sign up to the MY CARE digital patient portal**

Now we have Epic in place across our Northern and Eastern services, we can offer patients more visibility and control of their own care.

MY CARE, available as an app or via the web, brings all those interactions with your clinical team together into one place. You can see your upcoming appointments, certain test results, your prescribed medication and more.

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

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## **Members' events – what would you like to hear about?**

We are fast approaching one of the main events of our calendar – our Members' Event and Annual Members' Meeting!

Our Members' Event will be an opportunity for our members to hear directly from some of our staff about our latest and biggest developments. We will also have a focus group session where we'd like to discuss some key topics with you and get your feedback.

This will be followed by the formal Annual Members' Meeting, where you can hear more from our Board of Directors about our performance over the previous financial year and contribute your views. Our Annual Report and Accounts 2021/22 will be presented.

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We are currently planning this event for **Wednesday 28 September** and will share further details soon.

If you'd like to receive updates about our Members' Event and Annual Members' Meeting and aren't already a member, it would help to sign up. You can [sign up here](#).

We'd love to hear your thoughts about talks and topics for this and future events. What would you like to hear about? Let us know by completing our online form [here](#).

## Our people

### NHS celebrates its 74<sup>th</sup> birthday

The NHS marked its 74<sup>th</sup> birthday on Tuesday 5 July.

We took a moment to pay tribute to all our colleagues, past and present, who have always worked so hard to ensure we can deliver the best care possible to our patients.

**Suzanne Tracey, Chief Executive Officer, said:** "I'm really proud of staff across our whole organisation, our volunteers and our partners. The efforts you put in to support our patients and each other are nothing short of extraordinary.

"To celebrate and say thank you to our staff, we will hold a staff appreciation week from 26 September- 2 October. There will be a series of events taking place throughout the week, discounts and giveaways, and lots of information available about our staff benefits and health and wellbeing offers, as well as our inclusion activity.

"Thank you to you all and happy birthday to our wonderful NHS."





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## We're making it easier to apply for jobs at the Royal Devon

We have been looking at ways to improve the recruitment process for people who are interested in working at the Royal Devon, and on Wednesday 27 July we launched our new recruitment system, the **Career Gateway**.

The [Career Gateway](#) will make it easier for candidates to find and apply for a job at the Royal Devon, thanks to a number of features.

- Candidates can create a profile and upload their CV, making it easier to apply for jobs
- Candidates can receive alerts for vacancies and let us know if they'd be happy for us to approach them if we have vacancies that match them in future
- The system supports important steps of the recruitment process, such as signing contracts and reminders to complete pre-employment checks

Candidates looking for roles won't notice any change – they can search for jobs on [NHS Jobs](#) or through a search engine as usual and they will then be directed to our Career Gateway to apply.

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## Register for our healthcare assistant recruitment event

We're looking for people who are kind, caring and compassionate to their core. If this is you, then we'd love to meet you at our healthcare assistant (HCA) recruitment event!

- **When:** Saturday 13 August, 9am-1.30pm
- **Where:** The RILD, RD&E Wonford, Barrack Road, Exeter, EX2 5DW

We will be running a similar recruitment event in Barnstaple very soon.

On the day you can:

- Meet some of the team
- Learn about the different wards
- Take a hospital tour
- Find out about the pay and benefits package
- Hear about career development opportunities, training and support
- See how you can make a difference to patients' lives

[Click here](#) for more information about the event and to register.

When you register for the event you'll find two ticket options available:

1. Interview for healthcare assistant – please select if you would like to be interviewed on the day (please bring a CV with you)

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2. General Admission – please select if you want to find out more about the role before you apply

## The here and now

### COVID-19 update

#### Changes to visiting and wearing of face masks due to number of patients with COVID-19

The Royal Devon is seeing an increased number of patients with COVID-19 across our services and we are asking you to help us prevent the spread of COVID-19 in a number of ways.

#### Please wear a face mask

Across all of our sites, visitors are required to wear a facemask or covering in patient-facing clinical areas.

You are not required to wear a mask in non-patient facing areas such as corridors, restrooms and catering outlets, but this remains a personal choice and we encourage mask-wearing.

#### Temporary inpatient and outpatient visiting restrictions – Eastern services

We have taken the difficult decision to temporarily restrict visiting across our **Eastern services** (the **RD&E Wonford** and our **community hospitals across Eastern Devon**).

Please note that there are no visiting restrictions in place across our Northern services at this time.

Please refer to our [updated Eastern services visiting guidance](#) for full details about visiting a loved one in hospital or accompanying someone to an appointment.

#### COVID-19 vaccinations still available this summer - make sure you're boosted

First, second and booster doses of COVID-19 vaccinations are available this summer for anyone who has not yet had them.

Data suggests that those with a third dose are less likely to become sick.

Vaccinations are available at:

#### Exeter COVID-19 Vaccination Centre

- Greendale Business Park, EX5 1EW
  - Open 8.30am-7pm on a Tuesday, Wednesday and Thursday, and 8.30am-4pm on a Sunday
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## North Devon COVID-19 Vaccination Centre

- Tesco Taw View Extra in Barnstaple, EX31 2AS
- Open 8.30am-5pm on a Tuesday, Wednesday and Thursday, 8.30am-4pm on a Saturday, and 9.30am-4pm on a Sunday

There are also a number of local pop-up vaccination sites offering walk-in appointments – [click here](#) to find your nearest one.

An [autumn booster programme](#) was announced this month. The NHS will announce in due course when and how eligible groups will be able to book an appointment for their COVID-19 autumn booster.

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## Summer minor injuries service in Ilfracombe

This summer, a minor injuries service is available in Ilfracombe, North Devon. The service is in place every weekend until early September.

- **Where:** Ilfracombe Tyrrell Hospital, St Brannock's Park Rd, Ilfracombe, EX34 8JF
- **When:** 10am-6pm, Friday to Monday
- **What:** Walk-ins and NHS 111 referrals welcome (visit [NHS 111 online](#) or phone 111)



The Tyrrell Hospital in Ilfracombe

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## How to get the care you need



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## Minor injury this summer?



Choosing the right service when you are unwell or injured helps you to get the care you need as soon as possible. It also reduces pressure on emergency services, freeing them up to help those who need it most.

If you need urgent care but it is not critical or life-threatening, there are minor injuries units (MIUs) and walk-in centres available across Devon that can help you. The highly qualified staff can deal with a wide range of injuries, including burns, minor cuts and wounds.

[Visit our website](#) for a list of services available across Northern and Eastern Devon. Please note that a number of these services are not provided by the Royal Devon and may be subject to change.

### **Non-life-threatening emergencies - call 111**

If you're not sure which service is best for you, please visit [NHS 111 online](#) or phone 111 for guidance. It is available 24 hours a day, 7 days a week.

### **Life-threatening emergencies - call 999**

Call 999 and attend an Emergency Department in a medical emergency, when someone is seriously ill or injured and their life is at risk.

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## **Have you tried our RD&E Wonford Park and Ride service?**

If you are travelling to the Royal Devon and Exeter Hospital (RD&E) in Wonford, could you use our Wonford Park and Ride service?

Situated at Sowton (EX2 5GL), just off the M5 (Junction 30), our buses make getting to the RD&E Wonford site hassle-free.

The buses travel directly to the Wonford site, stopping at the Peninsula Medical School (RILD) and reaching the RD&E Wonford's main entrance in roughly 15 minutes\*.

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With an adult return costing £2 (£1.50 single), a child return costing £1 (80p single), and an English National Concessionary Travel Scheme (ENCTS) pass holder's return costing £1.50, the service is cost-effective, too.

For the latest timetables and up-to-date information on how to reach RD&E (Wonford), please [visit our website](#).

\*travel time depends on the time of day



## Embracing the future

### **Local people given greater voice as health and care partners become 'One Devon'**

Devon's health and care partners have formally come together in a new partnership that launched this month, with a responsibility to plan and deliver joined-up services that will improve the lives of people who live and work in the county.

One Devon – the name of the county's new Integrated Care System – will also give patients, charities and community groups an even greater voice in shaping local services.

The partnership brings together NHS and care organisations (including the Royal Devon), local authorities, the voluntary, community and social enterprise sector and Healthwatch.

Find out more about what this new partnership means on the [One Devon website](#).

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Hear from some of the people involved in One Devon in [this introductory video](#).



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## Follow the Trust on social media

Are you following the Royal Devon University Healthcare NHS Foundation Trust on social media?

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



You have received this email because you are important to us as either a member or stakeholder of the Royal Devon University Healthcare NHS Foundation Trust.

Would you like to receive this news direct to your inbox? [Click here](#) and complete the online form to become a member and receive our newsletter!

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# One Devon

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

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