



Latest news for our members and stakeholders

August 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.

In this update

Key updates

- Junior Doctor and consultant national industrial action – August 2023
- National New Hospital Programme roadshow visits NDDH
- Our urgent and emergency care services are trusted by patients, according to CQC survey
- Save the date: annual members' meeting and event

A great place to work

- Meet the Royal Devon team at the UK Careers Fair, Mercure Exeter Rougemont Hotel
- Community nursing careers roadshows future dates - please spread the word

Recovering for the future

- Successful glaucoma clinic pilot will mean patients are seen quicker

Excellence and innovation in patient care

- Barnstaple Community Maternity Hub official opening
- NHS Nightingale Hospital Exeter awarded for commitment to patient safety
- New Government consultation on visiting rights to be launched
- Celebrating 75 years of Innovation in the NHS
- Help #BePartofResearch

Key updates



Junior Doctor and consultant national industrial action – August 2023

The British Medical Association (BMA) is taking strike action involving junior doctors at a number of NHS trusts, including the Royal Devon, from 7am on Friday 11 August to 7am on Tuesday 15 August.

The BMA has also announced that consultants are planning to take strike action too on Thursday 24 and Friday 25 August.

The industrial action is a national dispute between the Government and Trades Unions about terms and conditions.

The safety of our patients and staff remains our top priority. We are committed to keeping disruption to services to a minimum on these dates and we have measures in place to ensure the safety and welfare of our patients and our staff.

Appointments – anyone who has an appointment at one of our hospitals during the strike periods is asked to attend unless they hear from us. Patients are asked not to call to check if appointments are still going ahead. We will be in touch directly if we need to rearrange appointments.

If you know someone who has an appointment during the strike period please share this information with them.

National New Hospital Programme roadshow visits NDDH



Pictured (from left) Dame Shan Morgan, Adrian Harris, Lord Markham, Karen Davies, Heather Brazier and Marsh Pullen on the NDDH tour

Health Minister Lord Nick Markham CBE and the national New Hospital Programme (NHP) team visited North Devon District Hospital on Wednesday 2 August to meet with colleagues, patients and stakeholders.

They toured the hospital, discussed the national vision for NHP, and learned more about the Trust's ambitions for futureproofing healthcare in North Devon as part of the programme.

Following the visit, Lord Markham said: "Thank you to everyone for the warm welcome to North Devon. It was great to be able to visit to understand more about the hospital and local area.

"I was particularly struck by the passion shown by the staff I met, which was on a whole other level - and the affection patients and the local community have for the hospital and its staff.

Read the full story [here on our website](#).

Our urgent and emergency care services are trusted by patients, according to CQC survey

Our urgent and emergency care services scored well in the latest national patient experience survey results, published at the end of July. Our scores were the highest in the country for some questions.

The Care Quality Commission's (CQC) urgent and emergency care survey asked people who visited the emergency department (ED) at either the Royal Devon and Exeter Hospital (Wonford) or North Devon District Hospital in September 2022 what they thought about their experience. The survey also included people who attended our MIU in Honiton.

Patients rated us highly for the following things:

- Patients being able to get help from staff if they needed attention
- Health or social care staff having information about patients' visit
- Staff telling patients what symptoms of their illness to watch out for when they are home
- Staff members explaining the purpose of medications in a way the patient can understand
- Staff giving patients enough information to help them care for their condition at home

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

Save the date: Annual Members' Meeting and Event

Our Annual Members' Meeting and our next Members' Event will be held on Wednesday 27 September from 1pm to 6pm at Petroc's Tiverton campus. If you can't make our event face to face, don't worry. You can take part online instead.

There are two parts to the afternoon and we very much hope you will be able to attend both sessions:

Our Members' Event

This is an opportunity for you to learn about the work we are doing to reduce our waiting lists and take part in a focus group to give us your feedback on important topics and questions.

The formal Annual Members' Meeting

Our Board of Directors will present our Annual Report and Accounts 2022/23 and talk about our performance over the last financial year. You will also hear from our lead governor, who will give an update on the work of the Council of Governors.

Further information, including the full programme for the afternoon, will be announced shortly, but in the meantime, you can reserve your place [here](#).



Meet the Royal Devon team at the UK Careers Fair, Mercure Exeter Rougemont Hotel

Are you or do you know someone who is waiting for college results, considering a career change, or looking to advance a healthcare career?

If yes, please come and talk to us at the UK Careers Fair on Wednesday 9 August, 10am – 2pm at the Mercure Exeter Rougemont Hotel. We'll be sharing the different opportunities we have on offer across the Trust and highlighting the careers that make a difference.

Find out more [here](#).

Community nursing careers roadshows future dates - please spread the word

Do you know someone who'd enjoy being a community nurse? Please help spread the word and encourage them to come along to one of our upcoming roadshows to find out about a career as a community nurse:

- Exmouth Hospital, Saturday 12 August, 9am – 12pm
- Honiton Hospital, Saturday 9 September, 9am-12pm
- NDDH, Saturday 7 October, 9am-12pm
- Okehampton Hospital, Saturday 4 November, 9am-12pm

More details are available on our dedicated community nursing events page [here](#).

You can also follow and share our careers social media posts to keep up to date on all the different career opportunities available at the Trust:

[Facebook](#), [LinkedIn](#), [Twitter](#), [Instagram](#)



Successful glaucoma clinic pilot will mean patients are seen quicker



A new pilot, which involves patients attending a short appointment for diagnostic tests which are later reviewed by a glaucoma consultant, is making it quicker for patients to get their glaucoma diagnosis.

The new process reduces the initial appointment time from two hours to just 30 minutes, providing a better experience for patients and giving clinical staff more time for those who have more complicated problems and require an in-person assessment.

The team are hopeful that expansion of this scheme will reduce the number of people needing to come into hospital so that patients can be seen quicker for their initial glaucoma assessment.

You can find out more [here](#).



Barnstaple Community Maternity Hub official opening



Jason Lugg, Director of Nursing - Northern services, who joined colleagues including Sally Bryant, Associate Director of Midwifery – Northern services and Carolyn Mills, Chief Nursing Officer at the Royal Devon, in cutting a ribbon.

New and expectant mothers in North Devon will now receive care in a new dedicated and upgraded facility in Barnstaple.

Royal Devon University Healthcare NHS Foundation Trust (the Royal Devon) officially opened its new Barnstaple Community Maternity Hub at Barnstaple Health Centre, on Monday 31 July:-

Women using the facility will be able to access a range of services, including:

- Ante-natal care with a named midwife
- Post-natal care
- Infant feeding support.

The facility has received a warm welcome by the first users of the hub. New mum Kirsty Cooling from Barnstaple, who visited the hub with baby Dexter, said: "It's brilliant. I really can't fault the service."

Nightingale Hospital Exeter awarded for commitment to patient safety

The Nightingale Hospital Exeter is celebrating after being named as a National Joint Registry (NJR) Quality Data Provider.

The NRJ monitors the performance of hip, knee, ankle, elbow and shoulder joint replacement operations, and the certificate scheme was introduced to offer hospitals a blueprint for reaching high-quality standards relating to patient safety and to reward those who have met registry targets.

Chris Crow, Divisional Director for the Nightingale Hospital Exeter, said: "This is a fantastic recognition for the Nightingale and a real accomplishment for our teams, and it will help us continue to ensure the care we provide is of the highest standard for our patients."

Full details [are available here](#).

New Government consultation on visiting rights to be launched

The Department of Health and Social Care (DHSC) has launched a consultation about visiting in care homes, hospitals and hospices.

The DHSC say they want to 'ensure that visiting (including accompanying people to hospital appointments) is protected and that it remains a priority for health and care providers so that patients and residents can receive visitors whenever it is reasonable and safe.'

They are asking for views to inform their decisions around making visiting rules mandatory for the good of service users.

You can find out more about the consultation including how to take part [here](#). It closes on Wednesday 16 August 2023.

Celebrating 75 years of Innovation in the NHS



Big Tea, an NHS 75 celebration in London hosted by NHS Charities Together.

A ground-breaking service developed and delivered by colleagues across the Royal Devon in partnership with the NHS England Genomics Unit and the University of Exeter has recently been recognised at a special NHS 75 Event, hosted in London by NHS Charities Together.

Thanks to the hard work and dedication of our fantastic teams, the world-leading rapid whole genome sequencing service (WGS) is a national service that has transformed the prospects for finding a diagnosis quickly, often in less than 7 days, for critically unwell babies and children in intensive care suspected to have a rare condition.

Dr Andy Parrish, Consultant Clinical Scientist and Head of the Exeter Genomics Laboratory and Professor Emma Baple, Medical Director of SWGLH and Professor of Genomic Medicine at the University of Exeter, attended along with very special guests, Baby Reuben and his family. Reuben was born critically ill, but thanks to the swift diagnosis of his genetic condition by the WGS service, he was able to receive a life-saving liver transplant and is now thriving.

Read the [full story on our website](#)

Help #BePartofResearch

The Royal Devon is proud to be a research-active Trust. Research helps the NHS provide better care to prevent and treat ill health. Working with universities, life sciences

and other partners, NHS staff look at all aspects of care delivery from new screening programmes to spot disease early, new medicines which target treatment based on patient-specific information and new ways of organising and delivering care.

If you would like to help, there are several clinical research studies, like REDEFINE 3 (see details below) currently recruiting participants across the Royal Devon, including at the [Patient Recruitment Centre: Exeter](#).

REDEFINE 3



The study, REDEFINE 3, is looking at a combination of two medicines. REDEFINE 3 is needed to help us understand how effective these two medicines are for reducing cardiovascular events, such as heart attacks and stroke. This study is funded and sponsored by Novo Nordisk.

To find out more about the REDEFINE-3 study, please visit www.redefine3.org.uk or contact the team at

duh.prcexeter@nhs.net / 01392 406289.

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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