

Latest news for our members and stakeholders

September 2024

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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You're invited to our Annual Members' Meeting and robotic surgery showcase

We are holding our next public event at the Royal Devon and Exeter Hospital (Wonford) and online via Microsoft Teams, on **Tuesday 1 October 2024, 12.30pm-4pm**.

All are welcome to come along and hear from our clinical experts, who will show you how they are carrying out surgery with the help of robots to improve patient care. We now have three robots at the Royal Devon and Exeter Hospital and one robot at North Devon District Hospital.

We will then have our Annual Members' Meeting, where the Board of Directors will talk about our performance over the past year, share our plans for the year ahead, and present the [Trust's Annual Report & Accounts 2023/24](#). You will also hear from our lead governor about the work of the Council of Governors.

A light lunch will be available. The event is free and open to all.

The event will be held in the Lecture Theatre of the RILD Building and online via Microsoft Teams. Places are limited, so please book in advance.

- [Book your place here](#)
- Or contact us – email rduh.royaldevonmembers@nhs.net or call 01392 403977

For details on how to submit a formal motion or submit a question for the Board of Directors to answer during the Annual Members' Meeting, please visit the Public Meetings and Minutes page on the Trust [website](#).



Riots, racism and violence – our response

Last month saw deplorable violence and intimidation in towns and cities across the UK. We wholeheartedly condemn the deliberate acts of violence and racism that have taken place and we want to make a clear statement about our values and behaviours as an organisation.

Inclusion is one of our core values and we take pride in having a diverse workforce and a culture that respects everybody. The values we hold, and the behaviours we expect from staff, students, patients and visitors, mean that we will not tolerate discrimination or abuse of any kind.

Our workforce is made up of talented and committed people from all around the world. Their diversity, expertise and skill are our strength and enable us to provide truly world-class services for people in need in our local communities.

It has been heartening to see many thousands of people come together to join protests against the violence and racism. But we know that some of our people do not feel safe coming to work and that is unacceptable.

Our priority is to build a culture at work where our people feel safe, healthy and supported. Whilst we have a wide range of support in place for our people we ask for your help in ensuring that all of our colleagues feel safe and welcome.

We expect people who use our services to treat those who are caring for them with courtesy, kindness and respect and vice versa. We will take action against those who do not.

We pride ourselves on being an inclusive and respectful community where we can all live and work safely. We believe very strongly that there is no place for hate in our homes, on our streets, in our clinics, in our hospitals, in our NHS or in our country.



Sam Higginson
Chief Executive Officer



Shan Morgan
Trust Chair

Join our Community Voices Groups and make a difference for your community

Are you part of a community group? Are you interested in what's happening at the Royal Devon and Exeter Hospital (RD&E), North Devon District Hospital (NDDH) and in our services across North, East and Mid Devon?

Our Community Voices Groups are a great way for you to make a difference for your community and get more involved in our work. If you have a couple of hours to spare every few months to meet with like-minded individuals and Trust representatives, why not join us?

We want to work in partnership with our community, so we're particularly keen to hear from those who are part of broader community groups and networks, so that we can connect with more people through you. Whether your group is large or small, it doesn't matter – the important thing is that you care about the NHS services that we provide and have something to say about them.

- Share feedback about our services and hear trusted information to take back to your group or network
- Hear the latest big news from the Trust and ask questions
- Provide views and opinions about our plans

We have two groups – our East group which focuses on the RD&E and services around Exeter and Eastern Devon, and our North group, which meets to talk about NDDH and services around Northern Devon.

If you're interested in joining us, please contact the engagement team at rduh.engagement@nhs.net or on 01392 403977.

Our Future Hospital programme launches new website

We are pleased to announce the official launch of the [Our Future Hospital programme website](#).

Our Future Hospital (OFH) is the programme we have established to develop North Devon District Hospital (NDDH), so that it can continue to deliver high-quality health and care services to local communities across North Devon. It was set up following NDDH's inclusion in the Government's New Hospital Programme (NHP).

[The new website](#) features the latest programme information, with images, videos, and an online community area where members of the public can have their say on the future of NDDH.

Pledge your support

Visitors to the website can also join a growing list of people who have pledged their support to building a better hospital in North Devon. Signing the pledge takes five minutes of your time, and can make a big difference to the OFH programme.

We hope you enjoy the new website and learning more about this incredibly important programme.

We welcome any feedback or questions you might have about OFH. If you would like to get in touch with the OFH team, you can email rduh.ourfuturehospitalniddh@nhs.net or call and leave a message on 01271 327774.



"I support building
a better hospital
in North Devon"

New parking tariffs at Devon's hospitals

We made some changes to our parking in August, meaning patients and the public will now pay the same to park at NHS hospitals across Devon. Car parking charges are regularly benchmarked against local authority car park charges, and as part of this review we have agreed to harmonise our approach to give simplicity and equity across all of Devon's hospitals.

There will be an increase to charges at our Royal Devon sites as a result of this, as follows:

- The first 30 minutes of parking will continue to be free
- Two hours parking will be £2.70, 3 hours will be £3.90, 4 hours £4.80, 5 hours £6.50, 6 hours £8.50, and 7 to 24 hours will be £15

Hospitals implementing the changes include the Royal Devon and Exeter Hospital (Wonford and Heavitree), North Devon District Hospital, Bideford Hospital, and Barnstaple Health Centre.

Chris Tidman, Royal Devon Deputy Chief Executive Officer, said: "We are bringing the cost of parking in line across Devon so that charges are the same for public and patients no matter which area they live in.

"We have maintained exemptions so that free parking remains available for those with greatest need such as disabled people, frequent outpatient attenders, parents of sick children staying overnight, and visitors of relatives who are gravely ill or have an extended stay in hospital.

"We know that car parking charges can be an emotive issue, but the income it provides is essential to firstly cover the costs of providing and maintaining our car parks, with the balance of the income being used to

support the Trust to provide patient care. So, unlike some other hospitals around the country who have outsourced their car parking, all parking income is retained by the Trust.”

We understand that paying for parking is difficult for some people and there are exemptions for certain groups of visitors published on the [site information pages](#) of our website.

Other news



Royal Devon colleagues are regional winners in the 2024 Parliamentary Awards

Teams and individuals at the Royal Devon University Healthcare NHS Foundation Trust are celebrating becoming regional winners in this year’s NHS Parliamentary Awards.

The awards recognise the outstanding contribution of NHS staff, volunteers and other health and care sectors and give members of parliament the chance to showcase the amazing people working in their constituency in the healthcare profession.

The Northern Devon Heart Failure Remote Monitoring Project, Belle’s Place Primary Care project and Louise Barraclough, Lead Nurse and Specialist Safeguarding Lead have all won regional categories in the awards, after being nominated by their local MPs.

Dame Shan Morgan, Chair of the Royal Devon, said: “I am delighted that our colleagues have been recognised in the NHS Parliamentary Awards for their extraordinary work, which is making a difference to patients. I am also extremely grateful to our local MPs for highlighting the amazing work of our healthcare staff, and I look forward to seeing them represent the South West at the national awards ceremony.”

Find out more about our winners [here](#).

Regional Winners!

NHS Parliamentary Awards 2024

Northern Devon Heart Failure
Remote Monitoring Project



Louise Barraclough



Belle's Place
Primary Care
project

Patients rate Royal Devon nine out of ten in national cancer patient experience survey

We are delighted that patients receiving cancer care rated their care higher than average in nearly all areas in the recent national cancer patient experience survey.

Overall, patient feedback was positive and when asked to rate their care out of ten, patients provided an average score of nine.

The Trust scored higher than the national average in ten areas, including receiving patient information and support from staff, administration of care and the care team working well together. Find out more [here](#).

Royal Devon consultant selected as Parliament's new research lead for health

Royal Devon consultant and University of Exeter professor, Dr David Strain, has been named as one of eight research leads, who will act as a bridge between the new parliament and the research community on health issues.

Professor Strain said: “This new role gives an exciting opportunity to be working with the new parliament to ensure that the latest research in delivering and maintaining health is understood and, where appropriate, translated into policy.”

Find out more about the role on our website [here](#).

Listening to your experiences through patient stories

Patient stories provide us with an opportunity to hear what it’s like to receive care from us. These stories are heard and discussed at our Board of Directors meetings and shared with staff across the Trust.

Our volunteers are invaluable in supporting the work of the Trust. They enrich the experiences of our patients through supporting staff to carry out a number of activities in the Trust. In [this story](#) we hear from Mark and Rosie, who volunteer in North Devon District Hospital and the Royal Devon and Exeter Hospital respectively. They discuss why they became a volunteer, what they do and how volunteering has brought them a sense of fulfilment and purpose.

Click on the image below to find out more.



You’ll see more stories in future issues of this newsletter and you can view other patient stories on our website [here](#).

If you have an experience of our services that you would like to share, please email the engagement team rduh.engagement@nhs.net.

Find out more about our Extraordinary People finalists

In August’s newsletter, we announced the finalists in our Extraordinary People Staff Awards. Thank you again for talking the time to nominate our staff for the amazing care they provide.

We welcomed entries from patients, visitors and carers in the 'Extraordinary Care' category, and we had a fantastic response. Here are a few of your nominations...

Midwife Rosie was nominated by someone supported during their labour at the Trust.

"Rosie was unbelievably calm (unlike me), and somehow, she got me from the car to the labour ward, I'm still amazed we even made it to the hospital! Rosie listened to me immediately, she knew exactly what I wanted and needed."

"Rosie was caring, compassionate, respectful, empowering, we will forever be grateful to her"

Angela from the catering team was nominated by someone who used our catering services at Royal Devon and Exeter Hospital (RD&E).

"Angela went over and above to look after me and to make sure I was ok (as I went to the canteen a few times very upset). Her caring and helpful attitude and her positivity to bring a smile to my face needs to be recognised.

I feel that all the medical staff are exemplary in their care for loved ones but when you are in hospital all day, every day, it is the whole of the hospital that look out for you - and it isn't just the medical team.

We all need an Angela when visiting RD&E."

A full list of our finalists is [available here](#).



Spotlight on organ donation

It's Organ Donation Week from 23-29 September, a time to reflect on what it means to give the gift of life to someone else.

To find out what's happening with organ donation at the Royal Devon, we sat down for a chat with Kathryn Somers (pictured left), Specialist Nurse for Organ Donation, and Bridie Kent (pictured right), Non-Executive Director at the Royal Devon and Chair of our Organ Donation Committees.



Why did you want to get involved in organ donation work?

Kathryn – organ donation incorporates my two passions of intensive care and end of life care. I love being a nurse on an intensive care unit (ICU), providing one-to-one care to patients. Something I learned as an ICU nurse was that you can only become an organ donor in ICU, due to the need for a controlled clinical environment, so that the body has all the oxygen it needs. This means, incredibly, that only 1% of the population die in a circumstance where you can actually donate an organ.

My other passion is about good end of life care. The two biggest things that happen in our lives are entering this world and leaving it, and I don't think we always give that second event as much focus as the first. We've got one chance to get it right, so we've got to think about it and talk about what we would want to happen, so that we can do our best by each other.

Bridie – organ donation has been dear to my heart for a long time. Like Kathryn I'm also an intensive care nurse by background, and I've been nursing for over 40 years. I remember being a junior nurse on ICU and it was in my first six months I came across organ donation – a young lad in a car accident. The thing that has stuck with me is that the events leading up to organ donation are always so tragic, it's never anything pleasant that requires people to be in ICU. Organ donation can be the one good thing to come out of truly tragic situations. I can remember every single organ donor and their families throughout my career, they make such an impression.

Read the full interview [here](#).

Our 2023/24 annual report and quality account now published

The 2023/24 annual report and quality account are [now available to view on the Trust website](#).

The annual report and accounts provide an overview of our financial and operational performance for the year, a review of activity across our services and our formal accounts.

Our quality account provides updates against our quality priorities for 2023/24 and sets out the priorities for the next year. It also provides an overview of what else we have been doing to improve the quality of care we provide.

Vaccines will save lives across Devon – here's the latest you need to know

New respiratory vaccine programme

The roll-out, which began in early September, includes both a vaccine for pregnant women over 28 weeks to help protect their newborn babies, a routine programme for those over 75, and a one-off campaign for people aged 75 to 79. Find out more including where to get your vaccination [here](#).

Autumn COVID-19 and flu vaccinations

Eligible groups for this year's autumn vaccinations have been confirmed as below:

COVID-19

- Adults aged 65 years and over
- Residents in a care home for older adults
- Individuals aged six months to 64 years in a clinical risk groups
- Frontline NHS and social care workers, and those working in care homes for older people

Flu

- Children aged two and three years on 31 August 2024
- Eligible school aged children (Reception to Year 11)
- Individuals aged six months to 64 years in a clinical risk groups
- Pregnant women
- Adults aged 65 years and over
- Those in long-stay residential care homes
- Carers, those in receipt of carer's allowance or main carer of an older or disabled person
- Household contacts of immunocompromised individuals
- Frontline health and social care workers

Plans for the Royal Devon vaccination programmes for COVID-19 and flu are being finalised and we will share updates soon about how you can get your vaccine. For more advice and information on eligible groups please click on these links:

[COVID-19](#)

[Flu](#)

Royal Devon Hospitals Charity news

Find out how you can support the Royal Devon Hospitals Charity [here](#).

Staff benefitting from new rest and recuperation area at RD&E

Your funding has made a huge difference to the anaesthetic department and intensive care at the RD&E.

Part of the anaesthetic library has been converted into an area for rest and recuperation for critical care doctors.

Consultant Anaesthetist James Simpson thanked donors and said the project had made a real difference to staff wellbeing and morale.



Fundraisers scale heights in Berry Beast Abseil

Well done to all the brave people who took part in the Berry Beast Abseil 2024 at Hartland on Sunday 4 August.

By facing their fears and taming the 180ft cliff face, they have literally gone over and above to raise funds for their local NHS!

Find out more about how you can fundraise for your local NHS [here](#).



News in brief



Royal Devon eye specialist appointed to national quality improvement programme

Dr Liz Wilkinson, a Consultant Ophthalmologist at the Royal Devon, Clinical Director of Transformation and for the Centre of Excellence for Eyes (CEE) at the Nightingale, Exeter, has been appointed to the role of clinical lead for ophthalmology in the national Getting it Right First Time programme. Find out more [on our website](#).

£2m research study is a global first for lung condition

We have been awarded £2m for a research study exploring treatment for a debilitating lung condition. Find out more about this exciting study [here](#).

Exeter researcher recognised for diabetes research

A leading researcher based at Exeter Genomics Laboratory at the Royal Devon has won a prestigious award for her contribution to the field of diabetes. Find out more about Dr Elisa De Franco's ground-breaking work [here](#).

New network set to improve lives of people affected by dementia

A new national dementia network involving leading researchers at the Royal Devon has been set up thanks to a £1.7million funding award. Read more on the [University of Exeter website](#).

Follow the Trust on social media

Follow our Facebook, X (formerly 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

