

Latest news for our members and stakeholders

June 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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Choose the right service to get the care you need when you need it

If you are unwell or injured choosing the right service helps you to get the care you need as soon as possible.

Peter Riou, Emergency Physician at the Royal Devon said “Please consider if attending an Emergency Department (ED) is the best option for you, your friends or loved ones, or whether you may be better seeking advice and help from one of our community healthcare services, such as Sidwell Street Walk in Centre or one of our Minor Injuries Units.

“We need to ensure ED services are available for those people who are extremely unwell and need urgent medical attention. If patients attend ED with conditions they could have managed with support from the excellent services available in the community, we use up valuable resources which could be better used to treat critically ill patients.”

Where to go – minor illnesses and routine care

- NHS 111 is available 24 hours a day, 7 days a week. It is a fast and easy way to access medical help and advice. Simply call 111 or visit NHS 111 online.
- Pharmacies can offer clinical advice and over-the-counter medicines and the new pharmacy first scheme launched this year offers professional healthcare advice and treatment for seven common illnesses.
- Your GP can provide medical advice, examinations, prescriptions and routine care for illnesses and injuries that aren't life-threatening.

Please call 999 and attend an ED in a medical emergency, when someone is seriously ill or injured and their life is at risk.

Please help us to communicate this information further by sharing with family, friends and the wider community.

Our Future Hospital open day: find out more about our plans

We are delighted to invite you to the **Our Future Hospital Open Day**, taking place at **1pm on Friday 12 July at North Devon District Hospital (NDDH)**.

The open day is the formal launch of Our Future Hospital, and we would be thrilled to welcome you to our hospital, so you can learn more about our plans for redevelopment.

It is set to be an exciting day, with a number of talks from Trust leadership and clinicians, and site tours where visitors can learn more about the areas of the hospital prioritised for upgrade. Guests can also visit exhibition stands from local organisations, and will have the opportunity to share their own experiences, stories, and memories of NDDH as we look to the future.

The event is **open to all members of the public**, so please do share this invitation with family and friends.

If you have any questions about the Open Day or Our Future Hospital, please contact rduh.ourfuturehospitalnorthernservices@nhs.net



Final chance to nominate in our Extraordinary People staff awards



Our Extraordinary People staff awards celebrate the wonderful colleagues and volunteers working across Royal Devon and the difference they make to the lives of our patients.

We are inviting nominations in our Extraordinary Care Category, which aims to recognise those colleagues who provide exceptional patient care and kindness or outstanding professional expertise.

You can nominate an individual, team or volunteer who you believe should be recognised for their extraordinary care and commitment [here](#).

Dame Shan Morgan, Chair of the Royal Devon said: “I’m so delighted that our Extraordinary People Awards give us the chance to recognise our amazing colleagues who strive every day to deliver excellent care to our patients and their families.”

“We had over 500 nominations last year, so I encourage you to nominate those hospital staff and volunteers who have gone the extra mile in providing care at the Royal Devon.”

Nominations close this **Sunday 9 June** and winners will be announced at a special celebration event at Sandy Park, Exeter, on **Friday 4 October 2024**.

What did your governors achieve in 2023/24?

Our council of governors has been busy. All but two of our governors are elected by our public members and colleagues to represent you and your interests. We wanted to let you know what they’ve been up to over the past year.

The council of governors has an important relationship with the non-executive directors who sit on the Board of Directors, the highest level of the organisation. In the past year they shortlisted candidates and

appointed Professor Tim McIntyre-Bhatty to join the Board as Non-Executive Director, and reappointed three other non-executive directors.

They also approved the non-executive directors' recommendation to appoint Sam Higginson to be the new Chief Executive Officer of the Royal Devon.

[Watch the video](#) below to see more of the important work they've supported over the past year. Find out more about our council of governors [here](#).

Did you know...that you can become a governor at the Royal Devon? Look out for more information in our July newsletter.



Other news



Spring booster vaccinations are still available across Devon

Thousands of vaccination appointments are currently available across Devon for the COVID-19 spring booster and our vaccination teams are urging those who are eligible to get vaccinated. COVID-19 is more serious in older people and in people with certain underlying health conditions. For these reasons, those

eligible are:

- People aged 75 years and over
- Those in care homes
- Those aged six months and over with a weakened immune system.

You will be invited for your booster, your GP may offer you the vaccine or you can book using [the NHS app](#) for [Apple](#) or [Android](#). You can also find your [nearest walk-in vaccination site](#) from the NHS website.

The [national booking system](#) is for public clinics for appointments up to Sunday 30 June.

Please visit our [online vaccination clinic calendar](#) for the most up to date clinic dates.

Digital appointment notifications through MY CARE making us more sustainable

A project to make appointment letters digital by default for patients who use the MY CARE app is making the Trust more sustainable. The project has already saved the printing and posting of 56,483 letters throughout February and March.

Since February, patients with an active MY CARE account are notified about any new appointment information in MY CARE by text message and/or email depending on their individual communication preferences. There is a post 'fall-back' to make sure that patients get essential appointment information.

The switch to digital appointment notifications has already saved the Trust £41,825.66 in print and post costs in just two months, which means more money to spend directly on patient care, and is also helping to reduce carbon emissions.

You can find out more [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.

In this patient story we hear from Phil, who was diagnosed with Leukaemia in June 2023. After an initial course of chemotherapy, Phil was offered further immunotherapy treatment which he could receive via a computerised ambulatory delivery device (CADD) pump. This enabled him to return home to his family and continue gentle activity.

The CADD pump vastly improved his quality of life and reduced the pressures on acute inpatient resources.

Click on the image below to hear Phil's story.



You'll see more of your 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 with our Board of Directors, please email the engagement team rduh.engagement@nhs.net

Celebrating our fantastic nurses and midwives

International Nurses Day and International Day of the Midwife took place during May, and provided us with an opportunity to recognise and celebrate the incredible work they do.

We recognised some of our nurses and midwives by featuring them across our social media channels and they shared their thoughts about their profession.

INTERNATIONAL NURSES' DAY 2024

NHS
Royal Devon
University Healthcare
NHS Foundation Trust

I have been in the UK for 21 years. I'm so proud to say that I'm an International Educated Nurse who originated from the Philippines.

Nursing have always been my choice of profession next to none. I was and will always be committed in delivering safe, excellent and quality care to the patients I look after.

I can say, being an international nurse was one of the best decisions and best choices I have ever made because I made friends, I found a second family and I work with an amazing team. We have so much to celebrate and we continue to embrace the challenges we encounter.



Susie Afos
Clinical Nurse Manager

#BestOfNursing
#IND2024

International day of the midwife always makes me reminisce about my midwifery journey.

I started my midwifery training 21 years ago and I can honestly say that I am so proud of my profession.

I have had a wonderful midwifery career so far, supporting many women and families antenatally, throughout labour and birth.

In recent years my passion has moved into improving the maternity service that we offer and helping make important changes to our services in my role as transformation midwife.

Jo Black



#IDM2024

Visit our [Facebook page](#) for more.

Devon NHS colleagues come together to support Exeter Pride

Colleagues from Royal Devon attended a sunny Exeter Pride on Saturday 11 May to celebrate and represent our LGBTQ+ community.

We recognise the importance of a visibly diverse organisation and know attending community events supports our colleagues, their families and friends and in turn ensures we deliver more inclusive and person-centred services to our patients.

It was a great opportunity to engage with our community and we would like to say a huge thank you to everyone who took part!



Whooping cough cases are rising: please help us to stay safe

Cases of whooping cough, (also known as pertussis) have been rising across England.

Uptake of vaccinations that protect against whooping cough have fallen in recent years across the country, in both the programme for pregnant women and the infant programme. Timely vaccination in pregnancy and in infancy are both important to protect vulnerable young babies from serious disease.

If you are pregnant and have not been vaccinated yet, or your child is not up-to-date with whooping cough or other routine vaccinations, please contact your GP as soon as possible, and if you or your child show symptoms ask for an urgent GP appointment or get help from NHS 111.

You can also access a vaccination if you are pregnant at the following Royal Devon locations:

- RD&E Wonford Clinic, open 9am–5pm, Monday to Friday. Please contact the team first on **01392 406540**.
 - North Devon District Hospital Antenatal Clinic, open 8am–6pm Monday to Friday. Please contact the team first on **01271 322600**.
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Royal Devon Hospitals Charity news

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

Bramble Ward gets jungle makeover

The children's ward at the RD&E (Wonford) has undergone a colourful animal-themed makeover.

The bright, fun new look has been made possible thanks to a generous donation by local businessman George Griffiths, who said he wanted to help make the ward more welcoming for poorly children needing care.

You can view a walkthrough of the newly improved Bramble Ward [here](#).



Refurbishment of Bereavement Suite

Thanks to public donations, we've been able to fund a refurbishment of North Devon District Hospital's Bereavement Suite.

The changes have transformed the way we are able to support families during what is an extremely difficult time.

Find out more from our Mortuary and Bereavement Lead Chris, by clicking on the video below

The suite officially opens on Friday 7 June.



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

