

Latest news for our members and stakeholders

March 2023

This newsletter has been written to update you, our members and stakeholders, with the latest news from across the Royal Devon University Healthcare NHS Foundation Trust.

Key updates

- Our next Members' Event is set for 19 April – book your place now
- Industrial action – latest news
- Public urged to help stop spread of norovirus

Collaboration and partnerships

- Royal Devon, Pluss and PETROC working together on Project SEARCH

A great place to work

- Royal Devon represented as British East and South-East Asian Communities celebrated at Buckingham Palace
- Upcoming recruitment events – save the date

Recovering for the future

- RD&E Wonford emergency department's new entrance now open

Excellence and innovation in patient care

- Have you signed up for our MY CARE App?
- First baby receives life-saving gene therapy on NHS

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- Royal Devon rated highly in Care Quality Commission maternity survey
 - Treatment starts at home - new campaign shows how to treat minor conditions

Local updates

- Installation of new bus shelters underway across RD&E Wonford
- Share your memories of North Devon District Hospital (NDDH) over the years

Key updates



NHS
Royal Devon
University Healthcare
NHS Foundation Trust

'Better Together' Royal Devon Members' Event

Barnstaple Library
And online (MS Teams)
Wednesday 19 April 2023

Our next Members' Event is set for 19 April – book your place now!

We're excited to announce we will be hosting our next Members' Event at **Barnstaple Library** on **Wednesday 19 April** from **1.30-4.30pm**.

Come and join us for a chance to hear from some of our senior clinicians about our latest and biggest developments. We'll be showcasing how we're using digital technology to transform the care we offer to our patients and asking for your feedback on how health care is changing and what you would like to see happen in the future.

What's more, this will be an ideal opportunity to meet some of [your Governors](#) in person and find out more about how they are representing the voice of your local community.

If you would like to join us but can't make it face to face, don't worry. You can take part in the event online instead.

Places are limited, so please book your place [online](#) or contact our engagement team at rduh.royaldevonmembers@nhs.net or on 01392 403977.

The full programme for the event will be announced shortly.

Industrial action – latest news

The British Medical Association (BMA) have announced that their members, who are junior doctors, have voted in favour of industrial action. The planned 72-hour strike will run between 13 and 16 March 2023.

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

Please note that the Royal College of Nursing's (RCN) planned strike action between Wednesday 1 March and Friday 3 March 2023 will not go ahead, as the Government and RCN have agreed to enter a process of intensive talks.

Help stop the spread of norovirus

Cases of norovirus are rising across the country and we are urging people to take steps to prevent the spread.

Tracey Reeves, Royal Devon Director of Nursing – Eastern services said: “We are seeing a significant increase in the number of norovirus cases across the Royal Devon. We are doing everything we can to try and minimise the impact of this, and the risk to patients and staff, but there are important actions people can take to help prevent the spread.

“The main thing people can do is to stay away if they have any signs or symptoms of norovirus – so if you are feeling unwell, have diarrhoea, vomiting or stomach cramps, please don't visit a hospital for at least 48 hours after the last symptom has gone.”

[Click here for more information.](#)



Project SEARCH internship scheme is going from strength to strength

An exciting scheme to help young people with disabilities into employment and independence is continuing to be a success and has been featured on BBC Radio Devon.

Project SEARCH is a collaboration between the Royal Devon, Petroc, and Seetec Pluss employment agency. It has been running at North Devon District Hospital for nine years and has helped 87% of its graduates into employment. We launched the scheme at the RD&E Wonford hospital in November 2022. This year, we have 15 interns Trustwide.

Students undertake a huge variety of placements – this has included catering, estates, communications, finance, IT, research and development, as well as a number of clinical services.

Interns receive training and support before and after each day's work placements. They also receive on-the-job support from dedicated job coaches and will complete three rotations of ten-week placements, across several departments and services.

You can [read the BBC news piece here](#).



Four Project SEARCH interns working in our Eastern services in maintenance, healthcare assistant, and administration roles, with staff from Pluss and Petroc



Royal Devon represented as British East and South-East Asian Communities celebrated at Buckingham Palace

His Majesty King Charles III and The Queen Consort Camilla hosted a reception on Wednesday 1 February at Buckingham Palace to celebrate the contribution of East and South-East Asian communities to the United Kingdom – to the arts, media, fashion, business, and healthcare.

Consultant cardiologists Dr Manish Gandhi and Dr Ash Kotecha, and clinical nurse manager Edmond Hernaez attended from the Royal Devon to represent healthcare professionals.



Upcoming recruitment events – save the date

We're on the lookout for even more caring and compassionate people to join our Royal Devon team.

If you, a friend or a family member would like to find out more about the opportunities on offer, please come along to our recruitment events and follow our Royal Devon Careers social media accounts for more information, including how to sign up for an interview.

- We'll be at Griffiths Civil Engineering and North Devon Council's **Recruitment, wellbeing and advice fair - Thursday 9 March**, 10am – 3pm, Green Lanes Shopping Centre, Barnstaple, along with lots of other partners
 - **Allied health professionals' careers insight event - Saturday 11 March**, 9.30am – 12.30pm, Medical Education Centre, Level 1, North Devon District Hospital, Barnstaple
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- **Operating theatres careers event - Saturday 11 March**, 9am-1pm, Heavitree Hospital, Exeter
 - **Recruitment event, healthcare support workers - Saturday 18 March**, 9am – 1pm, RILD Building, RD&E (Wonford), Exeter
 - **Recruitment event, newly registered nurses - Saturday 18 March**, 9am – 1pm, RILD Building, RD&E (Wonford), Exeter

To find out more about all these events, register your interest or secure an interview [please visit our careers website.](#)



RD&E Wonford emergency department's new entrance now open

The new main entrance and waiting areas of the Royal Devon and Exeter Hospital's Wonford emergency department (ED) opened on Monday 13 February. The entrance is no longer through the main hospital site, but via the entrance on Church Hill, which is where it was before the works started.

The new entrance and waiting areas, alongside other developments, will help to accommodate the increasing number of people accessing our emergency and urgent care services.

You can read more about the plans to fully transform the RD&E Wonford's emergency department over the coming months [here](#).



Have you signed up for our MY CARE app?

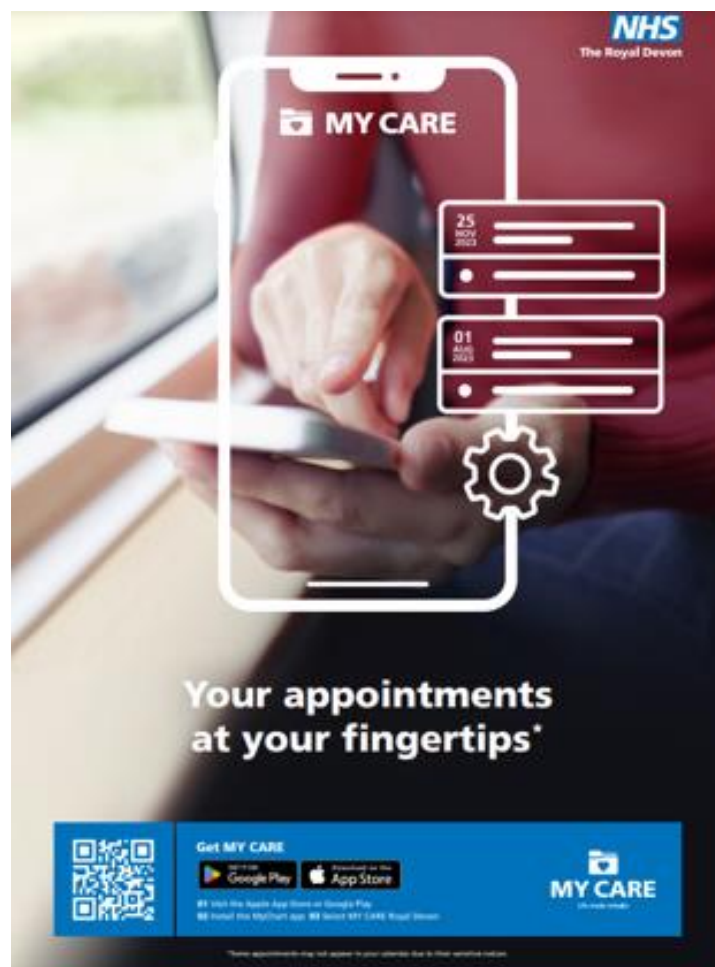
We've replaced the paper files and folders we used to keep for our patients with a new digital patient record system.

It means that every care team our patients visit will have quick, convenient and up to date access to their medical information – and this same information system is now available for our patients with our new MY CARE app.

MY CARE sits on a mobile phone or tablet through an app and can also be accessed via a computer. It brings a patient's medical information and interactions with their care team into one place. MY CARE allows patients to:

- See the results of most tests when they are available
- View their calendar for upcoming appointments
- Search for information on past appointments and clinical information provided by their care team
- Send a message directly to their care team if they have any questions
- Allow family members and loved ones access to healthcare and appointment information.

Find out more about the app and how to sign up [here on our website](#).



The advertisement features a central image of a person's hands holding a smartphone. The phone screen displays the 'MY CARE' app interface, which includes a calendar with two appointments: '25 NOV 2023' and '01 AUG 2023'. A gear icon is positioned below the calendar. The NHS logo and 'The Royal Devon' text are in the top right corner. At the bottom, there is a blue banner with a QR code, 'Get MY CARE' text, and icons for Google Play and the App Store. The slogan 'Your appointments at your fingertips*' is prominently displayed above the banner.

NHS
The Royal Devon

MY CARE

25
NOV
2023

01
AUG
2023

**Your appointments
at your fingertips***

Get MY CARE

Google Play App Store

MY CARE
The Royal Devon

*Some appointments may not appear in your calendar due to their sensitive nature.

First baby receives life-saving gene therapy on NHS

A 19-month-old baby girl called Teddi has become the first child in the UK to receive a life-saving gene therapy treatment for a fatal disorder.

The diagnosis was provided by a rapid gene test delivered by the NHS South West Genomic Laboratory, part of the national NHS Genomic Medicine Service. It resulted in Teddi getting treatment via a pioneering stem cell therapy and means she is now a happy, healthy toddler, with no signs of the devastating disease she was born with.

Led by the Royal Devon, the new pioneering rapid whole genome sequencing service has been developed in collaboration with the world-leading genomics research groups at the University of Exeter, alongside clinicians and academics worldwide.

[Read the full story here.](#)

Royal Devon rated highly in Care Quality Commission maternity survey

Each year, health care regulators, the Care Quality Commission (CQC), run a survey which looks at the experience of women accessing our maternity services.

Trust wide we scored higher than the national average in all areas of the survey, with our Northern services placing in the top 20% for all 59 questions. We are really pleased people are positive about our services - well done to our teams.

Read the full survey results here <https://www.cqc.org.uk/publication/surveys/maternity-survey-2022>



‘Treatment starts at home’ campaign

NHS Devon have launched a new campaign which gives people information about how to treat themselves for minor illnesses and injuries from the comfort of their own home.

‘Treatment starts at home’ gives details of what to do if you have minor health problems such as an ear or eye infection, insect bite, cuts or blisters. It aims to reduce pressure on busy emergency departments, GPs, urgent treatment centres and minor injury units and to help people avoid a potentially long wait.

The campaign has been developed in response to some of the most common minor illnesses and injuries seen by staff in emergency departments that could be better treated at home.



Local updates



Installation of new bus shelters underway across RD&E Wonford (RILD, PEOC, and main entrance)

Work has begun to install new bus shelters across the RD&E Wonford (RILD, PEOC, and the main entrance). The upgrade is expected to be completed by the end of March 2023.

The upgraded shelters will offer increased seating and standing capacity, including a wheelchair space. The main entrance will increase from six to approximately 25, while RILD and PEOC will increase from three to approximately 12 - making the shelters more accessible for both the public and colleagues.

Meanwhile, temporary bus stops will be in place, with clear directions of how to find these sign-posted at each location. Please click here for [more details and a map of the temporary bus stops.](#)

Share your memories of North Devon District Hospital (NDDH) over the years.

As we continue to develop our plans to redevelop North Devon District Hospital as part of the Government's New Hospital Programme, we want to hear your memories of NDDH.

Opening in 1979, the hospital has been serving people nearly half a century.

Do you remember the hospital being built? Perhaps you used to work at the hospital in the early days? What are your memories of the hospital?

Whatever your story, we'd love to hear from you. Please send your memories stories and pictures to: rduh.ourfuturehospitalnorthernservices@nhs.net

We will want to share stories and pictures, so please let us know if you wish to remain anonymous.

Follow the Trust on social media

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



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If you would like to stop receiving this newsletter, please email rduh.comms@nhs.net and ask to be removed from the mailing list.

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One Devon

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

