



# Latest news for our members and stakeholders

August 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



### Our new Trust values

As we developed our new strategy for 2022-2027: Better Together, we also defined our new Trust values with our staff: Compassion, Inclusion, Integrity and Empowerment.



Our values are at the heart of everything we do. Together, they set out how we will put our strategy into practice, by guiding how our staff behave towards our patients and one another.

### How did we choose our values?

The first three values – Compassion, Integrity and Inclusion – were chosen because they were the values that mattered most to our staff.

The fourth value, Empowerment, recognises that our staff have strong levels of expertise and should feel able to act independently in the best interests of our patients and each other. It also signals to our patients that we would like them to have greater autonomy over the decisions and actions affecting their health. The recent launch of the MY CARE patient record across our services will help us to empower our patients through connecting them to their care teams.

We spoke to staff across the Trust about what our new values mean to them. Watch the video [here](#) or by clicking the image below.

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We are also working to embed our values and behaviours into our key processes which support our staff, including recruitment, appraisals, training and our awards scheme.

These values are for all of our staff, whatever their role. Through taking personal responsibility for recognising great behaviour from our staff and sharing the things that aren't working, we believe we will build the culture we want to see for the communities we serve.

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## **We are looking for five members to be part of an important group – become a Governor**

We are looking for people to put themselves forward for election as one of our public Governors. Could this be the voluntary role for you?

### **What is a Governor?**

Being a Governor is a very special voluntary role. Royal Devon Governors play a vitally important role by providing a direct connection between the Trust, patients and the communities we serve.

Governors have a unique opportunity to work closely with some of the most senior people in the organisation. They have specific responsibilities, particularly to appoint and hold to account the Non-Executive Directors, who hold positions on the Board of Directors. Governors do this by hearing from the Trust's leaders and asking questions to further understand how the organisation is run and considers the interests of public and staff in the decisions made.

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Our Governors have a wide variety of experiences and backgrounds, but what they share is a passion for supporting local health services to be the best they can be for our patients and the public.



**Current Governor Heather Penwarden** says: “As a reasonably new retiree, the role of Governor helps to keep me mentally stimulated. I see myself as a lifelong learner and enjoy a bit of a challenge so this fits perfectly for me with the added bonus of getting to meet new people, be part of a team and to keep actively engaged with my interest in how our health and care is delivered within the organisation of the NHS”.

To help anyone who may be wondering if the Governor role is for them, Heather has shared more of her personal experience in [this short Q&A](#).

We’ve also created the following materials to tell you more about the Governor role:

- [Prospective Governors booklet: 2022 edition](#)
- [Becoming a Governor FAQs](#)
- [Video: the role of a Governor](#)

You can also join us at an **online briefing session**, where you can hear more about the role first hand from current Governors and Trust staff and ask any questions you may have. There are two dates available:

- [Wednesday 31 August, 12.30pm-1.30pm](#)
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- [Thursday 15 September, 5pm-6pm](#)

If you can't make the sessions, don't worry. Our Governors are happy to answer your questions by email or have a chat over the phone – get in touch by emailing [rde-tr.royaldevonmembers@nhs.net](mailto:rde-tr.royaldevonmembers@nhs.net) or calling 01392 403977 and our team will put you in touch.

### Interested?

We have five public Governor posts available, with a variety of terms of office across our different public constituencies. Governor roles at the Royal Devon are non-paid, voluntary positions, but we do cover expenses.

[Click here](#) for more information about the posts available and information on how to request a nomination pack. Nominations open on **Monday 12 September**.

If you have any questions or need help booking a place at the online events, please email the communications and engagement team at [rde-tr.royaldevonmembers@nhs.net](mailto:rde-tr.royaldevonmembers@nhs.net).

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## July Governor elections: hellos and goodbyes

Following our election held in July 2022, we will welcome eight new Governors to the Council of Governors at our Annual Members' Meeting on 28 September 2022. They are:

- **Northern constituency:** Catherine Bearfield, Dale Hall, George Kempton, Carol McCormack-Hole, Jeffrey Needham and Annette Tadman
- **Southern constituency:** Gillian Greenfield and Richard Westlake
- **Eastern constituency:** current Governor Rachel Noar was re-elected

All were elected uncontested, with a vote not required. The full election report can be found on our website: <https://tinyurl.com/mr2j55kn>

At the Annual Members' Meeting, a number of Governors who have reached the end of their terms will be stepping down. We would like to take this opportunity to say goodbye, good luck and a huge thank you to Peta Foxall, Hazel Hedicker, Olwen Goodall, Rob Biggar, Des Kumar, Faye Doris, Monika Herpoldt-Bright and Peter Flatters.

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**Top row (left to right): Peta Foxall, Hazel Hedicker, Olwen Goodall, Rob Biggar  
Bottom row (left to right): Des Kumar, Faye Doris, Monika Herpoldt-Bright, Peter Flatters**

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## **Register your interest: Annual Members' Meeting and Members' Event**

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

This year it will be held on **Wednesday 28 September** in the late afternoon.

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

Our Members' Event will be an opportunity for you to hear directly from some of our senior clinicians about our latest and biggest developments.

You'll get to hear about why our shared electronic health record, My Care, is such a big step forward and what opportunities it opens up for our patients. There will also be a focus group where we'd like to discuss some important 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. Our Annual Report & Accounts 2021/22 will be presented.

We're looking forward to seeing you.



## One Northern Devon shortlisted for national award for partnerships

We are excited to announce that One Northern Devon (OND), a partnership that includes our Trust, has been shortlisted in one of the biggest awards in health and care.

[One Northern Devon](#) has been shortlisted for the Place-based Partnership award at this year's Health Service Journal (HSJ) Awards. The award recognises NHS, public and third sector partnerships that have made progress in working together and can demonstrate improvements for patients and citizens within a specific locality.

The winners will be announced during an awards ceremony in November.

Congratulations to our staff involved and all of our One Northern Devon partners.

[Find out more on the One Northern Devon website.](#)



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## Take part in a PLACE inspection and help us improve our hospitals

We are looking for people to take part in PLACE inspections. Have you got a few hours spare to help us?

### What is a PLACE inspection?

Patient-led assessments of the care environment (PLACE) inspections put the patient voice at the heart of assessing and improving the hospital environment.

An assessment team, made up of at least 50% patients and representatives, will visit some of our hospital sites and assess how well the hospital environment supports patient's needs. The aim is to give an objective view from the patient's perspective, including topics such as cleanliness, maintenance, privacy and dignity, dementia, disability and food.

The results of the PLACE inspection are recorded and published nationally. Hospital areas are graded so any improvements can be made and measured.

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Find a full role description [here](#).

## **We want to hear from you!**

If you are interested in becoming a PLACE patient assessor for any of the Royal Devon sites across north, mid and east Devon, please contact the patient experience team on [ndht.patientexperience@nhs.net](mailto:ndht.patientexperience@nhs.net)

We have some small sites which will take only a few hours of assessment and others sites which take up most of the day. You will usually need to attend a daytime training session as well as committing at least two days to perform the assessment itself.

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## **A visit from NHS England's non-executive directors**

We were pleased to welcome NHS England's chair, Sir Richard Meddings CBE, and fellow non-executive directors to some of our sites as part of a tour of some of Devon's many services.

The visit was a chance to provide a realistic view of Devon's challenges and opportunities, showcase the good work already underway, and look at future plans.

The tour included the NHS Nightingale Hospital Exeter and an opportunity to hear about Eastern Devon's voluntary, community and social enterprise (VCSE) sector work to support refugees and asylum seekers. They also visited other NHS facilities across our county.

Thank you to all the staff and people across the county who were involved.



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NHS England non-executive directors with some of Devon's NHS staff



## **We are Petroc's Employer of the Year!**

We were thrilled to be named Employer of the Year by Petroc, the North Devon further education college, at a recent awards ceremony.

The award recognised the opportunities of industry placements we have given to Petroc's Health T Level Students.

Petroc made particular mention of two members of the Royal Devon team – Gail Richards, Training Manager and Apprentice Lead, and Lucy Warner, Young Workforce Facilitator, saying: “they should be commended for all their additional work they've given us to support our students”.

[Read more on our website.](#)

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**Julie Yates - Head of Business Engagement Petroc, Terri Blackburn, Ward Manager at NDDH, Lucy Warner, Young Workforce Facilitator at Royal Devon, Gail Richards, Training Manager and Apprentice Lead at Royal Devon, and Sean Mackney Principal and Chief Executive Petroc**

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## **Register for our healthcare support worker 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 support worker recruitment event!

- **When:** Saturday 10 September, 9.30am-12.30pm
- **Where:** Seamoor Unit, North Devon District Hospital, Barnstaple, EX31 4JB

Find out more about the event here <https://bit.ly/HCSWBarnstaple>.

We will be holding interviews on the day – if you would like to apply for the role of a healthcare support worker, please apply via our Career Gateway: <https://bit.ly/HCSWBarnSep>

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## It's now easier to apply for jobs at the Royal Devon

In July we launched our new online recruitment system, the **Career Gateway**.

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

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

You can see all our current vacancies [here](#). Or you can search for jobs on [NHS Jobs](#) or through a search engine as usual and you will then be directed to our Career Gateway to apply.



## Celebrating one year of the Discharge Lounge at the RD&E Hospital

We're celebrating one year of the Royal Devon & Exeter Hospital's Discharge Lounge.

The lounge helps us to make space for new patients who need a bed on our wards, while making things more convenient and comfortable for patients who are ready to head home.

The lounge is a tranquil space with seating, snacks, and an outdoor area for our patients to relax before heading home.

Support is provided by our registered nurses, who check that correct medication has been administered, transport has been arranged, and family, friends, or carers have been contacted.

And because it's near our Wonford site's main entrance, it's incredibly convenient for quick pick-ups – no need for a parking space!

Since opening on 4 August 2021, the Discharge Lounge has seen 5,854 patients and saved 9,561 ward hours.



### Patient feedback

“It’s a good system for freeing-up beds, and I’m happy to be off the ward with a cup of tea and a biscuit. It prepares you for the real world again if you’ve been in the hospital for some time.”



## **One month on from our biggest digital upgrade in Northern Devon**

Tuesday 9 August marked one month since our Northern services went live with our new electronic patient record, Epic. This is the same system we have been using across Eastern services since 2020.

It’s been a month of learning new ways of working, as well as hard work and dedication from all our staff. This month, we’ve seen a lot of firsts and accomplishments whilst everyone is getting used to the system.

In the last month, across our Northern services our staff have used Epic to:

- Register 105 baby births
- Record 12,333 visits to patients’ homes
- Admit 2,881 patients to hospital
- Discharge 2,931 patients from hospital
- Book 28,888 outpatient appointments

One month on, we’re excited to continue to improve how Epic works across our Northern and Eastern services, and explore how to use Epic to its fullest potential to keep providing the best possible care for patients at the Royal Devon.

### **Access your hospital health information via MY CARE**

Now we have a single patient record in place, we can offer patients more visibility and control of their own care. We are now encouraging patients to sign up to a new app called MY CARE.

MY CARE can be accessed on your mobile phone, desktop or tablet and gives you an up-to-the-minute picture of your care arrangements whenever you need it. Day or night, at home or abroad, you can access your hospital health information via MY CARE.

As well as through an app, you can also access MY CARE via your web browser.

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

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## Royal Devon launches vision screening service for young children

A vision screening service for children aged four and five is being launched in North Devon and Torridge.

Vision screening detects a condition known as amblyopia, where vision in one or both eyes hasn't developed properly. At this age there is the greatest potential to improve vision, which is why screening is so important.

We have been commissioned to launch the new service in line with Public Health England guidance. A similar service is already in place in other parts of Devon.

[For more, please see our website.](#)

### Local updates



## 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 ([NHS 111 online](#))



## The Tyrrell Hospital in Ilfracombe

### Minor injuries units and walk-in centres across Devon

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](#) 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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## COVID-19 update: visiting restrictions eased in our Eastern services

We have eased our visiting restrictions that were put in place in July across our Eastern services (the RD&E Wonford and our community hospitals across Eastern Devon) due to a reducing number of patients with COVID-19 across our services.

It was not necessary to put extra visitor restrictions in place across our Northern services in July, which means there is no change to our guidance at this time.

Please refer to our website for full details about visiting a loved one in hospital or accompanying someone to an appointment:

- [Visiting guidance for our Eastern services](#)
- [Visiting guidance for our Northern services](#)

Please note there is no change to mask wearing. Across all of our sites, visitors are required to wear a face mask 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.

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## Dementia support café restarting at North Devon District Hospital

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We are delighted to share that our dementia support café at North Devon District Hospital restarted on Wednesday 17 August after being paused due to the COVID-19 pandemic.

The café runs on the first and third Wednesday of each month, 2-4pm in the Raleigh Galley Restaurant on level 0.

Anyone is welcome to attend, and you can drop in at any time. Tea, coffee and cake is provided.

The café offers a place where people living with dementia, their carers and relatives can socialise with others in similar circumstances, and learn more about dementia and the local services available from our Admiral nursing team.



**Angela Walter, Admiral nurse, with some of our volunteers**

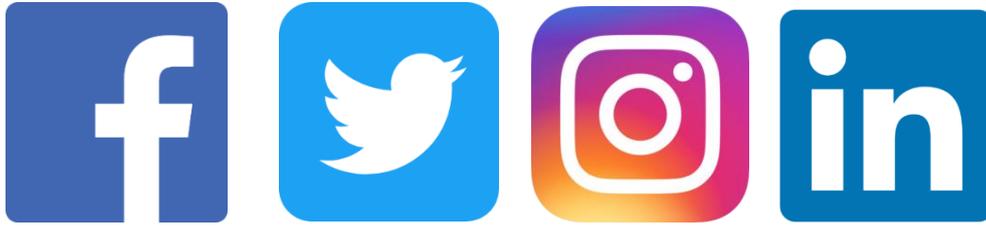
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Follow our Facebook, Twitter, Instagram and LinkedIn pages for all our latest updates as they happen!



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

