

Latest news for our members and stakeholders

January 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.

In this update

Top stories

- Sam Higginson joins the Royal Devon as CEO
- 2023 in review - celebrating our successes from last year
- Pressure continues despite industrial action finishing
- Trust to host new NIHR Regional Research Delivery Network and new £3m HealthTech Research Centre

Other news

- Acute Hospital at Home service celebrates first birthday
- We're changing how we do video appointments: Join our patient reference group
- Parkinson's UK award win for leading neuro-physiotherapist
- Respiratory research fellow celebrated at national awards for patient-centred excellence
- New online booking system for Devon Sexual Health patients
- Recycling your community equipment

Top stories



Sam Higginson joins the Royal Devon as CEO

The Trust has welcomed its new Chief Executive Officer, Sam Higginson, today (22 January).

Sam brings extensive experience to the role, having worked in and around the NHS for the last 20 years across strategy, finance and operational roles.

Shan Morgan, Chair of the Royal Devon, said: "After announcing his appointment in November 2023, I'm really pleased to welcome Sam formally to the Trust today.

"He brings considerable expertise and a strong understanding of the issues facing the NHS. He has been keen to get started and we are hugely looking forward to working with him."

In the coming weeks, Sam will work through a detailed induction programme and looks forward to meeting teams and learning more about the organisation.

Shan added: "I would like to say a particularly warm thank you to Paul Roberts for the strength and stability he has brought to the Trust in his role as interim CEO.

"In a short space of time, Paul has had a significant positive impact and we are all grateful for his role in supporting the transition to new leadership."



Sam Higginson, the new CEO of the Royal Devon

2023 in review - celebrating our successes from last year

You may have seen on our social media that we marked the 12 Days of Christmas by looking back at some of the successes we've had in 2023. The video below celebrates and reflects on the past year, and recognises the hard work and commitment of our staff to provide the best care possible across Devon.

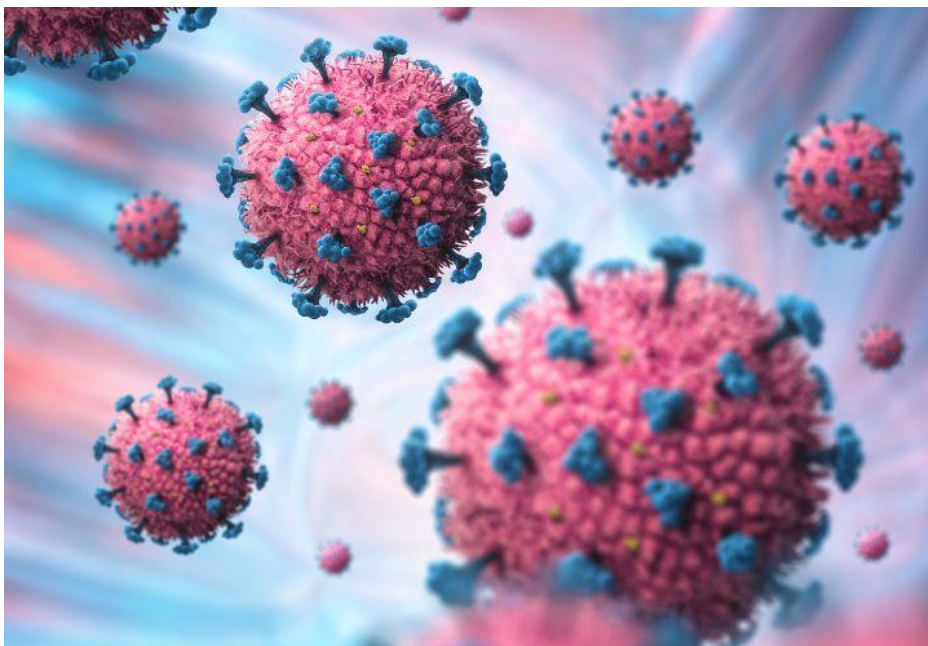
Click on the image below to view these amazing achievements and the people who made them possible.



Pressure continues despite industrial action finishing

Our staff responded incredibly to the challenges we faced over the holiday season and through the last round of industrial action. They rose to the challenge, respected each other and worked incredibly hard throughout the entire period to ensure our patients were cared for and safe. We are very proud of them.

But we need you to help us help you. We are still incredibly busy, with rising numbers of COVID-19, flu, other respiratory diseases, and norovirus (diarrhoea or vomiting) infections in our hospitals.



Please do your bit by choosing the right service for your needs:

- If you have an urgent medical problem that isn't an emergency and aren't sure what to do, contact 111 first by phone or online – they will provide medical advice and direct you to the best care for your needs.
- Please don't visit a loved one in hospital if you are showing any symptoms of COVID-19 or flu or any other infection (such as diarrhoea and vomiting).
- When visiting, some of our wards may have visiting restrictions limiting the number of visitors and length of visit. This helps us stop the spread of certain illnesses. You will be informed of this when you get to the ward.
- If you have an outpatient appointment and have symptoms of an infection, please call the number at the top of your letter to postpone your appointment.
- If you have an appointment at one of our hospitals, please attend unless you hear from us.
- If you have a life-threatening emergency, our ED remains open 24 hours a day.

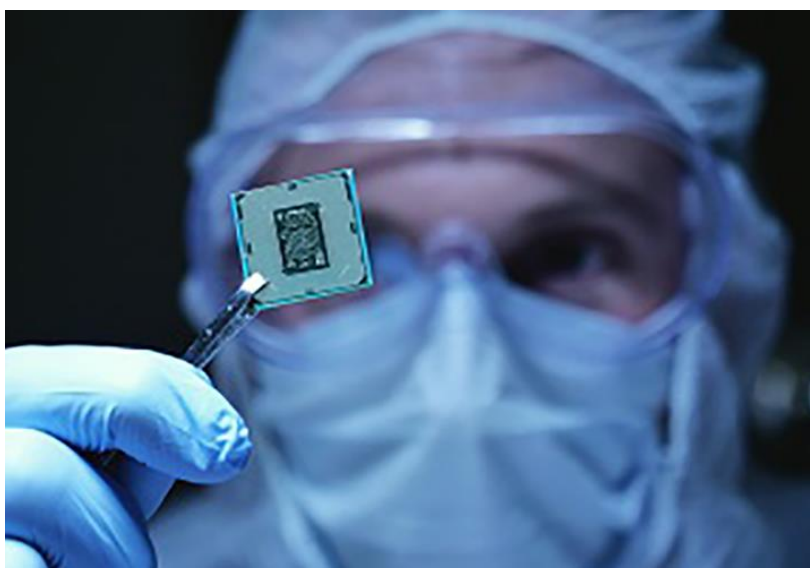
Trust to host new £3m HealthTech Research Centre and new Research Delivery Network

We are delighted to share two developments that will be happening in 2024, as part of our work to be a research-focused leader in the South West.

In partnership with the University of Exeter, we will open a new **HealthTech Research Centre** in the South West from April 2024. This will be one of 14 centres across the UK. It has been made possible by £3m of funding from the National Institute of Health and Care Research (NIHR).

These centres will support the development of medical devices, diagnostics and digital technologies. These technologies will enable people to better monitor their health, diagnose ill health sooner and improve management of conditions including cancer, dementia, cardiovascular and respiratory disease.

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



Launching in October 2024, we will be the host organisation for the **South West Peninsula's Regional Research Delivery Network (RRDN)**. This will be one of 12 new networks set up across the country by the National Institute for Health and Care Research.

The new network will work across the health and care system and collaborate with patients, staff, and other key stakeholders to support all stages of the research journey, from initiation to delivery. This will benefit people receiving care now and, in the future, support the NHS and care services, and generate benefits for the UK economy.

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

Other news



Acute Hospital at Home service celebrates first birthday

Our Acute Hospital at Home (AHAH) service based at North Devon District Hospital is celebrating its first birthday. The service is a safe and efficient alternative to receiving care as an inpatient on an acute hospital ward.



The AHAH team based at North Devon District Hospital

This time last year, AHAH began to support our patients in northern Devon, and over the last twelve months the team have cared for 370 patients with various different conditions, helping them avoid a stay in hospital.

The AHAH service across eastern Devon is a few years older – and both services are receiving incredible patient feedback.



You can find out more about our AHAH service [here](#).

We're changing how we do video appointments: Join our patient reference group

We are changing the system we use for our video appointments from Attend Anywhere to Microsoft Teams and are looking for patient feedback as we make this change. Have you got a few hours spare to help us make sure we're ready?

We want to understand how patients experience the new system and what information you need to prepare for a video appointment. Our patient reference group will:

- See a demo of MS Teams for video appointments and have the opportunity to ask questions.
- Help us make sure our information for patients accessing video appointments is clear.

If you are interested in helping us and can spare a few hours over the next few weeks, please contact the engagement team at rduh.engagement@nhs.net.

For more information about the change, [visit our website](#).

Help us make video appointments work for you

Join our patient reference group



Parkinson's UK award win for leading neuro-physiotherapist

An inspiring physiotherapist at the Royal Devon was recently honoured at the Parkinson's UK Excellence Network Awards.

Nominated by several patients and families, Suzanne Seymour, neuro-specialist physiotherapist, won the People's Choice award in November and was recognised for her work setting up Power UP, a group for people recently diagnosed with Parkinson's in North Devon.

Power UP is a fun and informative course which runs over 11 weeks. It includes an hour of exercise and 45 minutes of education about the symptoms of Parkinson's and physical activity.

The families who have benefitted from the service said: "Power UP has been transformational and inspiring. Suzanne has given hope to, and improved the fitness levels of, countless people with Parkinson's."

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



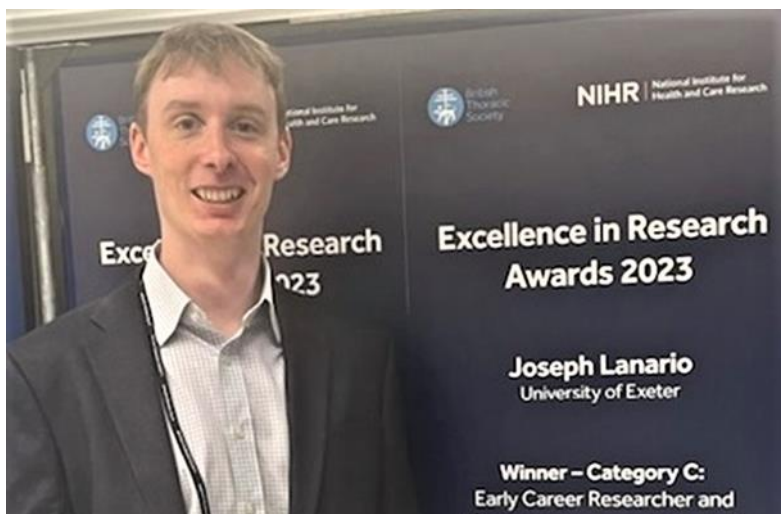
Suzanne at the Parkinson's UK Excellence Network Awards

Respiratory research fellow celebrated at national awards for patient-centred excellence

A pioneering Research Fellow based at the Royal Devon and the University of Plymouth has won an award for his outstanding contribution to respiratory research and dedication to patient involvement.

Dr Joseph Lanario, who is a key member of the Severe Asthma and Interstitial Lung Disease (ILD) team based in Exeter, received the award from the British Thoracic Society (BTS), presented in conjunction with the National Institute for Health and Care Research.

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



Dr Joseph Lanario

New online booking system for Devon Sexual Health patients

Patients can now book and manage appointments online for sexual health clinics in Exeter, Barnstaple, Tiverton and Holsworthy by registering for a Personal Health Record (PHR).

The PHR is quick to use, and allows patients to easily book and cancel appointments via the Devon Sexual Health website. You can register [here](#).

Online booking will be available for our South Devon clinics soon.

In addition to online booking, patients can still book appointments by telephone for all clinics by phoning 0300 303 3989. You can also find a wide range of sexual health information on the [Devon Sexual Health website](#).



Recycling your NHS community equipment

Millbrook Healthcare, who provide vital healthcare products and services to support independent living, are encouraging people to return equipment no longer needed.

If you have Millbrook equipment in your home which you no longer use, you can return it so it can be re-used by someone who really needs it.

Call the number on the barcode label of your equipment to speak to the Millbrook team. Equipment can also be dropped off at any hospital in Devon or at Devon County Council's recycling centres.

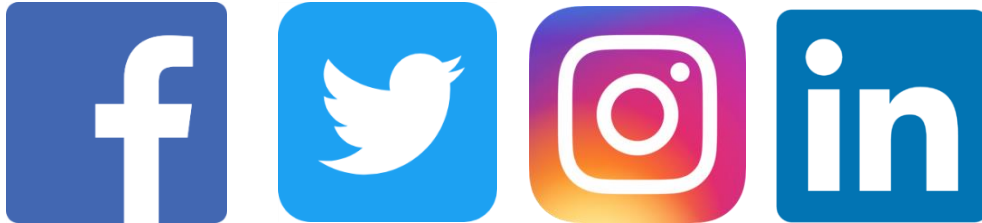
Millbrook can collect some items. To discuss collection call 0330 124 4491 or alternatively you can email devoncontactus@millbrookhealthcare.co.uk

For more information, [visit their 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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One  Devon

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