

# 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.

## In this update

### Key updates

Our new Trust values

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July Governor elections: hellos and goodbyes

Event

### Collaboration and partnerships

One Northern Devon shortlisted for national award for partnerships

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

A visit – executive directors

### A great place to work

We are Petroc's Employer of the Year!

Register for our healthcare support worker recruitment event

### Recovering for the future

Celebrating one year of the Discharge Lounge at the RD&E hospital

### Excellence and innovation in patient care

One month on from our biggest digital upgrade

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## **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.

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 we serve.

## **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.



[Thursday 15 September, 5pm-6pm](#)

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).

### **July Governor elections: hellos and goodbyes**

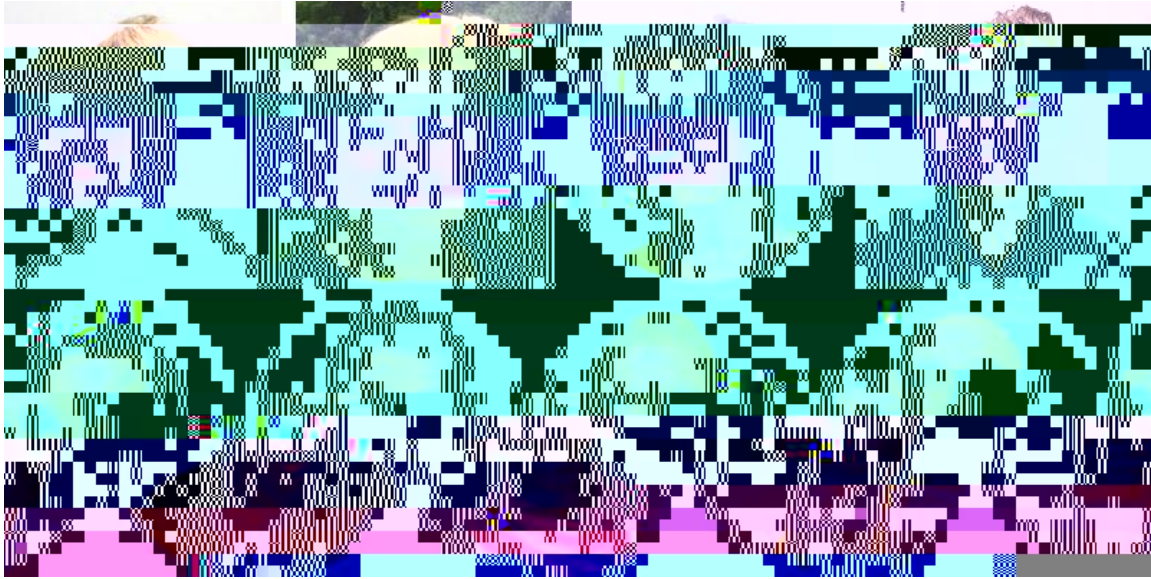
Following our election held in July 2022, we will welcome eight new Governors to the Council of Governors at our Annual Members Meeting on 28 September 2022. They are:

**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



**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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## Event

We are fast approaching one of the main events of our calendar – our Annual

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](#).

senior clinicians about our latest and biggest developments.

My Care, is such a big step forward and what opportunities it opens up for our patients. There will also be feedback.

more from our Board of Directors about our performance over the previous financial year. Our Annual Report & Accounts 2021/22 will be presented.







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**NHS England non-**

**We are                    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

**Julie Yates - Head of Business Engagement Petroc, Terri Blackburn, Ward Manager at**

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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**

the Royal Devon &

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, 346.73 reW\*ns1 304.49 221.33 Tm0 g0 G

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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 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

Admit 2,881 patients to hospital

Discharge 2,931 patients from hospital

Book 28,888 outpatient appointments

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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## **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.



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

You have received this email because you are important to us as either a member or stakeholder of the Royal Devon University Healthcare NHS F