

May 2021

# Trust Update

## TRUST INTEGRATION

Work is well underway to support Northern Devon Healthcare Trust (NDHT) and the RD&E to integrate by April 2022.

Thank you to those of you who took the time to tell us what is important to you when considering a name for the proposed new organisation. A group of representatives from both trusts, made up of non-executive directors, governors, staff and patient representatives, have considered the feedback and will make a recommendation to the Boards across both trusts. As soon as a decision has been ratified we will share the news with you.

Additionally, in March, we announced that we had received approval of national funding to rollout the Epic electronic health record to Northern Devon as part of the continued partnership and proposed integration of NDHT and RD&E. The programme to implement this in Northern Devon is getting started and further updates will be provided in due course.

## DEVON HOSPITALS FORMALISE ALLIANCE

Torbay and South Devon NHS Foundation Trust (TSDFT), RD&E and NDHT have agreed to form a strategic alliance which will see the organisations collaborating more closely to secure sustainable, high-quality patient care for local populations into the future. The trusts have set out this agreement by signing a Memorandum of Understanding.

This aligns to the recent Government white paper which heralds a new, collaborative approach to delivering healthcare amongst providers. Instead of working independently this approach will enable the organisations to find new ways to connect, communicate and collaborate so that the health and care needs of local people are met.

The three trusts have been working together informally for some time as part of the SEND (Southern, Eastern, Northern Devon) acute network and have strengthened their collaboration over the past 12 months as the organisations have worked together to respond to the COVID-19 pandemic and recover elective care.

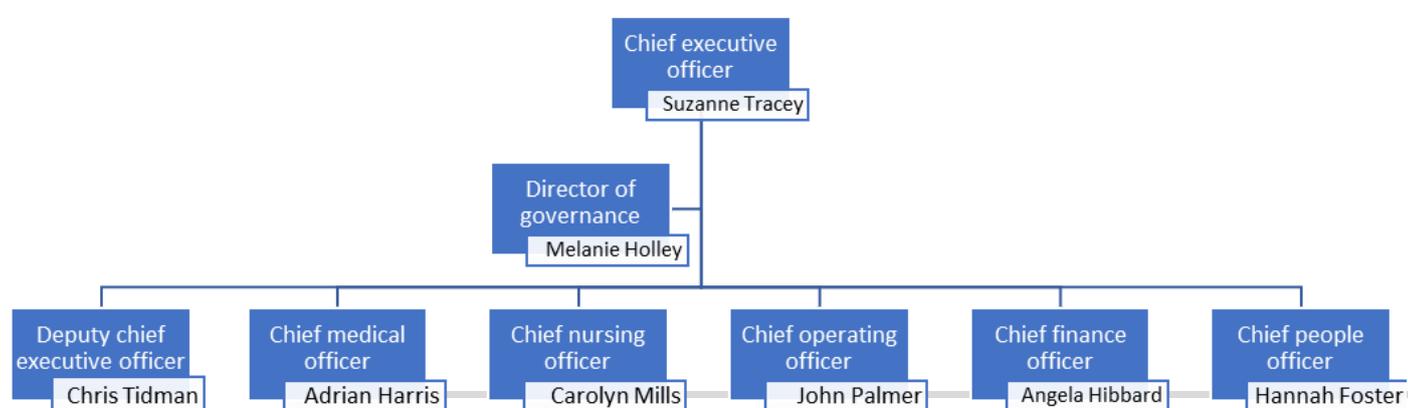
The organisations want to build on this experience and ensure they are joined up in responding to some of the significant programmes of work underway, including joined up digital strategies, the development of the Integrated Care System across Devon which will bring health and care providers together, and how the investment in infrastructure at both TSDFT and NDHT as part of the Government's Health Infrastructure Plan would best be used.

Liz Davenport, chief executive of TSDFT and Suzanne Tracey, chief executive of NDHT and RD&E, said: "The alliance will see us collaborating on all strategic and transformation opportunities and all opportunities for incoming investment. We will be considering our resources, workforces, and challenges together and making decisions in the best interests of the whole population."

## WELCOME TO OUR NEW INTERIM CHIEF OPERATING OFFICER

Following the retirement of Pete Adey earlier this year, John Palmer has joined the RD&E and NDHT as chief operating officer on an interim basis. John has a wealth of operational experience, having previously worked as deputy group CEO and site chief executive of Denmark Hill (King’s College Hospital NHS Foundation Trust). John has also been chief operating officer and director of primary care, community and mental health for Cwm Taf Morgannwg University Health Board.

John's appointment continues to strengthen our leadership arrangements across both Trusts to ensure we have the capacity in place as we develop our plans to join into a single organisation. Here is the new executive director structure covering both the RD&E and NDHT:



## EXETER'S NATIONAL VACCINATION CENTRE MOVES TO GREENDALE

The COVID vaccination centre in Exeter has now moved from Westpoint to nearby Greendale as the vaccination programme enters its next phase.

The move coincides with the beginning of a return to more normal commercial operations for the popular events venue, which is home to the Devon County Show. A section of the Greendale site has been turned into a large vaccination centre by the NHS, with the centre meeting the same stringent safety requirements. Signage is in place to guide patients to the new venue from all directions.

Leigh Mansfield, Vaccination Centre Operations Manager for the RD&E, said: “The Westpoint Vaccination Centre has been an outstanding success in rolling out the COVID vaccine to the people of Devon, and we’d like to thank the Devon County Agricultural Society for all they’ve done in helping us achieve this and making us so welcome. We’d also like to thank all the staff and volunteers who have supported us at Westpoint – they have been tremendous – and we look forward to welcoming them to our new base at Greendale.”

Sam Kirkness, Group Head of Property at Greendale, said: “It is great to be part of the national effort against COVID-19 and we will continue to work very closely with the RD&E to ensure that the sites operate smoothly and efficiently. As a business, we will remain open as normal whilst the vaccination centre is here and the sites have been designed to ensure as little disruption as possible to existing businesses and customers over the coming months.”

## NHS NIGHTINGALE EXETER STOOD DOWN

The NHS Nightingale Hospital Exeter was stood down as a Nightingale on 1 April 2021. The facility was an invaluable resource which supported care for the Devon and wider South West community, providing care to those with COVID-19 throughout the pandemic. The site is continuing to support the Devon system through hosting diagnostic testing. Discussions are now underway to maintain a long term service at the site, continuing the hospital legacy and supporting care in the region.

## UPDATED VISITOR INFORMATION

In line with national guidance, we have eased visitor restrictions across the RD&E. While some restrictions will still be in place to reduce the risk of COVID-19 transmission, we understand how important visiting is for our patients and their families, and so our careful and COVID-19 secure approach will allow social distancing to be maintained and infection control risks managed.

### Inpatient visiting

Every adult in-patient can have one visitor each day who can visit for 1 hour between 11am and 7pm. Patients can have up to three named visitors for the duration of their inpatient stay. Appointments to visit must be made by contacting the appropriate ward at least one day prior to visiting. Please see our website, [www.rdehospital.nhs.uk](http://www.rdehospital.nhs.uk), for details on allowances for exceptional circumstances.

### Outpatient appointments, diagnostic testing, emergency department and admission areas

Patients will continue to be advised that wherever possible, they should attend their appointment alone. For exceptions where a patient can be accompanied by one other person please see our website for the latest details.

Critically ill people attending ED and our other admission areas may be accompanied by one other person, at the discretion of the nurse in charge.

For people attending outpatient appointments or diagnostic testing who do not meet any of the exception criteria but feel it's essential they're accompanied, they will be asked to contact the department ahead of their appointment to confirm their request can be accommodated.

## MINOR INJURY UNIT AND WALK IN CENTRE OPEN FOR BUSINESS

Honiton's Minor Injuries Unit and Exeter's Sidwell Street Walk-in Centre are open as normal (8am-8pm) and can help if you have a medical problem that is not critical or life threatening.

The best way to access this service is by calling NHS 111 first – they'll confirm the minor injuries unit or walk-in centre is the best place for you to go, helping to make sure you get the right care in the right place.

For more details about the conditions they deal with and the treatments they offer, see our website: [www.rdehospital.nhs.uk/urgent-help](http://www.rdehospital.nhs.uk/urgent-help).

## ACUTE SERVICES CONTINUE TO BE RATED 'GOOD'

The Care Quality Commission (CQC) has published a report following an announced focused inspection of the acute services provided by the RD&E

The inspection took place in January 2021 to look at infection prevention and control practices, as the Trust had experienced more than one outbreak of hospital transmitted COVID-19 infections. (An outbreak is where two or more tests are confirmed, or clinically suspected cases, in a specific setting.) Due to the targeted focus of the inspection, the overall rating of the Trust and the acute service did not change and remains Good in both cases.

The RD&E welcomed the report, and Suzanne Tracey, Chief Executive, said: “We welcome the CQC inspection and report that underlines the excellent work that has gone on across the Trust to keep our patients and staff safe, during one of the most challenging periods ever experienced by the NHS.

“We have worked very hard to ensure that we have followed - and at times gone above and beyond - the national guidelines recommended by PHE in our drive to be safe. As we move into a lower prevalence period we must continue to be vigilant, and we will continue to review our infection control measures to ensure that they are proportionate and effective.”

Full details of the inspection are available online [www.cqc.org.uk/location/RH801](http://www.cqc.org.uk/location/RH801)

## WORK UNDERWAY TO TRANSFORM EMERGENCY DEPARTMENT

A major transformation of the Emergency Department (ED) has begun with the first phase seeing a new temporary entrance open to allow the current ED reception and waiting areas to be rebuilt.

Patients attending the ED will now come in through the Princess Elizabeth Orthopaedic Centre (PEOC) entrance, where additional waiting and short-term parking facilities will also be provided. Ambulances will also come in via a different route, in a separately phased construction scheme.

This is part of an ambitious two year project to renew and expand the facilities at the RD&E in a £20m investment to make the ED fit for its current and future use, which will deliver significant improvements to the department's performance, safety and patient comfort.

Suzanne Tracey, Chief Executive of the RD&E, said: “This is a hugely significant project for the RD&E, and I'm delighted that we have been able to continue with delivering progress on this major investment during the incredibly challenging year we have all experienced.

“These improvements to the Emergency Department at Wonford will help us to continue to deliver the very best patient care and comfort to the people of Devon, and it will be essential to helping in our recovery and renewal from the COVID pandemic.”

[For more details on the plans please visit our website.](#)