

Message from the Chairman

I want to start this message by talking through the 2023 Staff Survey results. The findings, which were published recently, were positive and shows we are making progress, but equally highlights there is more to be done.

I was delighted to see that more than 94% of our staff would be happy with the standard of care provided by the Trust if you had a friend or family requiring treatment – this was the best score in England and something we should all be proud of. It was also pleasing to see that so many staff would recommend RJAH as a place to work, with our score sitting at just above 75%. Our score on this question jumped 10 percentage points from the 2022 report.

Works on our new, modern, Theatre complex is also ongoing and is expected to open later this summer. This building will provide new infrastructure for up to four new theatres, however at this current phase we are only commissioned for one to support reducing our waiting lists. The opening later this summer gives us the opportunity to recruit more staff, including Anaesthetists, and onboard new overseas nurses who will join the Theatre team.

Lastly, I want to take the opportunity to thank all our charities – the RJAH Charity, League of Friends and Orthopaedic Institute – who are at the heart of the Trust and continue to make a huge difference to our staff and patients.



Harry Turner
Chairman



MCSI Team praised for saving colleagues life on shift

A group of staff members who work on the Midland Centre Spinal Injuries (MCSI) were praised for their actions after they saved the life of a Staff Nurse who works in the Outpatient Department of the unit, after falling dangerously ill and experiencing a heart attack while on shift at the end of last year.

Three members of staff – Dr Snezhana Kostova, known affectionately as Dr Hana, Speciality Doctor; Kimberley Porter, Sister; and Fiona Parry, Healthcare Assistant; quickly formed an immediate response team, who identified symptoms and, from their quick actions, saved the life of their colleague.

The professional actions of the staff were praised by Stacey Keegan, Chief Executive, and Kate Betts, Therapy Associate Practitioner and Staff Governor.

Stacey said: "All staff involved in this incident should feel incredibly proud of themselves and their actions – I know I'm extremely proud of them."

"The feedback I received highlighted how amazing the team's response was, including those helping and caring for their ill colleague but also those who carried on ensuring our patients were cared for, during a time of stress and uncertainty."

Governors Meetings

Wednesday 10 April 2024
Wednesday 10 July 2024

For more information, please email:
rjah.ft@nhs.net

Your elected Public Governors

Shropshire
Colin Chapman / Vacant Position / Martin Bennett

North Wales
Colette Gribble / Shelia Hughes

West Midlands
Tony Wright

Cheshire & Merseyside
Katrina Morphet

Powys
William Greenwood

Rest of England & Wales
Phil White

Staff Governors
Kate Chaffey / Allen Edwards / Kate Betts

Stakeholder Governors
(appointed by organisations that work closely with the Trust)
Victoria Sugden – RJAHS Voluntary Services Committee
Councillor Simon Jones – Shropshire Council
Dr Karina Wright – Keele University

Membership figures

At the end of February 2024
the Membership figures were:

Staff	1317
Public	5063
Volunteers	416
Total	6796



Governor Profile

Kate Betts

Therapy Associate Practitioner



Kate joined RJAHS in 1994 as a Healthcare Assistant on MCSI before joining the Therapies team as a Physiotherapy Assistant in 2001. Kate is currently a Therapies Associate Practitioner on MCSI.

Kate's role involves supporting spinal cord injury patients' rehabilitation and working with the rest of the multi-disciplinary team to achieve the best possible outcomes for patients. She is a big advocate for an individual and holistic approach to rehabilitation.

Over the 30 years she has worked at RJAHS, Kate has been instrumental in introducing the Path of Positivity and Therapy Dogs Nationwide into RJAHS. She believes clear communication makes change better.

As a Governor, Kate challenges the Non-Executives on the Board for assurance, especially on matters affecting staff.

Outside work, Kate likes to be out walking, enjoying nature and touring on the back of a motorbike.

Governors are always pleased to hear from our members and can be contacted by email on rjah.governors@nhs.net

Representing People

When Parliament created NHS foundation trusts, it provided them with independence from central government and a governance structure that ensured participation from within the local communities they serve.

NHS foundation trust governors are the direct representatives of local interests within foundation trusts. Governors do not undertake operational management of NHS foundation trusts; rather they challenge the board of directors and collectively hold them to account for the trust's performance. It is also the governors' responsibility to represent their members' interests, particularly in relation to the strategic direction of the trust.

Legislation provides governors with statutory responsibilities to help deliver these key objectives. The legislation is the National Health Service Act 2006 and the Health and Social Care Act 2012. Please note that meetings of the Council of Governors are open to members of the public. The public are asked to notify the Trust of any matters they wish to raise in advance, as this will allow the Trust to be able to respond fully and will assist in the time management of the meeting. If you would like to attend, please email: rjah.ft@nhs.net to confirm your attendance and also of any matters you wish to raise.

Engaging with our Members



Our Governors will next be outside the Main Entrance on Tuesday 11 June from 9:30am – 12:30pm.

Our Members Surgery provides our members with a great opportunity to let the Governors know about what you would like to learn more about at the hospital, feedback your experiences and suggestions, or what news stories you would like to receive in our members newsletters and correspondence.

News from the Trust

Prestigious Team of the Year Award for cancer team at RJAH Service

The Bone and Soft Tissue Tumour Service at RJAH are now award winning – after taking home the Team of the Year Award at the Bone Cancer Research Trust's (BCRT) Bone Idols Awards.

The team – who work on Montgomery Unit and Oswald Ward – were nominated by patients, who praised them for providing outstanding holistic care throughout the patient journey, from diagnosis, surgery, rehabilitation and then ongoing support and monitoring.

Remark-cow-able murals installed on RJAH corridor

The 271-metre corridor at RJAH, which is somewhat famous to staff as well as regular patients and visitors, has been having a makeover – thanks to support from the League of Friends and Oswestry Show Committee.

A project has been underway to update corridor seating, in a bid to offer comfort and support to patients, visitors and staff as they travel through the corridor.



Enhanced Recovery Programme celebrate 1,000th patient

Mary Gallacher, 91, based in Rhyl, recently became the 1,000th patient to be discharged on the same day as her operation through the enhanced recovery programme at RJAH.

Post-surgery, Mary was mobilised to assist with pain management and to prevent any risk of deep vein thrombosis (DVT) or a chest infection. She was able to return home on the day of her operation – known as day zero – due to her pre- and post-operative resilience.

Enhanced recovery is an evidence-based approach that helps people to recover more quickly after having surgery.

Mary said: "I am thankful to my Orthopaedic Consultant Mr Edmond U for my surgery and also my family for their support with my recovery."

Mr U said: "Mary was an incredible patient both pre and post operation. Her resilience and strength at 91 years of age were applaudable."

"The enhanced recovery programme made it possible that Mary was able to return home on the same day as her operation and enjoy Christmas with her family."



Birthday boys' double celebration as discharged same day as operation

We all like a good knees-up to celebrate a landmark life event, but two octogenarians took it to new extremes – by having knee replacements at RJAH on their birthday.

Remarkably, the duo celebrated their birthdays at the hospital on the same day. Eric Allinson, from Gloucestershire, turned 87; while Peter Dawson from Llangyniew, turned 81.

The duo came in on the hospital's Enhanced Recovery Programme, meaning they were able to start their birthday by going under the knife but were back home – complete with a new knee – in time to enjoy a celebratory nightcap!



Ask others to join

Over 6,500 people have chosen to become a member - anyone over 14 years of age can join and there are a number of benefits, including invitations to events.

As a member you:

- Become part of a wide network patients, carers, local community members and staff supporting RJAH for the future.
- Have a say in how the hospital is run through voting for governors (or by being elected as a governor) and by sharing your views in our member surveys.
- Receive regular news from the hospital, invitations to our members' events and a copy of the Governors' annual report.
- Support the hospital as an NHS Foundation

Trust by encouraging friends, family, patients and carers to sign up as members too!

To join online please visit: www.rjah.nhs.uk or for a membership form ring 01691 404394 or email: rjah.ft@nhs.net

Get Connected!

Join us on social media and keep up to date with the latest news and events going on across the Trust.

We have an active community on Facebook with over 13,000 followers.

You can also find us on Twitter and Instagram at @RJAH_NHS.

If you've got anything you think we should be sharing on social media, why not let us know about it?



Feedback matters

Do you have any feedback on this bulletin?

Is there any other information you would like us to include in the next edition? Do you have any articles you would like to submit? By passing on ideas and suggestions about the report - or any other feedback - you can help us carry out our role more effectively.

Contact the editors – Katrina Morphet and Allen Edwards at: rjah.governors@nhs.net

RJAH Muscle Team hailed as Centre of Excellence

The Neuromuscular Service at RJAH is celebrating – after being presented with the prestigious Centre of Excellence Award from Muscular Dystrophy UK (MDUK), for the third time.

The team were hailed by MDUK for providing outstanding care, promoting best practice locally and nationally, and demonstrating their commitment to improving health and wellbeing for people living with muscle wasting and weakening conditions.

MDUK is a leading charity who support more than 110,000 children and adults in the UK who are living with a muscle wasting and weakening conditions.

Professor Tracey Willis, Neuromuscular Clinical Lead and Consultant Paediatric Neurologist with an interest in Neuromuscular, said: *"I'm delighted to receive MDUK's Centre of Excellence Award, in both paediatric and adult care, for the third time.*

"The team provide an excellent standard of care and they are committed to enhancing quality of life for our patients, so they can live life to the full. This award is a true testament to their hard work and dedication."



Surgical hub wins recognition for meeting top clinical and operational standards

RJAH has been successfully accredited as an elective surgical hub delivering high standards in clinical and operational practice.

The scheme, run by NHS England's Getting It Right First Time (GIRFT) programme in collaboration with the Royal College of Surgeons of England, assesses hubs against a framework of standards to help hubs deliver faster access to some of the most common surgical procedures such as cataract surgeries and hip replacements. It also seeks to assure patients about the high standards of clinical care.

Surgical hubs, which are separated from emergency services, are part of plans nationally to increase capacity for planned care (referred to as elective care), with more dedicated operating theatres and beds.

The hubs exclusively perform planned surgery and mainly focus on high volume, low complexity (HVLC) surgery across six specialties - ophthalmology, general surgery, orthopaedics, gynaecology, ear nose and throat, and urology.

RJAH is one of 31 hubs to date that have been accredited nationally – it has got the kitemark for both its adult and paediatric (children's) services.

Mike Carr, Chief Operating Officer and Deputy Chief Executive at RJAH, said: *"This national accreditation applies to both adults and children and recognises the clinical and operational excellence the Trust delivers to patients who need specialist elective surgery.*

"We are incredibly proud of the team for this achievement and the hard work and dedication that goes into delivering the highest levels of care."