



The stakeholder bulletin of The Robert Jones and Agnes Hunt Orthopaedic Hospital

May 2024

Issue 2

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A message from Stacey Keegan, Chief Executive

Thank you to everyone who got in touch after the launch of the first edition of our new stakeholder bulletin, RJAH Connected. We got some lovely feedback and it is reassuring to know that many of you are finding these updates useful.

It has been another busy month here at RJAH, and in this latest edition you can read more about some of our most exciting developments.



I am particularly pleased that we have officially launched our new Nursing and Allied Health Professionals Strategy. This fits hand and glove with our overarching Trust strategy, which we told you all about in last month's edition. Our Nursing and AHP Strategy is ambitious, as it should be, and I am delighted to share it with you.

You can also read this month about our work to introduce a new Electronic Patient Record (EPR) system. That project is running full steam ahead right now, and I cannot wait to see the difference it will make to our patients. Service users, stakeholders and, of course, our staff.

I also promised last month to include updates on our work with the MSK Transformation Programme,

and you can read below about one of the digital schemes we have introduced with system partners to help people stay fit and mobile, with less pain.

Best wishes,

Stacey

Unveiling our new Nursing and AHP Strategy

At RJAH, the commitment to delivering excellence in care which is compassionate, innovative, and flexible highlights the unique contribution that Nurses and Allied Health Professionals (AHPs) make daily.

That commitment is celebrated in our new Nursing and AHP Strategy, which was approved by our Board earlier this month. Within this strategy, we commit to improve every day, innovate our practice, and celebrate the diversity of our workforce in delivering new or existing services in new ways.



The strategy was co-produced via engagement with nursing and AHP professionals across the Trust, with five key themes emerging:

1. Valuing staff and staff wellbeing
2. Training, development and education
3. Leadership and a strong professional voice
4. Outstanding quality care
5. Innovation and improvement

You can read our five-year strategy in full [on the RJAH website](#).

Countdown to lift-off for Apollo EPR

The countdown is well and truly on to the launch of Apollo – our new Electronic Patient Record (EPR) system – which will go live over four days between Friday 27 and Monday 30 September 2024.

Supplied by System C, Apollo EPR is a comprehensive solution that is made up from a suite of products that are integrated together. A dedicated programme team is working to deploy this solution across RJAH to support modernisation as part of our Digital strategy.



It represents the biggest single investment this organisation has ever made in a technological solution. Our end goal – namely a modern, fit-for-purpose EPR – is now within our grasp and we are excited to share it with our patients and service users, as well, of course, as our staff and partners.

Hi tech rehab classes offer ‘good boost’ to people with joint and muscle pain

A fitter life with less joint pain and more mobility – that’s the prize on offer for people in Shropshire, Telford and Wrekin (STW) following the launch of a new partnership between local health and care providers and wellbeing tech company Good Boost.



The collaboration brings together ourselves, as overseers of the system MSK Transformation Programme, with Shropshire Council, Telford and Wrekin Council and non-profit social enterprise Good Boost.

It is seeing a programme offered to help those with musculoskeletal (MSK) conditions such as arthritis, back and chronic pain as well as problems both pre- and post-surgery.

Good Boost’s technology harnesses artificial intelligence (AI) to create personalised exercise programmes and augmented reality games that customers access on bespoke, waterproof tablets.

Good Boost provide aqua and land-based classes – though the initial offer in STW is largely pool-based aqua sessions. They are being offered across Shropshire, Telford and Wrekin in leisure centres including Shrewsbury, Ludlow, Oswestry, Wellington and Abraham Darby.

[For more on this programme, visit the RJAH website.](#)

Members of the public encouraged to help #ImproveTheNextJourney

We have officially launched our new quality improvement programme - #ImproveTheNextJourney – and are asking patients, carers, service users and members of the public to join us.



Being part of the group will mean having a voice, bringing knowledge, skills and experience to support The Robert Jones and Agnes Hunt Orthopaedic Hospital in evaluating, developing and delivering services.

The thoughts and opinions of our patients and service users are key in ensuring our services remain safe, efficient and high-quality.

Anyone interested in joining #ImproveTheNextJourney is asked to email rjah.improvement@nhs.net, or get in touch via X (formerly Twitter) at @RJAHIImprovement.

[Read more on the RJAH website.](#)

End-of-life Swan scheme launches at RJAH

We are delighted to have implemented and embedded a national initiative to help improve end-of-life care for patients and their families.

As a Trust, we have formally pledged our support to the Swan Model of Care scheme – which aims to support patients in their final days of life and their families into bereavement and beyond by providing individualised, but consistent care.



Pip Page-Davies, Macmillan Oncology Nurse Specialist, has been leading on the roll-out across The Robert Jones and Agnes Hunt. She said: “Provision of excellent palliative and end-of-life care is crucial - whilst the number of deaths in the Trust may be low, the delivery of excellent care is very important to us.

“We have just one chance to get it right for each patient at the appropriate time. The Swan Model of Care will be valuable to all staff helping to provide individualised end-of-life care to patients.”

Read more about this [on the RJAH website](#).

Volunteer visitors helping tackle low patient morale

Being in hospital can be a lonely experience – especially if you don’t have many people to visit you.

To help combat any low spirits or morale, we have launched a new initiative called Percy’s Pals. Run by volunteers from our League of Friends, it sees the Percy’s Pals providing non-clinical support to specific patients who are identified by nurses. It has been launched on Sheldon Ward, which is our general medicine and rehabilitation ward.



Our Percy’s Pals are trained in safeguarding and dementia care. The role is focused on being a positive opportunity for individuals to befriend patients, encouraging open conversations about hobbies and interests, while actively promoting fluid intake and identifying simple ways to enhance patient comfort.

You can read more about this [on the RJAH website](#).

Wellbeing for everyone: OurSpace set to launch

We are gearing up to launch a new wellbeing portal called OurSpace, which will be available to all Trust staff.

OurSpace was the brainchild of Richard Howell, a member of our Digital Team who is passionate about ensuring staff have access to high quality wellbeing support. The Trust has a wide programme of wellbeing initiatives, but Richard saw a need to make this more easily accessible, and the idea for OurSpace was born.



The project has been given the full backing of the Trust's Executive Leadership Team and its Organisational Development Team, and the dedicated site will launch on 11 June, and will have information on mental health resources, disability support resources, personal health resources, menopause support, personal fitness advice, self-help materials and much more.

As part of the launch, we will be hosting a special wellbeing morning at the hospital, which is being supported by a variety of organisations including local gyms and charities.

The next generation of NHS workers

Our recruitment efforts over the past year have proved to be extremely successful – but as well as attracting people to work for us now, we also take seriously our responsibility to help develop the health and care workers of tomorrow.

To that end, we were delighted this month to host a large careers event in the Headley Court Veterans' Orthopaedic Centre at our hospital, welcoming around 100 children from nine local schools to come and find out more about working in the NHS.



Organised by our Widening Participation Team, the day was supported by ambassadors from teams including Pharmacy, Research, Medicine, Physiotherapy, Occupational Therapy, Theatres, Resuscitation and the League of Friends.

Students from schools including Marches, North Shropshire College, Priory, Shrewsbury College, Llanfyllin, Mary Webb, Moreton Hall and Ruthin attended.

Any comments or questions about this edition of RJAH Connected? Then please get in touch with us by emailing rjah.communications@nhs.net. Thank you!