

Message from the Chairman

I would like to start this message by talking about the recent results of the Adult Inpatient Survey. I am extremely proud, and the feedback was a real testament for how the team continue to put patients at the forefront despite the pressures and challenges we are facing.

Thank you to everyone who also came along to our Annual General Meeting (AGM), which took place at the end of September, where we looked back at the 2022/23 financial year and looked forward. I must say a special thanks to Mr Geraint Thomas, one of our surgeons, who gave an interesting presentation on the enhanced recovery programme.

I'm delighted to announce we have recently restructured our committees to ensure we have a further focus on research, innovation and education, which is a key priority for the Trust going forward.

We are now in the process of putting plans in place for this upcoming winter, which is sure to be a challenge, for both ourselves as a Trust and the wider health and care system across Shropshire, Telford, and Wrekin.

Best wishes,



Harry Turner
Chairman



Patient experience at RJAH rated No1 in England – for fourth year in a row

Overall patient experience at RJAH is the best in the country for the fourth consecutive year – according to the findings of a major national report.

The Adult Inpatient Survey is produced annually by the Care Quality Commission (CQC), who monitor, regulate, and inspect health and social care services in England.

It is based on feedback from more than 63,000 people who had a spell as a hospital inpatient during November 2022. More than 1,200 RJAH patients were invited to take part in the survey, and the response rate of 66% was well above the national average of 40%.

The survey asked people to give their opinions on the care they received. Highlights include top scoring for overall patient experience with an average mark of 9.28 out of 10.

The hospital's wards and rooms are also ranked as the cleanest in the country for the fourth year in a row, while patients rated its food as the best as well – for the 17th time in the last 18 years.

Craig Macbeth, Deputy Chief Executive, said: "This report makes fantastic reading and is a testament to the high quality of care delivered by staff right across our hospital.

"I am grateful to our patients for their feedback, and it is gratifying that they are so positive about the experience they have had through what has been a very challenging period for ourselves and for the wider NHS."

Governors Meetings

8 November 2023

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

Your elected Public Governors

Shropshire
Colin Chapman / Nikki Kuiper / 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

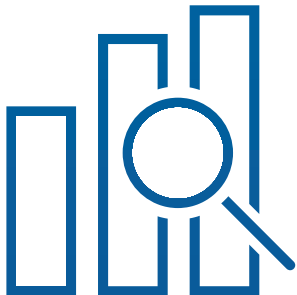
Staff Governors
Kate Chaffey / Allen Edwards / Kate Betts

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 August 2023
the Membership figures were:

Staff	1284
Public	5004
Volunteers	419
Total	6707



Governor Profile

Martin Bennett

Public Governor, Shropshire



A resident of Oswestry for over 47 years, Martin worked for Shropshire Council as a librarian and in various roles before moving to Telford Council as an IT Officer.

He brings experience with the Citizens Advice Service as a member and Chair of the former Oswestry Management Committee and as a School Governor and Chair of Governors for many years. He has also recently been appointed a Governor to the Pathway Primary Federation.

Martin was a Town Councillor for over 30 years - elected Mayor three times, a Borough Councillor and Mayor, and Shropshire Councillor. He is a member of the Oswestry Rural Parish Council, the West Brom Building Society Members' Council, and the Barchester Committee of the Lichfield Diocese.

Martin has been an accredited Methodist Local Preacher for 25 years and is Secretary to the Oswestry Methodist Church Council, and the pre-school there, as well as being a Steward.

Over the last 20 years, his connection with the hospital was through ETHOS, a Charity founded to provide temporary housing and support for patients discharged from the Spinal Injuries Unit, where he served as Board member and Chair.

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 5 December 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

Annual Review of COG

In July, the Council approved the Annual Review of the key Council of Governors (COG) activities and achievements.

These included:

- Recruiting and approving Non-Executive Director appointments
- Engaging in hospital walkabouts to give feedback
- Attending Board and COG meetings and holding non-executive directors to account
- Observing at sub-committee meetings
- Providing Governor surgeries for engagement and recruitment
- Representing the interest of Trust members

The work of the Council has supported delivery of the Trust's objectives, including developing and maintaining safe services, in particular the Veterans' Service and the integration of musculoskeletal services across the system. This is in addition to optimising digital technologies to transform patient care and maintaining statutory and regulatory compliance.

During the year, three new Governors were elected, two were re-elected and three appointments ended their term of office.

Orthotics team donate orthoses to Ukraine

The Orthotics Team have donated several boxes of orthoses – including footwear, braces, splints and more – to Ukraine.

The boxes, being donated via an organisation called Brace Orthopaedic, will make the 1,200-mile journey to Poland's border with Ukraine, where they will then be distributed across the country dependent on specific need.

Orthoses are devices applied externally to the body to support, correct, prevent or compensate for a deformity or weakness.

MCSI Jeanette hailed for outstanding service to wheelchair rugby

Jeanette Jones, Generic Worker on the MCSI, is celebrating after recently being awarded the Outstanding Service to Sport Award from the Great Britain Wheelchair Rugby Team.

Jeanette, who has worked at RJAH since 1988, spent 20 years with the GB Wheelchair Rugby Team – travelling the world alongside the team to places such as Sydney, Atlanta and Beijing at the Paralympics.

Speaking about winning the award, Jeanette said: "I first joined the GB Wheelchair Rugby Team in the early 1990s, before finishing prior to London Paralympic Games in 2012. My role was to help the players and coaching staff with whatever they needed – it sometimes involved caring duties or supporting with equipment on the court."

She added: "I was completely shocked to receive the Outstanding Service to Sport Award - I loved my time with the team and I'm so grateful to have been selected for the award."



Introducing the Trust Secretary - Dylan Murphy



Our Trust Secretary, responsible for governance advice, recording and follow up actions, Dylan Murphy started at RJAH in late January when he joined the Trust from the Cheshire and Merseyside Integrated Care Board (ICB).

Dylan's NHS experience began at North Wales Community Health Council, where he was Deputy Chief Officer. He then worked at NHS Cheshire Clinical Commissioning Group and the Cheshire and Merseyside ICB.

Before joining the NHS, he worked for a range of organisations in the West Midlands and London, including a regional development agency, a Police Authority, and London Underground.

Originally from South Wales, Dylan now lives in Cheshire where he enjoys the outdoors – ideally combining a good walk and a good pub.



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 11,000 likes.

You can also find us on Twitter and Instagram at [@RJAH_NHS](https://twitter.com/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

Furry friends bring joy to patients

A whole new breed of hospital visitor is brightening the lives of patients – with the re-introduction of therapy dogs after the covid-19 pandemic.

RJAH is working alongside charity Therapy Dogs Nationwide who are, once again, visiting patients and staff with their trained dog.

Raphie the Chihuahua, who is a temperament-assessed therapy dog, provides a much-needed boost for patients, particularly those who are in hospital for a prolonged period of time, with some patients spending six to nine months on the spinal cord injury rehabilitation ward.

Mary O'Toole has been a patient on Gladstone Ward, the spinal injury rehabilitation ward on the MCSI, for a number of months.

She said: "Since stroking Raphie, I've noticed my hands have loosened up. It makes my day when Raphie visits the ward, and I love spending time with him."

International recruitment drive see's cottage renovations underway at RJAH

Three cottages on the grounds of RJAH have been revamped and renovated - in a bid to welcome and comfortably house international recruits.

The Trust has been actively recruiting nurses and other Allied Health Professionals from across Africa, Asia, and the Caribbean.

The recruitment drive came to help tackle waiting list times, which have grown across the country due to the covid-19 pandemic, with the first cohort of international nurses joining in October 2021.

Paul Kavanagh-Fields, Chief Nurse and Patient Safety Officer, was keen to improve the accommodation for those coming to live and work in a new country.

He said: "RJAH have three cottages that were part of the renovation project to accommodate our international nursing staff, recruited by NHS England. The cottages were renovated several months ago, accommodating up to four staff members in each cottage, and are currently in service.

"It provides a comfortable and convenient home for our new recruits as they settle into life in Shropshire and gives them time and space to work out where they want to live in the longer term."

The Estates and Facilities department have carried out extensive renovation work and prepared the cottages for decoration. The decoration costs have been funded by the League of Friends to RJAH – and cost a total of £5,000.

NHS England supports the recruitment of nurses coming from overseas and ensures processes are ethical, and that nurses are not being recruited from countries where they have their own shortage of qualified staff.

