

Message from the Chairman



At the time of writing this message, we are not far away from opening our state-of-the-art Theatre extension. This first phase of the project will provide us with one modern operating theatre, with the potential to allow for up to 1,200 additional procedures per year, helping us reduce out waiting times.

Across the organisation, we're currently preparing ourselves for the role we'll play across Shropshire, Telford and Wrekin Integrated Care System as winter approaches.

On behalf of the Board of Directors, I must also pay tribute to the fantastic results we received in the Adult Inpatient Survey. We continue to excel, and I'm delighted that our patients tell us so.

Harry Turner
Chairman

RJAH hailed as high performer in major national survey

RJAH was singled out as one of just nine providers producing results "much better than expected" in the Adult Inpatient Survey which is produced annually by the Care Quality Commission.

More than 1,200 RJAH patients were invited to take part in the survey, with a response rate of 69% - well above the national average of 42%.

The Trust's food scores were the best in the NHS for the 18th time in the last 19 years, while its hospital wards and rooms are rated the cleanest for the fourth year in a row.

The survey also included questions this year on whether patients, their family and carers were involved in decision-making regarding their care – and it scored top across this area as well.

The Trust ranked third for overall patient experience with an average score of 9.22, against a top score of 9.34. It also ranked second for overall care and treatment with a score of 9.16 out of 10.

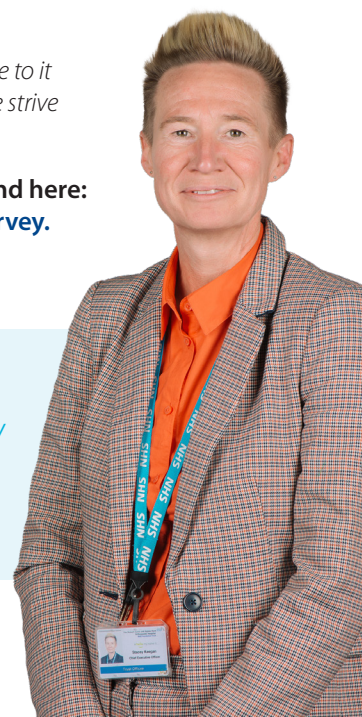
Stacey Keegan, Chief Executive, said: "I am very proud of this report, which is a testament to the high quality of care delivered by staff right across our hospital.

"I am grateful to our patients for their feedback, and it is gratifying that they are so positive about the experience they have had while in our care.

"We will make sure we take time to celebrate this report, but also use it to draw out areas where we can make further improvements as we strive to maintain a focus on excellence and innovation."

Full details of the Adult Inpatient Survey 2023 can be found here:
www.cqc.org.uk/publications/surveys/adult-inpatient-survey.

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Governors Meetings

24 November 2024

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

Your elected Public Governors

Shropshire
Victoria Sugden (Lead) / Colin Chapman / Vacant

North Wales
Shelia Hughes / Vacant

West Midlands
Tony Wright

Cheshire & Merseyside
Neil Turner

Powys
Vacant

Rest of England & Wales
Vacant

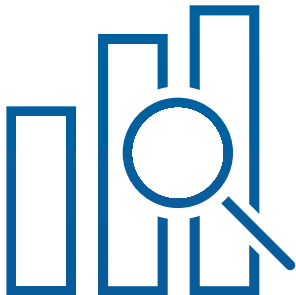
Staff Governors
Allen Edwards / Kate Betts / Vacant

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

Membership figures

At the end of August 2024, the membership figures were:

Staff	1328
Volunteers	413
Public	5149
Total	6890



Governor Profile

Neil Turner

Public Governor for Cheshire and Merseyside



I started my early adult life participating in sport, basically football and athletics. Like many other young men, the dream was to be a successful full-time footballer. However, this dream quickly withered to semi-professional.

Looking back, albeit I didn't think it at the time, it was the best thing that happened to me. I was fortunate enough to represent Great Britain and Lancashire at athletics and played as a semi-pro footballer until my early 30s.

During my early sporting years, I studied and gained a degree in Business Studies, which acted as a pre-cursor to a career working for various companies, like Littlewoods, ITV/ Granada, Groupe SEB and Meyer Group.

The business journey took me to, and based me in, many far off lands, namely USA, France, China and Oldham (however that's a story for another day).

In tandem with my business career, I was asked to broadcast for the BBC on both radio and television and I have been with the Beeb for over 40 years now. I also pen articles for newspapers and magazines when requested.

I am semi-retired these days, however besides my media work, I also run a small consultancy business; working for one or two high street retailers and houseware brands, who ask for assistance with public relation issues and crisis management.

The main reasons for wanting to become an RJAHS Governor is simple; I have undergone two separate back operations at RJAHS in recent years, the professionalism and dedication from all staff members who were involved with me was first rate, which impressed me greatly.

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.

News from the Trust

MCSI patients marking milestones with new bell

An end of treatment bell is a familiar sight across cancer care wards, being rung by patients who have finished treatment - but at RJA, the bell has been celebrating milestones and achievements of spinal injury patients.

The installation of the end of treatment bell was the idea of Lauren Hutchinson, Midland Centre for Spinal Injuries Sister, and was donated by charity End of Treatment Bells, who aim to help people celebrate milestones throughout treatment.

Volunteering heroes honoured at annual awards

In a heartwarming celebration of dedication and commitment, the League of Friends to RJA have honoured the contributions of their volunteers at an annual awards ceremony.

Over 50 volunteers gathered as the charity presented 3 awards:

Volunteer of the Year

Peter Leach

Volunteer Team of the Year

Coffee Shop Team

Chairman's Courage Award

Beryl Angel

If you are interested in volunteering at RJA please visit:

www.friendsrja.org.uk/volunteer

New pledges agreed as RJA reaffirms commitment to Armed Forces

Leaders at RJA have signalled their continued support for staff, patients and volunteers who serve in military roles – by resigning the Armed Forces Covenant.

As well as representing a pledge of support, the Covenant also sets out how the Trust will demonstrate its commitment, including promoting its armed-forces-friendly status and seeking to support the employment of veterans, young and old.

RJA first became a signatory of the Covenant in 2017 and since then have opened the UK's first dedicated Veterans' Orthopaedic Centre.

The hospital has now refreshed its pledges to include a commitment to be an exemplar of the best care for veterans and their families and ensure a clear and support transition process in place to enable veterans and other Armed Forces personnel to work at the Trust, at a level equal with their training and experience.



Over 500 years of NHS service celebrated at RJA

The year was 1994 – Nelson Mandela was elected President of South Africa in a historic election, and iconic sitcom Friends premiered on TV.

Meanwhile, a group of healthcare workers began a journey of their own, as they embarked on exciting NHS careers.

Sixteen members of staff, who have each clocked up 30 years of service to the NHS, were honoured at the annual Long Service Awards.

Combined, they have accumulated more than 500 years of service between them.

They were presented with certificates and vouchers by Trust Chair Harry Turner and Chief Executive Stacey Keegan.



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.

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



You can also find us on X and Instagram at @RJAH_NHS



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 London Marathon runners celebrated for raising £45,000

Twenty-one remarkable runners, who took part in the 2024 TCS London Marathon in aid of RJAH, have been celebrated for raising a phenomenal £45,000.

A small celebration took place in August in the Headley Court Veterans' Orthopaedic Centre to honour the fundraisers who took on the 26.2-mile race, which took place back in April.

Each runner received a certificate of appreciation, which was presented to them by Stacey Keegan, Chief Executive.

Victoria Sugden, Charity Director, said: "We are immensely grateful to our team of runners who took part in the London Marathon to raise funds for RJAH Charity.

"The London Marathon is the biggest fundraiser on the calendar and funds raised by the team will go into our wider charitable funds pot, which is used to fund projects across the hospital to support patient care and improve staff services."

Turf cutting ceremony marks start of Garden for Alice

RJAH has reached a major milestone in its Garden for Alice fundraising appeal - with the official turf-cutting ceremony taking place.

Anna Turner, Lord Lieutenant of Shropshire, had the honour of placing the first shovel in the ground, alongside fundraising supporters and invited guests, to symbolise the start of the much-anticipated therapeutic garden project.

The garden will include a vegetable patch, hornbeam trail and woodland walk, as well as tranquil spots to observe nature, to rehabilitation zones and secluded weatherproof areas for outdoor learning and games.

A significant boost to the project came from the generous contribution of £100,000 by the League of Friends, whose support has been pivotal in bringing this vision to life.

Additionally, the Garden for Alice appeal has received tremendous support from local businesses, fundraising groups, community events, and generous individual supporters.

Suzanne Marsden, Alice Ward Manager, said: "We're over the moon that work has now begun on the garden – it's going to be a beautiful space that's enjoyed by our patients and their families.

"Children attend RJAH for a variety of orthopaedic conditions and during this time the ward really becomes home, school and a place of play. The garden will support their recovery, rehabilitation and wellbeing."

If you would like to make a donation towards the garden, please visit the dedicated fundraising page: www.justgiving.com/campaign/gardenforalice

