

Message from the Chairman

It's been six months since my appointment as Chair, and we are six months into the 'post covid-19' world.

The past six months have allowed the Board of Directors to get out and about across the organisation, to meet and listen to staff – this is invaluable to ensure we create a listening culture within the hospital. In this time, we've recruited new members to our Board who have made a fantastic impact, and I look forward to welcoming Jane Haire, our new Chief People and Culture Officer, in the coming months. We are also making great progress in terms of our elective backlog and infection prevention and control improvements. For this, I thank staff for their hard work.

We recently received the results for the Care Quality Commission Adult Inpatient Survey, where we scored top in the country in several areas. Thank you to all our staff who worked hard to sustain these fantastic results year after year and thank you to our patients. I couldn't be more proud. More about the survey results can be found in this newsletter.

Looking forward, we are approaching a difficult winter, but I am confident that our brilliant workforce will respond to the challenges, as they have done many times before.

Best wishes,
Harry Turner, *Chairman*



RJAH top of the class in major national report

Staff at RJAH have been celebrating after overall patient experience was rated best in the country, according to the findings the 2021 Adult Inpatient Survey.

The Adult Inpatient Survey is produced annually by the Care Quality Commission (CQC) and reveals what just over 62,000 adults who had stayed in hospital for at least one night during November 2021 said about the care they received.

A total of 1,250 RJAH patients were asked to complete the survey and 904 returned it. This equates to a response rate of 72% – well above the national average of 39%.

Some of the stand-out findings can be seen in the tables below this message, but the highlights to note are:

- **Overall patient experience:** RJAH rated No 1 in the country for the third year in a row
- **Hospital food:** Our food has been rated No 1 in the country for the 16th time in the last 17 years
- **Cleanliness of wards and rooms:** We rated No 1, for the third year running, for patients reporting that their side room or ward was clean

Overall, we have again been named by the CQC as one of the organisations placed in the top band of Trusts across England delivering results that are considered "much better than expected".

Full details of the Adult Inpatient Survey 2021 can be found online here: www.cqc.org.uk/publications/surveys/adult-inpatient-survey

Governors Meetings

9 November 2022
8 March 2023

This meeting may not be going ahead due to social distancing guidance for covid-19. For more information, please email: rjah.ft@nhs.net

Your elected Public Governors

Shropshire
Colin Chapman / Nikki Kuiper

North Wales
Colette Gribble

West Midlands
Tony Wright

Cheshire & Merseyside
Katrina Morphet

Powys
William Greenwood (Lead Governor)

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
Simon Jones – Shropshire Council
Dr Karina Wright – Keele University

Membership figures

At the end of September 2022 the Membership figures were:

Staff	1177
Public	4796
Volunteers	427
Total	6400

Governor Profile

Dr Nikki Kuiper PhD

Public Governor – Shropshire



I'm excited and honoured to serve RJAHS as a Public Governor for Shropshire, and to bring my own personal and life experiences to the Council. I hope to represent local views and create value for RJAHS, its staff and patients.

In 1989, I did a university placement year in the Rheumatology Department which inspired my 30-year career in arthritis research and teaching - most recently at Keele Medical School. The hospital, its staff and the surrounding area were so special that I have returned repeatedly. Oswestry is the place where I married, and it is where I bring up my family.

For 20 years I grew a successful partnership between Keele University and RJAHS arthritis research through my medical school teaching, my external visibility, and my research funding. I have trained over 1,500 doctors with several taking up orthopaedics as their speciality – a few of whom work in the RJAHS.

In my working life, I've had many friends at the RJAHS - researchers, doctors, secretaries, domestic staff, allied health professionals and patients. For years, my family and friends have benefited from the great care at the RJAHS. Now I am proud to offer my support in caring for staff and patients.

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 13 December.

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

Triple whammy as RJAH in the running for three NOA Awards

RJAH – who are a founding member of the National Orthopaedic Alliance (NOA) – are celebrating after being shortlisted three times in the inaugural NOA Excellence in Orthopaedics Awards.

The RJAH Green Plan has been shortlisted in the Working Towards Net Zero – Greener NHS category, while the myrecovery project – electronic data collection and supporting patients with self-management, was named a finalist in the Patient Engagement – Support Patients Wellbeing category.

The final shortlisted entry was for the Path of Positivity in the Staff Wellbeing Initiative category.

RJAH celebrates win at English Veterans Awards

Lieutenant Colonel Carl Meyer won Reservist of the Year at the 2022 English Veterans Awards – prestigious awards which recognises veterans across the country.

Lt Col Meyer, Consultant Orthopaedic Surgeon and Reservist with 202 Field Hospital, won the Reservist of the Year Award for his dedicated work toward the armed forces and veterans' community.

Lt Col Carl Meyer said: *"I am delighted to receive this award. The Veterans' Orthopaedic Service at RJAH enables our veterans to be seen in an environment that brings both comfort and familiarity."*

ORLAU win prestigious award for innovative 3D design

The Orthotic Research and Locomotor Assessment Unit (ORLAU) at RJAH, in partnership with Ricoh 3D, were announced as the winners of the Healthcare Application Award at a glittering ceremony for the TCT Awards.



Ricoh 3D is a Telford-based business which specialises in 3D printing services and manufacturing solutions, to support taking its clients from design to prototype and then production.

Sam Oliver, Clinical Engineer and Designer at the RJAH, described this project as resetting the clinical mindset to give other NHS hospitals the confidence in 3D printing as the primary method of manufacture.

He said: *"Patient care is always our priority, but this improved design is not only more effective, it is cheaper and quicker to manufacture."*

"The versatility and potential of 3D really is limitless, and we are thrilled that we have been able to make a real difference to the lives of patients with our knowledge and skill in this technology."

Busy bees at RJAH sign up to Operation Pollination

RJAH have been busy bees looking at ways to further support biodiversity and develop pollinator friendly greenspaces across their site.

The hospital has signed up to Operation Pollination, an initiative that recognises the importance of pollinator habitat, both restored and maintained on public and private lands.

Through collaboration and outreach with partners, an interconnected mosaic of pollinator habitats will be developed to stabilise and/or increase populations of pollinator species throughout project areas.

Operation Pollination is a collaborative Rotary project. Chris Bryan-Smith, President of Borderland Rotary Club for 2022, said: *"The local council, along with several businesses, schools and organisations have already signed the pledge, so we're delighted to have the support of RJAH too."*





Ask others to join

Over 6000 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 8,000 likes.

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

Wedding bells at RJAH for Phil and Shirley

Mid Wales cancer patient Phil Bryers and partner Shirley Astbury know that every day is precious. The couple have been together for almost two decades but have had to face the difficult truth that Phil's illness means their time is running short.

Phil, 66 from Newtown, was diagnosed with kidney cancer back in 2004, however in 2016 he received a diagnosis that the cancer has spread to his bones. He was admitted to hospital where he was then placed on a palliative care pathway.

So, determined to make the most of every minute, they opted to get married at RJAH, where Phil was an inpatient. Hospital staff pulled out all the stops to give them their special day and create lasting memories.

Phil said: "We can't thank all the staff enough for making this happen for us both. Being able to get married was important to both of us and it was a superb day."

RJAH awarded for commitment to patient safety by the National Joint Registry



The RJAH is celebrating after being named a National Joint Registry (NJR) Quality Data Provider, for the fourth year running.

The NJR monitors the performance of hip, knee, ankle, elbow and shoulder joint replacement operations to improve clinical outcomes primarily for the benefit of patients, but also to support orthopaedic clinicians and industry manufacturers.

The Quality Data Provider is awarded to hospitals who successfully complete a national programme of local data audits, which aim to support patient safety.

Mr. Sudheer Karlakki, Consultant Orthopaedic Surgeon, said: "Achieving yet another award from the NJR for complete data submission is no easy task.

"It takes some dedication and a serious effort from all, especially the team who upload this information on to NJR and ensure that every surgical data chased and uploaded."

NJR targets also include having a high level of patients consenting for their details to be included in the registry and for hospitals to demonstrate timely responses to any alerts issued by the NJR in relation to potential patient safety concerns.

Dr Ruth Longfellow, Chief Medical Officer, said: "Patient safety and the quality of patient care is of the utmost importance and something all staff take very seriously.

"We fully support the National Joint Registry's work in facilitating improvement in clinical outcomes and governance for the benefit of patients having knee surgery and we're delighted to be awarded as an NJR Quality Data Provider."