

## Coronavirus message from the Chairman



At the time of writing this message, we are still at the start of what we now all expect to be a period of great challenge as we respond to the impact of coronavirus – Covid-19.

None of us will have experienced anything quite like it. Travel seriously restricted, contact with loved ones limited, bars and restaurants closed, businesses at threat of going under and many individuals worried about the risk to them and their families of contracting the virus.

Phrases like 'social distancing', 'self-isolation' and even 'lockdown' are now part of everyday language.

Within all of this worrying and uncertainty, I just want to say how proud we all are of the response of the NHS to the crisis, and in particular, the professional, calm, committed and determined response of staff and volunteers at RJAH.

The manner in which we are working collaboratively with our partners from across the region to provide care to affected and vulnerable patients is further evidence of the brilliance of our people.

I thank each and every one of you.

Best wishes,  
Frank Collins, *Chairman*

## Veteran healthcare gets £6million boost

The UK's first dedicated orthopaedic centre for Armed Forces veterans is to be built at RJAH – thanks to a remarkable £6 million charitable grant.

The hospital had initially launched a £1.5 million appeal in October 2018 to build a more modest outpatient facility for veterans, but is now set to realise a grander vision thanks to the support of the Headley Court Charity.

Headley Court was the leading medical rehabilitation base for members of the Armed Forces before the transfer of those services to a new facility at Stanford Hall. Following the move, Trustees of the Headley Court Charity, have been looking for worthy causes in keeping with their ethos and aims to support in the form of charitable grants from their reserves.

They identified the Veterans Orthopaedic Centre at RJAH, which aims to treat service personnel and veteran patients in a bespoke, military environment, which feels familiar to them, while addressing their specific needs – physically, mentally and emotionally.

Air Vice Marshal Anthony J. Stables, Chairman of the Headley Court Charity, said: *"Trustees are delighted to be able to support the build of the country's first dedicated Veterans' Orthopaedic Centre. This centre will expand on the fantastic work already provided by the Veterans' Orthopaedic Service at RJAH."*

Initially started in 2014, the Veterans' Orthopaedic Service was started by Lieutenant Colonel Carl Meyer, a serving Army Officer who is also a Consultant Orthopaedic Surgeon at RJAH, and treats patients with arthritic lower limb conditions.

Please turn for page four of this newsletter for a patient story about how the Veterans' Orthopaedic Service has transformed the life of a veteran.



# Governors Meeting

Thursday 28 May 2020

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

## Your elected Public Governors

### Shropshire

Colin Chapman / Sue Nassar / Victoria Sugden

### North Wales

Jan Greasley / Martin Coggan

### West Midlands

Russell Luckock

### Cheshire & Merseyside

Katrina Morphet

### Powys

William Greenwood

### Rest of England & Wales

Vacant Position

### Staff Governors

Kate Chaffey / Allen Edwards / Kate Betts

### Stakeholder Governors

*(appointed by organisations that work closely with the Trust)*

Peter David – RJAH Voluntary Services Committee

Cllr Karen Calder – Shropshire Council

Dr Karina Wright – Keele University

## Membership figures

At the end of February 2020 the Membership figures were:

Staff	1179
Public	4770
Volunteers	478
<b>Total</b>	<b>6427</b>

## Governor Profile



### Kate Chaffey – Staff Governor

I have worked at RJAH since August 2016 when I started in the Appointments team and then became the Outpatients Department Resource Team Leader for the Access Division. My primary job role is to ensure each clinic room is fully utilised and I work closely with the Access Team Leaders to do this. I am also responsible for managing the rooms for extra clinics and liaising with team in Outpatients.

Prior to working for the NHS, I worked in retail management and visual merchandising.

Outside of work, I have an interest in photography, textiles and interior design. I love spending time with my family and I have two young boys.

I was appointed as Staff Governor in September 2017, and I have really enjoyed seeing different areas of the Trust and how they function. I also enjoy working with the Board of Directors and my fellow Governors.

I am proud to work for RJAH and delighted that Headley Court Charity has donated £6 million for the new Veterans' Orthopaedic Centre.

## 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](mailto:rjah.ft@nhs.net) to confirm your attendance and also of any matters you wish to raise.

## Engaging with our Members

Our next Members Surgery will take place on 9 June 2020, 9.30am-12.30pm in the Conference Centre of the main entrance to the hospital.

Representatives from our Council of Governors will be on hand to discuss a number of issues and point you in the right direction to get more information.

The stand in the Main Entrance has been a great success so far and has allowed Governors to engage with more patients and visitors than would otherwise have been possible. Those of you with private matters you want to address can request a private room if necessary.





## News from the Trust



### New Non-Exec Director joins RJAH

Experienced chartered accountant Rachel Hopwood joined the Board at RJAH at the end of 2019.

Rachel previously held Non-Executive Director roles at the Countess of Chester Hospital and Western Cheshire Primary Care Trust. She replaces former Deputy Chair Alastair Findlay on the Board – who completed the maximum two full terms of office.

### Replica badge to celebrate Nursing & Physio training

A replica of a special badge, devised by Dame Agnes Hunt, one of the hospital's founders, and awarded to all students completing a five year combined Nursing and Physiotherapy training programme was unveiled to staff and retired Nurses and Physiotherapists.

The badge was awarded from 1944 to 1969, after which Dame Agnes' training school merged with North Staffs Royal Infirmary and a new pin was created.

The idea to create and display the replica badge was the brainchild of retired Physiotherapist, Gill Cripps.

Gill, as well as her friends and former colleagues, who were members of the Old Oswestrians' Physiotherapists Association have organised and funded the badge, with support from the hospital's League of Friends.

## Pet therapy brings joy to RJAH patients



A whole new breed of hospital visitor is brightening the lives of patients at RJAH with the introduction of therapy dogs.

The Therapy Dogs Nationwide charity has provided doggy guests to visit patients, including Lola the Chihuahua and Katie the Pug, who are temperament assessed therapy dogs.

They will provide a much needed boost for patients, particularly those who are in hospital for a prolonged period of time – such as patients on the Midland Centre for Spinal Injuries (MCSI).

Kate Betts, Rehabilitation Technician on MCSI, was the driving force behind the introduction of the four-legged friend as therapy for the patients and has been supported by the League of Friends.

Violet Jenkins, who has been a patient on MCSI for more than three months, said: "It's absolutely marvellous having Lola come in to see us. She lifts everyone's spirits no end. It's not easy being away from home for a long stretch of time, so for most of us, Lola feels like a bit of home is being brought into hospital for us. That's really special."

Due to the current covid-19 pandemic, all therapy dog visits have been suspended for the time-being, after discussions with the Infection Control and Prevention Lead at RJAH and the Therapy Dogs Owner.

### RJAH female surgeons flying the flag for women in surgery

Female Orthopaedic Surgeons at RJAH are proudly wearing their new personalised theatre scrub caps – all in a bid to promote women in surgery.

The team at The Robert Jones and Agnes Hunt Orthopaedic Hospital have had scrub caps specially produced from company Scrub'd Up to make female orthopaedic surgeons, and in particular speciality trainees, more identifiable when in Theatres.

Approximately 12% of surgeons across the UK are female, and in the sub-speciality of trauma and orthopaedics, this figure drops to even less at 6%.

The idea came from Miss Gillian Cribb, Consultant Orthopaedic and Oncological Surgeon and Clinical Lead for the Tumour Unit, who said: "Being in such a minority group, it's often assumed that female orthopaedic surgeons are other members of the surgical team so these caps really help distinguish us as surgeons when in theatres."





## 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](http://www.rjah.nhs.uk) or for a membership form ring 01691 404394 or email: [rjah.ft@nhs.net](mailto: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 almost 7,000 likes.

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

And if you are talking about the Trust, remember to use our Twitter handle and help us spread the word!



## 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](mailto:rjah.governors@nhs.net)

# Standard of care at RJAH gets ringing endorsement from staff

Staff at RJAH have given a ringing endorsement to the care provided at their own organisation – with table-topping results in the NHS Staff Survey 2019.

A total of 94.8% of RJAH staff completing the survey said they would be happy with the standard of care provided by their organisation if a friend or relative needed treatment there.

RJAH has also received another endorsement from its staff as an employer, with 77% recommending it as a place to work – a score that ranks it among the top 10 Trusts in the country.

Almost 62% of staff at RJAH completed the survey in 2019 – the highest figure since response rates were first recorded in 2004 and an increase of almost 20% from just 12 months ago.

The NHS Staff Survey is an annual exercise, which gives the largest and most detailed insight into the morale of the NHS workforce as a whole.

The full staff survey report can be found online at: <http://www.nhsstaffsurveys.com>

## New veterans' orthopaedic centre will 'offer patients an extraordinary lifeline'

Former Welsh Guardsman – Mark Emptage – was at the lowest point in his life, before he was able to refer himself to the dedicated Veterans' Orthopaedic Service at RJAH.

Mark Emptage, from Llandudno, has had both his right and left knees replaced, in 2018 and 2019 respectively, by Lieutenant Colonel Carl Meyer, Consultant Orthopaedic Surgeon and Serving Officer in the British Army.

Following a fall whilst in service, he suffered with excruciating pain ever since leaving the service back in the late 1970s. Over the years the pain worsened and he eventually developed arthritis.

Mr Emptage had always led an active lifestyle through his work and hobbies; however in 2017, as his physical health deteriorated, he was forced to give up work and his sporting activities.

He said: "Giving up work and the things I loved doing the most was hard. Cycling was not only a hobby, it was what I did when I needed to clear my head when things were tough, and without that, I found myself in a downward spiral.

"It was the hardest time of my life, I couldn't do the simplest of tasks that we all take for granted like putting on my own socks, and it felt as though nobody was able to help me but then I was made aware of the Veterans' Orthopaedic Service at RJAH.

"The care I received at RJAH was absolutely phenomenal. The Veterans' Orthopaedic Service gave me my life back, after being at my lowest. I can do all the things I didn't think I'd be able to do for a long time again.

"Just five months after my having my second knee done, I was able to take part in the Battlefield Bike Ride – a 350 mile ride around Normandy; I could never have even contemplated that before my operations."

