

## Coronavirus message from the Chairman



Governors and members will be aware of the fantastic work that RJAH has been doing to help respond to the challenges of the coronavirus pandemic. While we aren't out of the woods just yet, the collective efforts of many people locally and nationally have meant that we have started to return to some element of 'normal' activity.

For the hospital, this means that we can re-establish our care to our orthopaedic patients from all over the county of Shropshire, Wales and further afield.

There is no doubt that the delays caused by Covid-19 in providing routine services will mean that we have further challenges ahead but I have the utmost confidence in all of the staff at RJAH in responding in our usual, professional and high quality manner.

You will also be aware that we are approaching that time of year when health services are put under even greater pressure. Irrespective of any further increase in the number of Covid-19 cases, we shall continue to address these as they arise and in this regard, remain committed to working as an important and integral part of the local health system in Shropshire.

Best wishes,  
Frank Collins, *Chairman*

## RJAH at top of the class again in Adult Inpatient Survey

Overall patient experience at RJAH is the best in the country – according to the findings of the Adult Inpatient Survey, which is produced annually by the Care Quality Commission (CQC).

It is based on feedback from almost 77,000 people who had a spell as a hospital inpatient during July 2019.

RJAH has been named by the CQC as one of just nine organisations placed in the top band of Trusts delivering results that are considered *"much better than expected"*, with patient experience that is substantially better than elsewhere. It is also classed as *"much better"* in both medical care and surgery.

RJAH received responses which were better than most Trusts in 54 of the 60 questions included in the survey which were relevant to its services, and worse than most Trusts in none.

Highlights include top scoring for overall patient experience with an average mark of 9.23 out of 10.

Staff across the Trust were championed by patients responding to the survey. Its doctors were rated as the best in the country and its nurses came out on top for inspiring confidence and trust. Other clinical staff, including physiotherapists and radiographers, were also rated No 1, while even non-clinical staff came out on top for the way they look after patients.

The hospital's wards and rooms are also ranked as the cleanest in the country, while patients rated its food as the best as well – for the 14th time in the last 15 years.

[Click here to see full details of the Adult Inpatient Survey 2019.](#)



# Governors Meeting

Thursday 26 November  
Thursday 28 January

These meetings 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 Coggon

### 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 – RJAHS Voluntary Services Committee

Cllr Karen Calder – Shropshire Council

Dr Karina Wright – Keele University

## Membership figures

At the end of August 2020  
the Membership figures were:

Staff	1176
Public	4829
Volunteers	474
<b>Total</b>	<b>6479</b>

## Governor Profile



### Martin Coggon – Public Governor for North Wales

I am originally from South Yorkshire and worked in industrial sales before joining the Royal Air Force in January 1974, where I served 31 years and spent 17 of those overseas on postings or detachments. I retired in January 2005 and settled in North Wales.

Since retirement, I've been involved with the Corwen Branch of the League of Friends, where I am Secretary and my wife is the Chair as well as choral singing, travelling and help Wales Air Ambulance with their fundraising.

I've been an RJAHS Governor since 2017 and have really enjoyed meeting my fellow Council of Governors, members of the Trust Board and hospital staff. What has impressed me is the continuing expansion of the facilities at RJAHS to enhance care and treatment of patients.

## 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 8 December 2020 from 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

### Nurse hangs up her uniform after almost four decades

Long-serving and loyal nurse Julie Roberts has hung up her uniform after almost four decades spent at RJAH.

Julie nursed on six wards during her 37 years at RJAH, where she is leaving as Assistant Chief Nurse after working in Orthopaedics, Rheumatology, Governance, a number of leadership roles and most recently Infection Control, where she worked to support the response to covid-19. While Ludlow Ward was the hospital's dedicated covid ward, a handful of patients in the Midland Centre for Spinal Injuries have also received outstanding care after contracting the virus.



### Routine diagnostic scans resumed at RJAH

The Trust has been able to resume routine MRI, CT and ultrasound scans – after being forced to cease all non-essential imaging at the start of April, in line with national guidance as the NHS responded to the coronavirus pandemic.

Activity levels will be going up week by week, and the team are aiming to meet national targets to return to pre-covid levels by the end of October.

The Trust will be contacting patients who are waiting for surgery or a diagnostic scan about future treatment arrangements, so you do not need to contact us.

## RJAH praised for its infection control measures



Infection prevention and control measures at RJAH have been praised by the Care Quality Commission (CQC) – the independent regulator of health and adult social care in England.

The news comes following a recent review of infection prevention and control at RJAH, where a representative from the CQC assessed the current infection control arrangements as part of a routine engagement call.

Although the CQC are not routinely inspecting services during the pandemic period and recovery phase, they are continuing to carry out some focussed inspections.

Resources that have been created were also praised by the CQC, including a video that was developed which shows the measures have been put in place from the front door onwards to keep people safe. [The video can be viewed here on the Trust website.](#)

### Further planned surgery resumed at RJAH

Planned surgery has now resumed at RJAH, following trauma services returning to The Shrewsbury and Telford Hospital NHS Trust (SaTH)..

This announcement represents the next step towards restoring routine services since all non-emergency elective work was suspended in late March. RJAH took on trauma work at this point – a move which helped SaTH free up capacity to receive more covid-19 patients.

RJAH began re-introducing some planned surgery for the most urgent patients in June.





## 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 over 8,000 likes.

You can also find us on Twitter and Instagram at @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)

# End-of-life Swan memory boxes to bring comfort and support

Families who lose a loved one at RJAH will receive special Swan memory boxes to help them grieve.

RJAH pledged its support to the implementation of the Swan Scheme – a national initiative which was launched by Salford Royal NHS Trust. The Swan Scheme aims to support patients in their final days of life and their families into bereavement and beyond.

The boxes contain support information leaflets, toiletries, lip balm, tissues, a ribbon-tie bag, a bag for any belongings, knitted keepsake love hearts, free car parking vouchers and hot drink and cake vouchers.

They also contain resources for the staff members who are providing the end-of-life care.

## Redeployed SaTH trauma team thanked for hard work at RJAH

Eight individuals who work for The Shrewsbury and Telford Hospital NHS Trust (SaTH) have been thanked for their hard work at RJAH after they were redeployed to RJAH when the trauma service was moved at the start of the coronavirus pandemic.

RJAH took over responsibility for the trauma service from SaTH in March. The move helped SaTH free up capacity to manage an influx of covid-19 patients. The members of staff were relocated to Oswestry to ensure a smooth transition and help it continue to run effectively in the months since.

The service returned to SaTH on Monday 24 August and an afternoon tea was arranged to thank them for their hard work and to recognise the success of the partnership working between the two organisations.

The staff who were redeployed were Dr Sairum Kumar and Dr Mohamed El Barberry, Orthopaedic Geriatricians; Jackie Payne, Trauma Sister; Jane Thompson, Fracture Liaison Nurse; Jason Straub and Diane Bailey, Plaster Technicians; Callum MacLennan, Trauma Coordinator; and Suzanne Sharp, Hand Occupational Therapist.

Dr Shu Ho, Consultant Physician, normally splits his working days between the Royal Shrewsbury Hospital and RJAH however has spent more time at RJAH during the pandemic, supporting the trauma service.

