



The stakeholder bulletin of The Robert Jones and Agnes Hunt Orthopaedic Hospital

August 2024

Issue 3

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A message from Stacey Keegan, Chief Executive

I'm delighted to welcome you back for the latest edition of our stakeholder bulletin, RJAH Connected. Within it you will find lots of good news – not least our latest Adult Inpatient Survey results, which were published this week. They are truly outstanding and reflect the fantastic job that our people continue to do in challenging circumstances.



We have also held a couple of awards events in recent times. Our Dame Agnes Hunt Medal presentations was a chance to celebrate our nursing, AHP and support worker colleagues. They were presented as part of our Annual Nursing and AHPs Celebration Event, which was again a big success.

Another highlight was our Long Service Awards and a chance to recognise colleagues who have racked up 30 years or more of service to the NHS. Many of the people we celebrated this year have accumulated the vast majority of those years right here at RJAH. It is always a privilege for me to attend this event, and this year was no exception.

I don't want to let this edition go by without referring back to the terrible scenes we have seen across the UK following the horrific murder of three children in Southport. The act alone was terrible, but the hurt was exacerbated further by the shocking riots and violence, driven by racism and hate, that followed in the aftermath. I was alarmed to hear reports of unacceptable abuse and violence towards people of different ethnicities, including health and care professionals. There is no justification for this, and it is a source of deep shame for the country.

Together with fellow health and care leaders across Shropshire, Telford and Wrekin, we issued a joint statement where we were very clear: we will not tolerate any harassment or abuse of our staff. We are united and resolute in our message of solidarity and compassion for anyone affected by this appalling behaviour.

Best wishes,

Stacey

RJAH hailed as a high performer in the Adult Inpatient Survey

We have been singled out as one of just nine providers producing results "much better than expected" in a major new national report published this week.

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.

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.

Highlights included that our food scores as the best in the NHS for the 18th time in the last 19 years, while our 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 we scored top across this area as well.

[Read more on our website.](#)



National recognition for improvement via NHS Staff Survey

We were delighted this week to receive a certificate from NHS England in acknowledgement of our achievements in improving the experience and engagement of colleagues within our organisation.

The certificate was signed by Erin Wilkinson-Brice, Director of Staff Experience and Leadership Development for NHS England, and celebrates the results of our NHS Staff Survey 2023. Alongside it, Erin praised the organisation for improving across in all seven elements of the People Promise and the themes of Staff Engagement and Morale.

“The NHS is operating in a challenging environment and improving staff experience in these circumstances should be recognised as a real achievement,” wrote Erin. “I would like to thank you and your team for all your hard work in leading and delivering improvements for our NHS people.”

We will be launching our 2024 Staff Survey in early September.



New pledges agreed as RJAH reaffirms commitment to Armed Forces

We have signalled our continued support for staff and patients who serve in military roles – by re-signing the Armed Forces Covenant.

The Covenant represents a pledge of support to people who are serving in, or who have served in the Armed Forces. It 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.

RJAH first became a signatory of the Covenant in 2017, and went on to win an Employer Recognition Scheme Gold Award from the Ministry of Defence in 2018 in acknowledgement of our work to support the Armed Forces.

Having accomplished a lot since first signing up to the Covenant – including opening the UK’s first dedicated Veterans’ Orthopaedic Centre – we have now refreshed our pledges and has re-signed the Covenant to underline that commitment.

[Read more on our website.](#)



OBE for Veterans' Service Director

Lt Col Carl Meyer, Clinical Director and founder of our Veterans' Orthopaedic Service, was named in the King's Birthday Honours.

Carl has been named an Officer of the Order of the British Empire – more commonly known as an OBE. The honour is in recognition of his service to the British Army and to the veterans community.



Carl said: "Receiving this honour strengthens my desire to ensure we continue to develop our veterans services here at RJAH as well as helping other hospitals to develop their own services."

[Read more on our website.](#)

Dame Agnes Hunt Nursing Medals

As part of our Annual Nursing and Allied Health Professionals (AHPs) Celebration Event, we presented the Dame Agnes Hunt Nursing Medals for 2024.

Named in honour of our co-founder, the Dame Agnes Hunt Medals have become a regular fixture on our calendar. Winners were:



- Dame Agnes Hunt Nursing Medal – **Ruth Carle**, a Nurse Practitioner on the Pre-Operative Assessment Unit
- Dame Agnes Hunt AHP medal – **Claire George**, Therapy Facilitator and is also co-chair of the AHP Faculty for Shropshire, Telford and Wrekin
- Dame Agnes Hunt Support Worker Medal – **Sharon Gerrard**, a Healthcare Assistant on Clwyd Ward
- Special Recognition Award – **Bethan Mallen**, our Adult Safeguarding Lead

Congratulations to them all!

Over 500 years of service celebrated at Long Service Awards

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



Harry said: “Many of those we had with us today have spent their entire NHS career with RJAH, and we thank them for their dedication and commitment.”

[Read more on our website.](#)

Vacancies on our Council of Governors

We currently have a number of vacancies on our Council of Governors and are open to nominations for candidates to fill those roles.

Governors play a vital role in ensuring that the views of the wider community are taken into account in providing and developing our services, so this is a fantastic opportunity to get involved.



We currently have vacancies for a governor to represent the following constituencies: Shropshire, North Wales, Powys, West Midlands, Rest of England and Wales. We also have a vacancy for a staff governor.

Nominations close on Friday 13 September. To find out more information about the elections, the role of a Governor or to complete a nomination form online, visit: www.cesvotes.com/RJAH24.

[Read more on our website.](#)

Spinal injury patients marking milestones with treatment bell

An end of treatment bell is a familiar sight across cancer care wards, being rung by patients who have finished treatment - but it has now been introduced at RJAH to celebrate milestones for spinal injury patients.

The newly installed bell signifies the end of patients' stay on our Midland Centre for Spinal Injuries (MCSI).



The installation of the end of treatment bell was the idea of Lauren Hutchinson, an MCSI Sister. She said: "It's lovely when a patient rings the bell, as the whole multi-disciplinary team including nurses, therapists, doctors, psychologists and more, get together to celebrate the patient and what they have accomplished in their time on the unit."

[Read more on our website.](#)

Cliffhanger challenge proves a soaring success for hospital charity

Dozens of daredevils braved a 150ft drop in order to raise funds our current fundraising appeal – Garden for Alice.

The bucket list event – donned the cliffhanger challenge – was organised by our League of Friends and saw around 60 participants abseil down from a 150ft crane at the hospital site, raising a fantastic £13,000 for the children's ward.



The Garden for Alice fundraising appeal was launched with the aim of creating a beautiful inclusive sensory garden for paediatric patients and their families.

[Read more on our website.](#)

Outdoor gym equipment enhances popular Path of Positivity

We have installed new fitness equipment around our award-winning Path of Positivity, following a grant from NHS Charities Together.

The Path of Positivity is an evolving green space that provides a place of wellbeing for patients, staff and visitors – with the outdoor gym supplying an accessible space for regular exercise.



Kate Betts, Physiotherapy Rehabilitation Technician on the Midland Centre for Spinal Injuries (MCSI) and Staff Governor, first instigated the idea of the path in 2019 but it's the NHS Charities Together funding efforts, along with support from the hospital's League of Friends and the Trust's Estates team, which made her vision a reality. Its success was recently featured on ITV's daytime show Loose Women.

[Read more on our website.](#)

Any comments or questions about this edition of RJAH Connected? Then please get in touch with us by emailing rjah.communications@nhs.net. Thank you!