

Message from the Chairman

We are once again at that time of year where our thoughts turn to Christmas festivities. 2021 has been another year of great challenge and pressure for all our staff as we have continued to respond to the demands of the pandemic whilst also playing a major role in the roll out of the vaccination programme. All of this being undertaken whilst we try to deliver as much routine and elective care to as many patients as we possibly can, including caring for some patients transferred from neighbouring hospitals.

From my contact with many staff over the last few months, I am aware that no department has been unaffected by the demands placed upon our Trust and I think it is appropriate at this time of year that we use the pages of Connect to encourage everyone associated with RJAH to try to take a moment or two to simply reflect upon how our colleagues have been impacted by the constant pressure and demands being placed upon them. We should recognise that for many staff, the Christmas and New Year period will offer little respite.

As Chairman, I try very hard to acknowledge on a regular basis the great work our staff do and as we approach the end of the year, I can think of no better time than now to simply say, once again, thank you to each and every member of the RJAH team. We are all very proud of your hard work and sheer determination to provide the very best level of care you can.

Best wishes,
Frank Collins, *Chairman*

Best in class results for RJAH in major national report

Overall patient experience at RJAH is the best in the country – according to the findings of the Adult Inpatient Survey.

The Adult Inpatient Survey is produced annually by the Care Quality Commission (CQC), which monitors, regulates and inspects health and social care services in England.

It is based on feedback from almost 73,000 people who had a spell as a hospital inpatient during November 2020. More than 1,200 RJAH patients were invited to take part in the survey, and the response rate of 74% was well above the national average of 47%.

The survey asked people to give their opinions on the care they received, including quality of information and communication with staff, whether they were given enough privacy, the amount of support given to help them eat and drink and assist with personal hygiene, and on their discharge arrangements.

Highlights include top scoring for overall patient experience with an average mark of 9.54 out of 10. Staff across the Trust were championed by patients responding to the survey. Our doctors were rated as the best in the country and our nurses also came out on top for inspiring confidence and trust.

The hospital's wards and rooms are also ranked as the cleanest in the country for the second year in a row, while patients rated its food as the best as well – for the 15th time in the last 16 years.

You can read more of the highlights [HERE](#).



Governors Meeting

24 March 2022

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 / Sue Nassar / Victoria Sugden

North Wales

Jan Greasley (to 29 January 2022)
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)

Peter David – RJAHS Voluntary Services Committee

Simon Jones – Shropshire Council

Dr Karina Wright – Keele University

Membership figures

At the end of October 2021 the Membership figures were:

Staff	1196
Public	4939
Volunteers	464
Total	6599

Governor Profile



Tony Wright – Public Governor for the West Midlands

Tony who lives in Madeley, Telford, became Governor for the West Midlands in October 2021.

Tony says "I was born in Belgium and moved to the Telford area in 1972, where I have lived ever since. I have a keen interest in the history of my local area. Eight years ago I retired after a career working in security - namely Heathrow Airport as an Aviation Security Agent. Now I spend most of my time travelling up and down the country, visiting RAF bases indulging my passion for Military Aviation. I also enjoy spending time with my grandchildren and in the garden, having a love of wildlife."

"I have been a patient of RJAHS for two years and the role of Public Governor gives me the opportunity to give back to the hospital by supporting the Non Executive Board of the Foundation Trust, as part of the Council of Governors. The aim of this being to continue to provide the best possible service for patients and their families. I feel privileged to be able to help RJAHS maintain its outstanding reputation."

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 Thursday 17 March from 9:30am – 12:30pm.

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

Consultant orthopaedic surgeon hailed 'Bone Idol'

Miss Gillian Cribb, who works as part of the Tumour Team, has been announced as part of the shortlist in the first-ever awards organised by the Bone Cancer Research Trust (BCRT).

BCRT launched the awards earlier this year – the Bone Idol Awards – in a bid to recognise achievements of outstanding individuals and the contribution they make across the primary bone cancer community.

The Dedication Award has been split into two awards following the amount and quality of nominations received – one award specifically recognises the research and healthcare community, while the other is dedicated to the wider primary bone cancer community.

Sparkling shortlisting for cleaner Lisa in prestigious award

Lisa Soden, who joined the Housekeeping team in November 2019 as Housekeeping Manager, has been shortlisted for the Individual Excellence Award by the Association of Healthcare Cleaning Professionals.

The Association of Healthcare Cleaning Professionals Awards encourage and acknowledge the professional excellence of its members, by celebrating those who have made a difference within their organisation and deliver outstanding services.

Harry Turner to take up reins as next RJAH Chair



Experienced non-executive director (NED) Harry Turner has been appointed as the next Chair at RJAH. Harry will take up the reins from 1 February next year, succeeding Frank Collins, who will be stepping down after almost eight years in the role.

The move represents a step-up for Harry, who has been a NED since Autumn 2017, more recently as vice chair and Senior Independent Director.

He is already serving as Chair of Dudley Integrated Health and Care NHS Trust and will continue in that role alongside his new duties.

"RJAH is a fantastic organisation and it has been a privilege to be a part of it over the last few years," said Harry.

"I am honoured to be given the opportunity to succeed Frank as Chair and look forward to helping the Trust continue to deliver the outstanding levels of care for which it is so well known."

RJAH celebrate staff at virtual awards event with a difference

The hard work and dedication of staff at RJAH has been recognised and celebrated at the Celebration of Achievement Awards.

Due to the community prevalence of coronavirus, RJAH teamed up with Shrewsbury-based events company Yarrington to hold a virtual live ceremony where staff – both those at home and those on shift – were able to tune in and watch the event unfold throughout the night.

Winners included Ellie Roberts, Medical Secretary, who was announced as the winner of the Patient Choice Award (Individual), and Carwyn Davies, Physiotherapist; and Mr Pete Gallacher, Consultant Orthopaedic Surgeon; who were hailed as the winners of the Patient Choice Award (Team).

The winners in full can be found [HERE](#).





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

RJAH Vaccination Centre celebrate as 100,000 covid vaccinations delivered

The Covid Vaccination Centre at Shropshire's specialist orthopaedic hospital has reached a milestone achievement – as it administered its 100,000th covid vaccination.

In under 12 months since the first batch of vaccines arrived at The Robert Jones and Agnes Hunt Orthopaedic Hospital, 100,000 first and second doses of the vaccination have been given to residents across the county, with all adults and health and social care staff, now receiving their boosters.

Shropshire-based auctioneer and television presenter Christina Trevanion was at the RJAH Vaccination Centre on the day of the landmark vaccine.

Many will recognise Christina from popular BBC television programmes such as Bargain Hunt, Flog It!, and Antiques Road Trip.

Rebecca Warren, Clinical Lead Nurse for the RJAH Vaccination Centre, who has led the team since the vaccination centre opened in January this year, was also quick to express her pride at the achievement.

She said: "It's awesome that we've hit the 100,000 milestone – it's a monumental step towards protecting people against this virus."



First cohort of international nurses welcomed to RJAH

An international recruitment drive in Africa, Asia and the Caribbean has led to twelve new nurses joining RJAH.

The nurses have joined the specialist orthopaedic hospital from countries including Kenya, Nigeria, India, Pakistan, Saudi Arabia, Jamaica, Cayman Islands and Saint Vincent and the Grenadines.

Their arrival is timely, given the well-recognised shortage of nurses currently available in the UK, which has made conventional recruitment challenging.

One of the nurses is Felix Otieno from Kenya, who will be working as a Scrub Nurse in Theatre. He said: "Everyone we have met so far has been amazing and really supportive. I know I speak for the rest of the cohort when I say we all look forward to being part of RJAH, which is an incredible hospital, and caring for our patients."

NHS England support the recruitment of nurses joining from overseas and ensure processes are ethical and that nurses are not being recruited from countries where they have their own shortage of qualified staff.

Sara Ellis-Anderson, Interim Chief Nurse and Patient Safety Officer, said: "There is a well-recognised shortage of nurses in the UK and with the challenges we have experienced in the past 18 months through covid-19, we are greatly in need of some further expertise and support."