



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

October 2025

Inside this month's edition...

1. [Introduction from Stacey Keegan, Chief Executive](#)
2. [Positive CQC Report published](#)
3. [Adult Inpatient Survey praises RJAHS](#)
4. [Trust Values given inclusive refresh](#)
5. [Same day bilateral joint replacements](#)
6. [Headley Court Charity relocates to RJAHS](#)
7. [Operation Lazurite a success](#)
8. ['Oswestry Model' of palliative care set to go global](#)
9. [Young DMD patients getting early access to life-changing drug](#)
10. [Solar panel investment](#)
11. [Annual Review 2024/25](#)

A message from Stacey Keegan, Chief Executive

Hello and welcome to the latest edition of RJAHS Connected, the stakeholder bulletin from The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust.

I feel like a lot has happened since we last sent you one of these, and that is certainly backed up by the amount of content you'll find below.



We continue to work hard to meet our operational goals, and I am pleased that we are making steady progress in tackling our waiting time challenges. At the time of writing, our Referral To Treatment (RTT) performance has improved to around 53% and is more than five percentage points ahead of the trajectory we have mapped out to achieve our nationally set target of 60% by the financial year end. We still have so much to do to bring down our overall waiting lists so we are far from being complacent, but I believe we are on the right tracks.

In this edition of the bulletin, you'll find so many other areas where we have had cause to

celebrate – from the publication of our latest CQC Report to the results of the latest edition of the Adult Inpatient Survey.

You'll also read some truly exciting updates linked to our Veterans' Orthopaedic Service and some noteworthy achievements from our fantastic neuromuscular team amongst others.

Lastly, I want to mention that we are of course moving towards the winter period, and we all anticipate that it will be another challenging one. We are once again committed to working with our health and care partners across the system to protect services during this time.

Best wishes,
Stacey

Positive CQC Report published

Our Surgical and Critical Care Services have been rated 'Good' overall by the Care Quality Commission.

The report shines a specific spotlight on the overall care that was observed, noting that people were treated with kindness and compassion, and that staff protected patients' privacy and dignity and treated them as individuals. Inspectors noted that leaders and staff at RJAH have a shared vision and culture based on listening, learning and trust.



It was the first time inspectors had visited the hospital since November 2018, when the Trust was also rated 'Good' following a full inspection.

[Read more on our website.](#)

Adult Inpatient Survey praises RJAH

RJAH was singled out as one of the very best hospitals in the country in the latest edition of the CQC's Adult Inpatient Survey. Patient feedback saw the organisation named as one of just eight providers producing results "much better than expected", with patient experience that is substantially better than elsewhere.

The survey is based on feedback from more than 63,500 people who had a spell as a hospital inpatient during November 2024. More than 1,200 RJAH patients were invited to take part in the survey, and the response rate of 70% was the best in the country and well above the national average of 41%.



[Read more on our website.](#)

Trust Values given inclusive refresh

Following extensive engagement with our staff, we have recently refreshed and relaunched our Trust Values.

Staff told us we had it about right. This is a **caring** organisation, one where we value **professional** conduct and **excellence**. They told us **respect** was important, and that the **friendly** nature of RJAH is one of the things that still makes it so special. As such we have retained all five of our current values.



However, a theme that came out via our conversations was that there was a gap. Staff told us our inclusivity was something else that made us special, and that we could do more to call that out and celebrate it. As such, '**inclusive**' has become our sixth value.

For each of our values, we have a set of behaviours aligned to them. These set our things we *will* do in the workplace, and things we *will not* do.

Same day bilateral joint replacements

Two patients have made history at RJAH, becoming the first at the hospital to be discharged on the same day as having bilateral hip and knee replacement procedures respectively.

Ruth Denney, 71, was home in time for tea after she underwent bilateral hip replacement surgery – meaning she had both hips replaced in the same procedure.



Paul Garstone, 66, from Shrewsbury went home on the same day, having gone under the knife for 'unicompartmental' knee replacements in June. This means only the damaged compartments of his knees were replaced, which is a less invasive alternative to total replacement.

Both Ruth and Paul were seen through the hospital's Enhanced Recovery Programme.

[Read more on our website.](#)

Headley Court Charity relocates to RJAH

We are delighted that the Headley Court Charity – a national organisation which seeks to support the needs of Armed Forces veterans – will now be based out of the Headley Court Veterans' Orthopaedic Centre that bears its name at RJAH.

Headley Court was a military rehabilitation centre near Epsom, Surrey, but closed in 2018 when services moved to a new facility at Stanford Hall near Loughborough.

Following the move, the charity's chairman Air Vice Marshal Anthony Stables said it was using its resources to fund projects that "honoured the legacy of Headley Court".

One of those projects was at RJAH, with the charity agreeing to award the hospital a grant of £6 million back in 2020 to build the UK's first dedicated veterans' orthopaedic centre. That building opened in late 2021. Now the charity is providing further funding to pilot a veterans' rehabilitation programme out of the centre, which will run for an initial 18 months.

[Read more on our website.](#)



Operation Lazurite a success

Health and Armed Forces teams in Shropshire are celebrating a successful collaboration which has supported the resettlement of thousands of Afghan civilians who served the British Army.

Working in roles such as interpreters, their work was vital to the successful deployment of British Forces – but this work also made them and their families a target for the Taliban. As a result, more than 15,000 have come to Britain so far as part of the Afghan Resettlement and Assistance Policy, also known as ARAP.

Operation Lazurite was instigated as the code-name for the programme to support those arriving in the UK as part of the ARAP, with camps set up in various locations across the country to begin their journey to UK citizenship. One such camp was at Nesscliffe Barracks, between Shrewsbury and Oswestry. RJAH was the lead health provider for the camp, leading a programme that supported more than 1,500 Afghans and was a true partnership of all local health and care providers.

[Read more on our website.](#)



‘Oswestry Model’ of palliative care set to go global

A pioneering model of palliative care developed at RJAH has been showcased to an international audience.

The Oswestry Model is an approach developed to support adults with neuromuscular conditions such as Duchenne Muscular Dystrophy (DMD). It uses a traffic light system to help neuromuscular teams identify key stages in a patient’s journey in which hospice involvement would improve their quality of life.



Originally developed in partnership with Severn Hospice in Shropshire, the model has now been widely adopted across the UK. And the teams behind its creation now hope it can be recognised globally as well. It was formally presented at the World Muscle Society’s annual conference in Vienna earlier this month.

[Read more on our website.](#)

Young DMD patients getting early access to life-changing drug

Young Duchenne Muscular Dystrophy (DMD) patients at RJAH are among some of the first in the country to be getting access to a new drug called givinostat, which could slow the progression of their disease.

Givinostat, also known as Duvyzat, was conditionally approved by the Medicines and Healthcare products Regulatory Agency (MHRA) in the UK in December 2024. However, it’s not yet available for routine use on the NHS. For this to happen, it must be recommended by the National Institute for Health and Care Excellence (NICE). NICE review how effective the treatment is and weigh it against the cost of the treatment. The process has started for givinostat, but a decision won’t be made until later.



However, the company which manufactures the drug is making it available free of charge to children and young people in the UK right now via an Early Access Programme (EAP) until the regulators make a decision about approval. RJAH is one of the first hospitals to have accessed this programme.

[Read more on our website.](#)

Solar panel investment

We are delighted to have secured £2.4 million to significantly expand the amount of self-generated renewable energy we produce.

The money is coming from Great British Energy (GBE), which has launched a first ever solar investment programme for the NHS, which is providing £100 million to NHS Trusts across the UK.



The project will include three solar carports in staff and patient parking areas, as well as roof-mounted panels on hospital buildings.

By expanding our solar capacity, we will reduce carbon emissions by approximately 230 tonnes annually, and save around £300,000 a year. It also helps prepare us for the reduced reliance on imported electricity and the future transition from fossil fuel heating systems.

Annual Review 2024/25

We recently held our Annual General Meeting for 2025, which covered the period from April 2024 to March 2025 and saw the annual accounts for 2024/25 officially presented.

If you could not make the AGM but want to learn more about our hospital then why not take a look at our Annual Review for 2024/25.



The Annual Review serves as a more accessible summary of our Annual Report for 2024/25. Within, you will find details on some of our key achievements from the financial year, as well as details of how we hope to progress over the coming year and beyond. It's colourful and easy to read but packed with useful information.

[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!