



# Our year, your trust 2021/22

Liz Davenport  
Chief Executive

# At a glance

**6,500**

amazing  
people



**160,000**

diagnostic  
tests



**625**

volunteers



**500,000**

face to face  
appointments in  
people's homes



**2,092**

babies born



**500**



people supported  
with complex  
healthcare needs

**£500m**

our operating  
budget



**2,300**

adults supported  
with long stay care  
packages



**34,376**

planned  
hospital  
admissions



**110,000**

first outpatient  
appointments



**260,000**

follow-up  
outpatient  
appointments



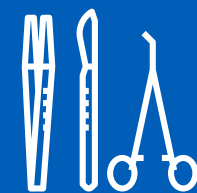
**60,000**

medicines  
dispensed in  
outpatients



**31,839**

day surgery  
cases



**65,900**

attendances at  
our Emergency  
Dept



**32,400**

attendances at  
our Urgent  
Treatment Centre



**75,000**

medicines dispensed  
on discharge from  
hospital





# What matters to you matters



Providing more personalised and preventative care is not only about supporting people to access treatment and support as early as possible but also focusing on what matters to people not just in terms of their treatment but in terms of their lives, their interests and their whole self.



# Building healthy communities



One of our six priorities is reducing inequity and building healthy communities with local partners.

Creating a fairer and more inclusive NHS is key to building a sense of belonging for everyone.



# Improving quality



Quality and safety of care sits at the heart of our work.

Advancing new models of care and service delivery while focusing on quality improvement better enables us to deliver better health and care for us.



# Thriving people



We are passionate about building a healthy organisational culture where our people thrive.

We want to attract people who share our passion and our ambitions across all our roles and give our people the opportunity to develop and grow.



# Improving access through partnerships



Our commitment to working in partnership to deliver better health and care and improve services underpins everything we do.

We know that we cannot solve the challenges facing our people and communities alone.



# Improving value and sustainability



We are committed to making sure we make the best use every pound of public money, to invest wisely in effective and efficient services, that deliver excellent care for local people.

Our green plan will help us to delivery our contribution to NHS net carbon zero.



# Our award winners



The innovation, dedication and excellence of our people has been recognised locally, regionally and nationally during our year.

## Queen's Nurses

Two of our community children's nurses from Children and Family Health Devon, Laura Ireland and Jo Broderick, and two nurses from our community services, Stacey Tranter and Marcia Doherty, became Queen's Nurses.

## National Honours

Dr Rhoda Allison, Associate Director of Nursing and Professional Practice, was awarded an MBE in the Queens's new year's honours list for her services to physiotherapy while Dr Cathryn Edwards, consultant physician and gastroenterologist was awarded an OBE in the Queen's birthday honours.

## Chief Nursing Officer's Silver award

Chantal Baker, Nursing and Midwifery Excellence Lead Nurse, received the silver Chief Nurse Officer's award from Ruth May, Chief Nursing Officer for England.

## Our award-winning people, projects and services

### Health Service Journal Awards 2021

Finalist - Driving efficiency through technology award - CONNECTPlus App

### Our Health Heroes Awards 2022

Silver award winner - Exceptional NHS Operational Support Worker of the Year - Chris Sparks, Security Supervisor, Torbay Hospital

### Nursing Times Awards 2021

Finalist - Promoting patient self-management - Rheumatology team

Finalist - Managing long term conditions - Rheumatology team

### Building Better Healthcare Award 2021

Winner - Best patient-centred healthcare software - CONNECTPlus App



## Our staff heroes annual award winners 2021/22

Right care in the right place – Individual – Frontline Care/Clinical Services

Winner: Tony Quant (Operating Department Practitioner)

Right care in the right place – Individual – Support Services

Winner: Jayne Bancroft (Administration assistant, Breast care)

Right care in the right place – Team – Clinical / Frontline Services

Winner: COVID ICU Team (Intensive care unit)

Right care in the right place – Team – Support Services

Winner: Microbiology

Sharing Information

Winner: Wendy White (Complex care Team)

Strengthening Partnerships

Winner: Digital Horizon Team (Digital Media)

Wellbeing at work

Winner: Kevin Middleton (Domestic, Cellular Pathology)

Prevention and staying well

Winner: Rebecca Garside

## Ward accreditations 2021/22

### GOLD

Ainslie Ward

Coronary Care Unit

Simpson Ward

Ella Rowcroft Ward

Dart Ward, Totnes Community Hospital

Templer Ward, Newton Abbot Hospital

Teign Ward, Newton Abbot Hospital

Warrington Ward

Dunlop Ward

### SILVER

George Earle Ward

Louisa Cary Ward

Cromie Ward

Brixham Community Hospital

Turner Ward

EAU4

Allerton Ward

Midgley Ward

### BRONZE

McCullum Ward

## Our DAISY award winners 2021/22

April 2021

Kate Campbell, Maternity

May 2021

Christine Donnelly, Coronary Care Unit

June 2021

Colin Wosley, Dunlop Ward

July 2021

Carole Beasley, EAU4

August 2021

Amanda Doe, Louisa Cary Ward

September 2021

Emergency Department Minors Team

October 2021

Natalie Green, Breast Care Clinic

December 2021

Leonie Poulain, Outpatients Team

January 2022

Tracey Oliver, EAU4

February 2022

Kate Campbell, Maternity

March 2022

Sophie Wells, Simpson Ward

Jo White, Maternity



# Listening and learning



In order to enable us to achieve our vision and purpose we need to understand what matters to our people, what helps them to stay well and live well and what challenges they face. This means listening carefully and consistently, having effective systems and processes in place to capture people's views and voices and regularly sharing with them our opportunities, challenges and stories.



# Our brighter future



Our future focuses on people, places, pioneers, prevention, partnerships and performance.

We will invest our share of the new hospital programme funding to build new hospital facilities, supported by local health and wellbeing centres and home-based care, making the most of digital technology to deliver better health and care for all.



# How you can help us help you



There are lots of simple things people can do to help us.

If you, or someone you know, is interested in a career in health or social care, we would love to hear from you. Visit the Proud to Care Devon website. Or what about joining our hundreds of much-valued volunteers? Supporting one of our many charitable funds? Or becoming a member, or standing as a Governor?



# How you can get involved in our work



- sign up to become a member at [www.torbayandsouthdevon.nhs.uk](http://www.torbayandsouthdevon.nhs.uk)
- following us on social media - we're on Facebook, Twitter and LinkedIn
- reading our monthly newsletter Healthy Futures which is available on our website
- checking our website for regular updates



# Thank you!



Without you, there is no us.

A huge thank you to the people of Torbay and South Devon, our amazing staff, our wonderful Governors, our friendly volunteers, our patients and carers, our members and our partners.