

HEALTHY FUTURES

A male healthcare worker stands in front of a hospital entrance. He is wearing a blue surgical mask, a white plastic apron over his dark blue scrubs, and blue nitrile gloves. He is looking upwards and to the right. The background shows a modern hospital building with a glass and metal structure under a clear blue sky.

KEEPING YOU SAFE DURING COVID-19 AND INTO THE FUTURE

Urgent and
emergency care
upgrade for
Torbay Hospital

"My care was
wonderful!"
– a patient's
experience

Spotlight on our
vital Infection
Prevention and
Control team



WELCOME

Preparing for winter has been extra challenging this year: not only have we had to be ready for a surge in flu, chest infections and weather-related issues, but we have also had to ensure all our services are COVID-19 safe, and we've needed to be prepared for a second wave of the pandemic.

If you use any of our services, you will see that our staff observe social distancing, wash their hands frequently and wear face coverings. Those in higher risk settings also wear PPE. Wherever possible, we are also making use of technology to remove the need for a face-to-face appointment.

This autumn, we have received extra money to invest in improving our emergency care environment. We feature this on pages 6 and 7. We are refurbishing our existing Emergency Department (ED) to make

it COVID-19 safe, and creating a new Medical Receiving Unit next to ED. Along with our Surgical Assessment Unit and our Paediatric Assessment Unit, these specialist units will take emergency referrals from GPs and NHS111, so fewer people will need to

go to ED. Please also read on page 3 about how a patient benefited from the care of our urgent and emergency care staff. Some services may need to move to other locations temporarily, while the works are carried out. We apologise if this causes any inconvenience, and ask you to please bear with us while the works are underway. The end result will be that we can see people more quickly, safely, and in the right place for the care they need.

During the first phase of COVID-19, we had to step down all non-urgent work, and this means more people have been waiting longer for their planned operations. Our surgical teams are now working really hard to catch up with the backlog and are regularly reviewing waiting lists to keep people safe. To cope with additional infection control measures, we are also extending our theatre list times and doing as many procedures as possible as a day case.

All our teams, whether visiting people at home, working in local community settings, or in our hospitals are working extra hard to keep people safe over the winter. Please help us by making sure you have a flu jab, if you are eligible, and continuing to think: hands, face, space.

Ian Currie, Medical Director



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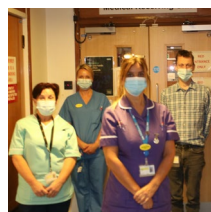
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PATIENT PRAISES 'WONDERFUL CARE'

One of our Governors has spoken of the wonderful care he received when he had to be taken by ambulance to Torbay Hospital Emergency Department (or A&E).

He said that even with the pandemic he felt very safe at all times because of the protection given to patients and staff.

John Kiddey, said: "Within minutes I was tested for COVID-19 and examined by a doctor. I was amazed how calm everyone in A&E was. The staff were exceptionally caring."

He was then taken to an Emergency Assessment Unit in a separate COVID-19 bay in an area of the hospital set aside for patients awaiting their COVID-19 test result.

Mr Kiddey was separated from other patients and beds, and equipment and furniture were thoroughly cleaned, under stringent infection protection measures.

"Everyone knew how to work under COVID-19 conditions and were trained and dressed appropriately. Any fear I had about catching COVID-19 vanished because of the example set by the staff."

He tested free of COVID-19 and was moved to Simpson Ward in an area of the hospital only for patients who had been tested as free of COVID-19. Here staff still took the same precautions including wearing masks, gloves and aprons.

After three days, he was discharged: "I was left with unending admiration for the staff at Torbay, from cleaners and consultants to porters and paramedics. I remembered all those Thursdays clapping for the NHS staff, but I have been privileged to witness at first hand these brave people in action, risking their lives for me."

Please see pages 6 and 7 for our plans to upgrade our urgent and emergency care at Torbay Hospital, and page 8 on how our specialist infection control team is keeping us all safe.

HAVING YOUR SAY IN A PANDEMIC

Consultation to modernise health and care services in Teignmouth and Dawlish

The coronavirus pandemic has impacted all of our lives. To help keep everyone safe we are having to do things very differently, including how the NHS consults with local people on changes such as those proposed in the Teignmouth and Dawlish area.

At the beginning of September Devon Clinical Commissioning Group (CCG), supported by the Trust, launched a consultation on a proposal to modernise health and care services, but because of COVID-19 it had to be run very differently.

Normally we would hold face-to-face meetings and sessions that people could attend to ask questions and find out more, but this time, with the need to socially distance, this wasn't a safe way to consult. So we had to look at how we could best ensure everybody could have their say and hear more about what was being proposed.

As possibly the first area of the country to consult on a proposed change during the pandemic we had to think creatively to ensure that everybody who wanted to be involved could. Key to this was providing lots of different ways people could engage, whether that be by live internet-based meetings where people could quiz doctors and NHS managers, or by phone, in writing or by email.

16,000 consultation documents with questionnaires were posted to local people and 133,000 leaflets were sent to people across the Trust area so that they could take part if they

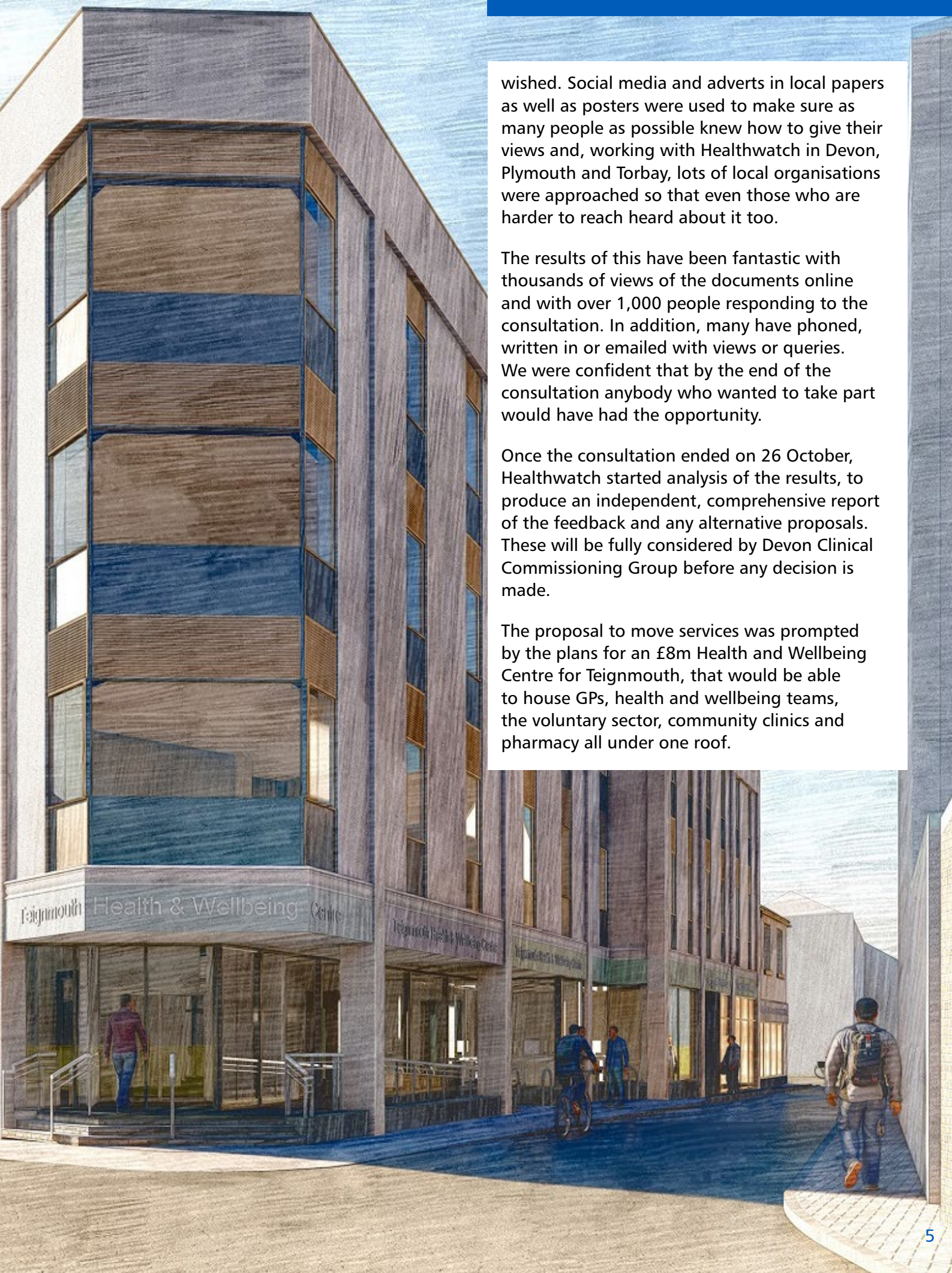


wished. Social media and adverts in local papers as well as posters were used to make sure as many people as possible knew how to give their views and, working with Healthwatch in Devon, Plymouth and Torbay, lots of local organisations were approached so that even those who are harder to reach heard about it too.

The results of this have been fantastic with thousands of views of the documents online and with over 1,000 people responding to the consultation. In addition, many have phoned, written in or emailed with views or queries. We were confident that by the end of the consultation anybody who wanted to take part would have had the opportunity.

Once the consultation ended on 26 October, Healthwatch started analysis of the results, to produce an independent, comprehensive report of the feedback and any alternative proposals. These will be fully considered by Devon Clinical Commissioning Group before any decision is made.

The proposal to move services was prompted by the plans for an £8m Health and Wellbeing Centre for Teignmouth, that would be able to house GPs, health and wellbeing teams, the voluntary sector, community clinics and pharmacy all under one roof.





TORBAY HOSPITAL IMPROVEMENTS

We have received government funding to develop plans for a complete redesign and rebuild of Torbay Hospital.

We are reviewing our provision of urgent, emergency and planned care services, and where they should be located to make sure we gain the greatest benefit. Whilst this is exciting, any new build is at least 5-7 years away. In the meantime, we continue investing in our current facilities, to maintain quality care across our ageing estate – all whilst responding to the pandemic.

This includes improving emergency care this winter, to reduce the need for everyone who needs emergency care to go to our Emergency Department (ED).

SURGICAL EMERGENCIES

We created a new 'Surgical Receiving Unit' at Torbay Hospital near our main theatres, where GPs can refer people needing urgent operations. Surgical specialist teams assess patients, prescribe medication, carry out pre-operative checks, and in most cases, book in for operations in the next day or two. Most people can safely go home before returning for their surgery. This unit is open every day and admits people until 6pm.

MEDICAL EMERGENCIES

We have received £15m of national funding to provide more cubicles in ED and create a new 'Medical Receiving Unit' next to ED by March 2021. Our current MRU is operating in a temporary location on Forrest Ward, and people can be referred there straight from their GP, without needing to go to ED.

The ED refurbishment is due to be completed in November. We have had to relocate some services temporarily while this work has been taking place. We apologise for any inconvenience and appreciate your patience.

These changes are designed to bring big benefits for patients, visitors and staff. They will also reduce pressure on ED and help us to deliver more timely and dignified care in a better environment.

NHS 111

NHS 111 can help if you have an urgent medical problem

Every winter, pressure on our Emergency Department (ED) increases because of the number of people falling ill with flu and other respiratory ailments. Every winter we try to direct people to the most appropriate NHS service, in order to minimise visits to our ED by people who could have been treated elsewhere. This year, the year of the COVID-19 pandemic, it is more important than ever that people heed this message: we need to avoid groups of people needing to maintain 2m distances while waiting in our limited ED reception space, where transmission of the virus is a real risk to our staff, patients and other service users. Unless it's life-threatening, your medical need could probably be met elsewhere – and [NHS 111](#) will signpost you to the most appropriate service.

HOW NHS 111 WORKS

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone. You can ask for a translator if you need one. Depending on the situation, you will:

- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP
- get a face-to-face appointment if you need one
- be told how to get any medicine you need
- get self-care advice

If you do need emergency treatment, [NHS 111](#) will direct you accordingly.

Not sure what to do?

Go straight to 111

Call or go online 111.nhs.uk

NHS

HELP US HELP YOU
KNOW WHAT TO DO

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INFECTION PREVENTION AND CONTROL – KEEPING YOU SAFE



The challenges we have faced this year have highlighted the crucial impact that our Infection Prevention and Control team has on the Trust's services and operations.

The Infection Prevention and Control team cover many areas ranging from audits and education to advice and support regarding patients, staff and the general public.

The team is made up of 10 staff. This includes four qualified experts who are on-hand to provide expert advice. These qualified staff members support not only the wider Infection Control team, but all areas of the Trust's operations including community care homes, GP surgeries and the general public. There are also dedicated Infection Control Nurses who carry out outbreak management and surveillance audits, as well as Assistant Practitioners who are responsible for visits and auditing.

No day is ever the same for the team, and the main challenge is maintaining patient safety alongside other priorities. There could be an outbreak of D&V which impacts on patient safety and flow, or an instance of legionella discovered in an area that needs to be safely managed.

The COVID-19 pandemic this year has of course had a major impact on the team's workload and priorities. The pandemic has been a massive learning curve for all of the team, and during the initial wave the national guidance was

changing regularly as more was found out about the disease. This meant that it was crucial that the team cascaded the most up-to-date information and relevant updates to all areas of the Trust. This was a scary time for everyone so good communication and effective education was extremely important.

Dr Joanne Watson, System Medical Director for Torbay and Director of Infection Prevention and Control says: "The IPC team have played a key role in safely remobilising essential services, maintaining safe pathways for COVID-19 patients within the Trust, and dealing with any potential isolated outbreaks, both in Torbay Hospital and in the community.

"It is important to remember that despite priorities being changed by the pandemic, the work of the team in maintaining vital services has continued such as monitoring alert organisms in order to maintain patient safety. The ongoing work of the team is incredibly appreciated and the support they provide is essential during the current challenges we face and beyond."



Our Sterile Services Technicians keeping us all safe

MEET OUR NEW CHIEF NURSE

Deborah Kelly is our new Chief Nurse who joined this summer. Here she tells us about her background, motivations and priorities.

As far back as she remembers, Deborah has always wanted to be a nurse and has never lost the feeling that her proper place is caring for people.

Deborah said: "For many people who are unwell, whether they are being cared for in their own home, in a community clinic or hospital bed, or waiting for news about their condition or receiving treatment, it can be a profoundly isolating and distressing experience. To be truly present with someone during this time, to offer them comfort

and compassion, is a tremendous privilege. I have always wanted to be a nurse and have enjoyed every single second of my career - it is nearly 40 years since I started what has been a fantastic journey in nursing, I would choose a nursing career again in a heartbeat!"

Deborah's philosophy underpins her career, which has taken her across a range of different health care settings, working in primary, community and acute care services and more recently internationally.

She has spent much of her career in London, caring for patients, building services and driving improvements for patients from mixed socio-economic backgrounds and often in some of the most deprived inner-city communities. She said: "While working in London in an acute and community ICO, we looked towards Torbay and South Devon NHS Trust who were leading the way in creating integrated care, breaking down organisational boundaries to wrap care around patients.

"The opportunities and ambition that the Trust has for people was so important to me when choosing where and who I wanted to work with, and an incredible draw when thinking the type of organisation, I wanted to work in.

"Working in the community as a lone worker was crucially important to my early career; it was pivotal in

reinforcing my professional identity in terms of understanding my own role and the crucial role nursing plays in shaping and delivering care, as well as understanding my own professional code and scope of practice. It showed me the importance of providing care to people in their homes – which is a key focus for us here.

"My early experiences of the Trust have been overwhelmingly positive. It is such a friendly organisation, I have observed and experienced a real sense of honesty and insight into where challenges are. I am so very proud to be working here and I see a tremendous spirit and passion to get things right for our patients and service users.

"I'm intrigued by new ways of working and will be urging my new colleagues to always question what they do and how they can do it better."

Deborah is responsible for standards of professional nursing practice: "One of my aims is to achieve an overall 'outstanding' rating with our regulator the Care Quality Commission. This is an exciting time for our nursing and midwifery and during our recent inspection, our kindness, compassion and care was praised by inspectors and rated as 'good' or 'outstanding'."

Deborah said: "I am proud and excited to join the Trust as we lead the way delivering innovative, high quality care. The Trust's values and its aims to give seamless care from hospital to where people live echoes completely the way I think and work."



WINTER FLU

– GET YOUR FREE JAB

Record numbers of people are being offered free NHS flu jab

People in the South West are encouraged to get their flu vaccine as new Public Health England (PHE) research suggests that people infected with flu and COVID-19 viruses are more at risk of severe illness.

30 million people nationally will be offered the free flu vaccine this year, the highest ever.

Dr Julie Yates, lead Consultant for Screening and Immunisation at PHE South West, said: "People might think flu is just a cough or cold, but actually this serious illness can have devastating effects, including causing death in some cases.

"COVID-19 is still circulating and we expect co-circulation with flu this season. This winter, more than ever, it is important to minimise the number of people becoming unwell with flu and for people to have the flu vaccination if offered.

"More people than ever are eligible for the flu vaccination this year and I would encourage anyone invited to attend their appointment."

The advice comes as PHE research suggests the risk of severe illness increased and that the risk of death more than doubled for people who tested positive for flu and COVID-19, compared to those with COVID-19 alone.

Flu kills on average 11,000 people in England annually and hospitalises many more. Adults at high risk from flu are also most at risk from COVID-19.



This year, the flu vaccination programme is being expanded to ease pressure on the NHS and urgent care services. Those eligible are:

- All primary school children and, for the first time, Year 7 (age 11 to 12) children will be offered the flu 'nasal spray' in schools. Two and three-year olds will be offered the vaccine through GPs.
- The most vulnerable, including adults aged 65+, those with long-term health conditions and pregnant women, will be offered the flu vaccine through their GP or pharmacy.
- Household contacts of people on the NHS Shielded Patient

List and all health and all social care workers who have direct contact with the people they care for.

- The newly eligible 50-64-year olds will be invited for vaccination later in the season.

Eligible people will receive reminders to book GP appointments or, for the first time with pharmacists who can now vaccinate residents and care home staff at the same time.

We are also protecting our own staff by providing them with free vaccinations to keep the people they care for as safe as possible from flu. More [details on flu](#) can be found on the NHS website.

Torbay Hospital and the League of Friends

The Torbay Hospital League of Friends was set up in 1954 to provide amenities and services to support Torbay Hospital.

The League has an enviable record of generosity after raising a staggering £19m for Torbay Hospital over the last 60 years with £1m recently being requested to go towards equipment for the new-look Emergency Department.

As the League are all volunteers who fundraise independently, they are able to raise on average 95p in every £1 to be donated back to the Hospital and the services it provides.

As well as its fundraising activities the League also provides:

- A Coffee Shop in the Outpatients Department on level 2 of Torbay Hospital.
- The Linen League where volunteers make special articles for wards
- Voluntary Guides for patients visiting the various clinics.

For details of how you can donate to the Torbay Hospital League of Friends or to become a Volunteer please see their website at

www.thlof.co.uk or contact the Secretary Philip White

– pfvwhite@gmail.com



Local ramblers raising money for Torbay Hospital League of Friends

TRUST ANNUAL MEMBERS' MEETING

Many of you joined our first virtual Annual Member's Meeting on 16 September 2020 as we looked back at the highlights of the last financial year and we "Celebrated Our People."

If you missed the live event – don't worry – you can catch up by watching a recording on our website at: <https://tsdft.uk/amm>

Interested in health and social care?

Why not consider becoming a Trust Governor?

The Election Process for the Council of Governors is currently open and we are looking for a diverse range of candidates who are:

- Enthusiastic
- Interested in health and social care
- Willing to represent the views of their communities in South Devon and Torbay area

Nominations opened on 12 November and close on 10 December 2020 for appointments beginning on 01 March 2021.

Currently we have vacancies in both our Torbay constituency and Teignbridge constituency.

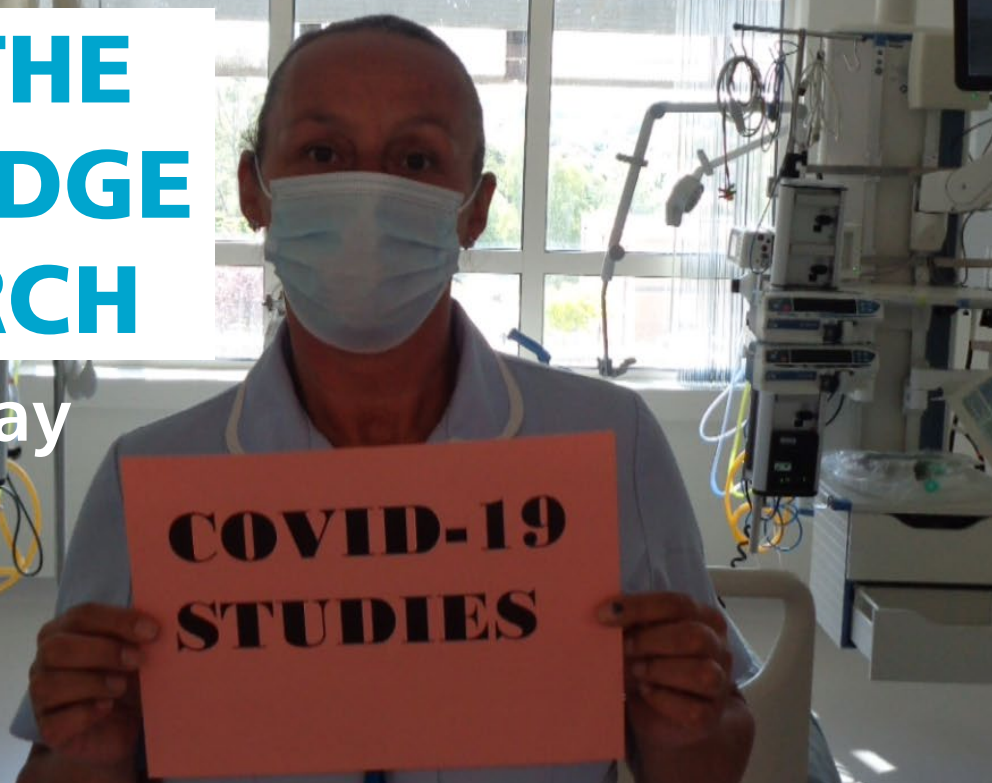
If interested in becoming a Governor - please go to the online Governor Election Platform (www.cesvotes.com/TSDElection).

Public Governors have important statutory roles:

- Governors work with the Board of Directors to ensure that the Trust follows its constitution
- help set Trust's strategic direction
- represent the views of the local people to ensure Trust plans are shaped appropriately.

TRUST AT THE CUTTING EDGE OF RESEARCH

Leading the way in patient care



We are proud to have a highly motivated Research and Development (R&D) team committed to delivering high-quality research and which continues to support the national COVID-19 response.

We are currently recruiting people to a further nine Urgent Public Health COVID-19 studies and have recently launched the SIREN study for health care workers. SIREN asks the question 'Does prior infection with COVID 19 protect against future infections?'

Karen Cloherty, Clinical Research Team Leader, said: "We are delighted to have exceeded our study recruitment target of 250 for SIREN and are now gearing up to open our COVID-19 vaccine studies. The number of people in the UK now signed up to the NHS COVID-19 vaccine research registry has hit 250,000.

"This comes on top of our major work on the University of Oxford RECOVERY trial which proved a low-cost steroid can help save the lives of seriously ill COVID-19 patients. Any member of the public can take part in the vaccine research studies and be part of something really important."

If you are interested in taking part in research studies, please click on the link and register: <https://www.nhs.uk/sign-up-to-be-contacted-for-research>

Our oncology research team has recently launched the PACE study which offers patients stereotactic ablative radiotherapy - giving more targeted radiotherapy to reduce doses to surrounding tissue, potentially decrease hospital visits, reduce side effects and possibly lessen the need for surgery.

We have contributed to pioneering trials such as PERSEPHONE, which demonstrated that breast cancer can be treated as effectively with reduced Herceptin. This lessens side effects for patients and is more efficient.

An important aspect of our work is commercial work. We currently have 96 participants enrolled in commercial studies which generate a substantial income for the Trust and enable our patients to access pioneering treatments. In 2019-2020 we were the top recruiter for the commercial study PICO ONBOARD (a study looking at a single-use negative pressure wound therapy system).

Chris Dixon, Trust Lead Research Nurse, and 70@70 National Research Leader, helps staff progress their clinical academic career: "I believe that to continue to modernise our research delivery, we need to blend clinical and academic roles among nurses, midwives and Allied Health Professionals."

DO YOU HAVE A STORY YOU WANT TO SHARE WITH US?

We are always on the lookout for ways to highlight the outstanding work that is achieved throughout the Trust. If you have a story that you would like covered, let us know. To share a story with us, email: communications.tsdf@nhs.net

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