

Issue 11 – 21 August 2020

Latest news from Torbay and South Devon

We are sending you this update to keep you informed about Trust developments. Please feel free to share these updates amongst your networks. If you wish to unsubscribe, or you have been passed this update by someone else and you would like to subscribe please email: communications.tsdf@nhs.net

We are ensuring our website has the latest information on it so please do look there for the most up-to-date information www.torbayandsouthdevon.nhs.uk. You can also keep up-to-date by following us on [Twitter](#) and [Facebook](#)

Consultation on proposals for Teignmouth

You may be aware that the CCG had planned to hold a public consultation earlier this year in the Coastal Locality.



Visual of potential new Health and Wellbeing Centre

Unfortunately, due to the pandemic, this had to be postponed but it is now going to take begin on 1 September and continue until 26 October 2020. The consultation is being run differently from normal because of the need to socially distance, but there will be lots of opportunities for people to take part and give their views.

The consultation document with a questionnaire is being delivered to thousands of homes in the area and there will be a number of online consultation sessions for people to take part in. People can also go onto the CCG website find out more including how to take part in the online sessions as well as other ways to give their views. The web address is: www.devonccg.nhs.uk/teignmouth-and-dawlish

Healthwatch Devon (covering Plymouth, Torbay and Devon) is independently overseeing the consultation and evaluating the proposals to:

- Move high-use community clinics from Teignmouth Community Hospital to a health and wellbeing centre in Teignmouth
- Move specialist outpatient clinics from Teignmouth Community Hospital to Dawlish Community Hospital, four miles away
- Move day case procedures from Teignmouth Community Hospital to Dawlish Community Hospital

- Continue with the model of community-based intermediate care, reversing the decision to establish beds in Teignmouth Community Hospital

If these proposals are agreed, once services are up and running in the new health and wellbeing centre and Dawlish Community Hospital the Teignmouth Community Hospital site would be put on the market so that the sale proceeds can be used for NHS services.

Changes to patient and visitor parking, effective 1 September 2020.

As the Government moves to restore some normality to society and many of our healthcare services resume across Devon, health providers have agreed now it is the right time to reintroduce charges for parking as they were in March 2020, prior to lockdown starting. On Tuesday 1 September, hospitals across Devon will therefore reintroduce parking charges for patients and visitors. Those entitled to free parking or concessions due to their condition or circumstances will continue to receive these.

Charges and concessions for [Torbay and South Devon NHS Foundation Trust](#), [North Devon Healthcare NHS Trust](#), the [Royal Devon and Exeter NHS Foundation Trust](#), and [University Hospitals Plymouth NHS Trust](#) can be found on their websites.

Over the last few months, we have made some big changes in how we deliver services, with many appointments now being offered via phone and video consultations. This has meant that fewer people need to travel and use and pay for parking. We will continue to offer alternatives to face-to-face appointments, wherever it is the right approach for patients and they are happy to do so.

Whilst we understand parking charges are not popular, they are unfortunately necessary to cover the costs of providing and running car parks. As we look to reduce our waiting lists, these costs cannot be taken from funds needed for essential patient care.

Car parking charges for staff are currently being waived in line with government guidance and will remain free for as long as this arrangement continues.

We thank you for your continued support.

Changes to ED and day surgery

We are waiting to hear whether our bid for national funding to improve our emergency and urgent care system has been successful. In the meantime the Trust

Board has agreed we need to progress with enabling works, as we step up our planning for winter. If the bid is successful the project will allow us to:

1. provide a COVID-19 secure environment within ED, where staff can safely assess anyone with suspected COVID-19
2. create a dedicated Medical Receiving Unit (MRU) in a modular unit at Torbay Hospital, for assessing people referred by their GP or the ambulance service
3. provide additional capacity so that patients do not experience corridor waits when the department gets busy
4. enable the return of the Day Surgery Unit to its pre-COVID-19 role, so planned surgery can be offered to many more people (currently day surgery is only available to those who are urgent or who have been waiting the longest)
5. improve our urgent treatment centre at Newton Abbot Community Hospital.

These improvement works are important steps in our plans to keep emergency services safe and effective over the next few years, until a planned redevelopment of the whole hospital is complete.

A series of interim moves and enabling works is already underway so that Day Surgery Unit can fully open in September. This includes the relocation of our Medical Receiving Unit from the Day Surgery Unit to Forrest, over this weekend.

Our aim is to have completed all works by December, so that we are better placed to deal with the anticipated surges in flu and COVID-19 this winter.

What does UTC mean?

We have recently had a few people asking what the 'UTC' road signs in Newton Abbot mean. UTC stands for Urgent treatment centre.

UTC stands for Urgent treatment centre. There is a national move to have a network of urgent treatment centre services by autumn 2020. These would upgrade the current minor injury unit model for some areas, with expanded services and opening times.

Newton Abbot has been running an enhanced minor injury unit for two years, offering services 12 hours per day, seven days per week and offering minor injury treatment to everyone over the age of 2 years old.

Newton Abbot minor injury unit has been designated as an urgent treatment centre, as it now benefits from enhanced injury provision and extended x-ray hours (9am-5pm) seven days a week. The signage has been updated to reflect this, ahead of it formally being upgraded in the coming months.

The CCG will be working to do some awareness work in and around Newton Abbot to explain to local people what the expanded service is and what they can access it for.

HANDi app launched

An app has been launched for families in Torbay and South Devon, giving advice on common childhood conditions. The NHS HANDi Paediatric app helps give parents confidence when dealing with minor conditions, with advice from child health professionals at their fingertips.

The app gives up-to-date advice via parents' smart phones on how to treat minor conditions including information about when and how to ask for help, along with what to expect when their child is being assessed by a doctor or nurse.

You can download the app for free onto any Apple or Android smartphone or tablet.

[Download the app for Apple devices](#)

[Download the app for Android devices](#)

Newton Abbot Community Hospital Wards

Following the return of Turner Ward to Torbay Hospital, both wards at Newton Abbot Hospital are now fully open. To improve the overall patient pathway, we have made some changes to the ward function. Templer Ward is now for Stroke rehab and neuro patients and Teign Ward is medical beds only.

Parliamentary awards open for nominations

The Parliamentary Awards are a great opportunity to put forward some of those staff, carers and volunteers whose dedication to patients, often at great personal cost, has been so inspiring over recent months. Many of the categories lend themselves to the pandemic response experience, though of course this is an opportunity to recognise achievements and inspiration across the whole range of health and care services.

If you would like to nominate someone for your MP to put forward, you can find out more in this handy information [pack](#). MPs must make their nominations by 1 September. Read about last year's winners [here](#).

Wanted: your inspiration for a new sculpture trail

The grounds around Torbay Hospital are to have an artistic look with a planned stone sculpture trail and local people are invited to have a say in the project. The trail is to support the wellbeing of patients, visitors and staff - recognising the value of green spaces to mental health.



Sculptor Zoe Singleton is now designing the sculptures and asking for inspiration from people who enjoy the leafy open space. She is collaborating with the team at HeArTs (Health and the Arts in Torbay and South Devon), a programme run by the Trust.

So that she can reflect what the spaces mean for different people, Zoe is asking people to send her the word that most reflects how the outside spaces at the hospital make them feel, by completing the following sentence: "I come here for...".

Each sculpture will be carved with a word that has special meaning to people and carved in a number of languages to reflect the diversity of staff, patients and visitors. The stones will be installed in October 2020 and will form the foundation for a sculpture trail that will evolve over the coming years.

Please send your word to Zoe by emailing zoe@zo singleton.co.uk before Friday 28 August 2020.

Everyone's help is needed in the fight against COVID-19

The National Institute for Health Research (NIHR) has partnered with the NHS to launch a new service that will allow people across the UK to sign up for information on the new COVID-19 vaccine studies.

There are a number of vaccines being identified and safety-tested at the moment, but only large-scale studies can give scientists the information needed about how effective they are. The new [NHS COVID-19 vaccine research registry](#) will help speed up scientists' search for people willing to be involved in vaccine studies. This could potentially lead to an effective vaccine against coronavirus being identified and made available to the UK public earlier.

The service is available to anyone aged 18 or over, living in the UK. By registering, you are not signing up to take part in a specific trial or study. Instead, researchers who are working on vaccine studies supported by the NIHR will be able to search for

Update

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volunteers who have signed up to the service and contact them with further information. All data is held securely. You do not have to take part in any trials unless you are happy to do so, and you can withdraw from the register at any time.

We need as many people to sign up as possible in order to speed up research against COVID-19.

[Volunteer for study](#)

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