

Issue 27: May 2021

Latest news from Torbay and South Devon

We are sending this update to keep you informed about what is happening in Torbay and South Devon NHS Foundation Trust as well as some more general health and care information that you might find useful. Please feel free to share this among 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](#)

COVID-19 information update

We are seeing COVID-19 cases continue to fall which is allowing us to reduce the capacity we have had to make for people who are unwell with the virus. All of our services are now operating but as I am sure you will appreciate you might be waiting longer than we would have liked for an appointment. Please be assured we are doing everything we can to see people as quickly as possible and are ensuring those with the most urgent need are seen first.

COVID is still in communities and we must continue to be vigilant and continue to ensure social distancing, mask wearing and good hand hygiene. Please remember this when you visit any of our sites.

Please visit our [COVID-19 information page](#) to see the latest information. If you are having difficulty contacting a specific service or ward, or locating a family member in hospital, please contact our switchboard on 0300 456 8000.

Visiting restrictions eased

We are pleased that we have been able to safely welcome visitors back to our wards to see patients. However, it is really important that we can continue to keep everyone as safe as possible.

Each patient can now nominate up to three visitors. Each visitor is allocated an individual visiting time to make sure that we can safely manage the number of

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

visitors to each ward. We appreciate that people's circumstances can change so please do discuss any changes or individual needs with the relevant ward manager.

We will need the continued support of visitors to keep our patients, our staff and our other visitors as safe as possible.

If you are visiting, please help us to help you and your loved one by:

- arriving and leaving in time with your allocated visiting time
- washing your hands or using the hand sanitizer when you arrive and when you leave and wearing your face mask at all times when in our buildings
- submitting your details to NHS track and trace every time you visit
- updating your family and friends after your visit

Video appointments win patient approval

During the pandemic, we have had to find new ways to see and treat people safely. One of the fastest-growing developments has been the use of video appointments instead of face-to-face, wherever this is a safe and effective option.

People who don't need a physical examination are offered an appointment by telephone or video. The use of video means health professionals can still see patients, listen to their concerns and advise them about managing their condition, without them having to travel to hospital, or worry about bus times, or finding somewhere to park. If someone needs blood tests or X-rays before an appointment, these are offered as locally as possible to people's homes, and doctors review the results before seeing people in a 'virtual clinic'. The 'Attend Anywhere' technology even allows for a real receptionist to show people into a virtual waiting room, so they know they are in the right clinic.

Staff at Torbay Hospital have recently carried out a survey to find out about people's experience of video consultations, across a wide range of services including: physiotherapy and pain management, cancer, gynaecology, drug and alcohol services, diabetes, neurology, psychology, stroke, rheumatology, speech and language therapy, children's services and chest clinic.

More than 1,000 people from all age groups were asked a range of questions after their appointment, including:

- how easy it was to join the video call
- whether they were able to communicate everything they needed to
- their experience of how the doctor or healthcare professional listened to them
- whether they felt involved in decisions about their care
- whether they would be happy to use video consultation again.

Their experience was overwhelmingly positive:

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

- almost 90% of people who responded found it easy or very easy to join the call
- over 85% rated their video experience as high or very high quality
- over 90% felt their needs were well or very well met
- more than 95% felt that the healthcare professional listened to them
- 93% of people would be happy to use video consultation again.

Dr Joanne Watson, who worked on Torbay Hospital's COVID-19 ward and is also Health and Care Strategy Director for Torbay and South Devon, said: "We want to make it as easy as possible for people to access services in future, and this is going to be part of our new 'normal' way of working, so I'm really pleased that people had such positive experiences. We will use their feedback to keep improving the service as we develop and roll it out more widely."



Vaccine update

Advice on second doses for over 50s and other eligible groups

Second doses of the COVID-19 vaccination are being brought forward for people aged over 50 and people who are in at-risk groups ([cohorts 1-9](#)). This follows the government announcement last week reducing the time between doses for those groups from 12 to **around** 8 weeks. This is to ensure people across the UK have the strongest possible protection from the virus at an earlier opportunity.

People in cohorts 1-9, who have an appointment before 25 May, should attend as planned. Those with later appointments will be contacted to make new arrangements as soon as possible. There is no need to contact your GP or vaccination centre.

Patients who used the National Booking Service will receive a text message prompting them to cancel their existing second appointment and rebook an earlier one. There are currently plenty of appointments available and new appointments are being added regularly, so please keep checking.

The move has been [announced by the UK government](#) as part of plans to tackle rising cases of the B.1.1.7 variant of concern first identified in India. It follows updated advice from the independent experts at the Joint Committee on Vaccination and Immunisation (JCVI), which has considered the latest available evidence and recommended reducing the dosing interval to help protect the nation from the variant.

Those who are aged under 50 and in cohort 10 will continue to get a second dose at 12 weeks.

Inviting 36 and 37-year olds to book their COVID-19 vaccine

From Tuesday 18 May, 36 and 37-year olds are being invited to book their COVID-19 vaccination through the National Booking Service (online at nhs.uk or by calling 119). People will be contacted by text and will receive a letter later in the week. The service will be opened up to 34 and 35-year olds shortly and in line with available supply.

Not yet vaccinated against COVID-19?

We, in collaboration with University Hospitals Plymouth, will be running a COVID-19 vaccine study which will open soon.

The study needs volunteers over 18 who have not yet been offered a COVID-19 vaccine and are willing to travel to Plymouth to take part. To find out more or register your interest please email plh-tr.contactvaccinestudy@nhs.net

Local staff vaccine programme

On 4 January this year we opened our Staff COVID-19 Vaccine Programme and have now vaccinated nearly 18,000 people, which included our staff and staff from over 170 local organisations such as care homes, opticians and dentists. This meant we were able to protect them as well as their colleagues, families and the people they provide care for.

This success was made possible as a result of a monumental team effort from teams across our organisation and beyond – thank you all so much.

Watch our [celebration video](#) and find out more



**Celebrating the
Vaccination Programme**

Free rapid COVID-19 tests

Alongside the vaccination rollout, regular testing of people without symptoms of coronavirus is at the heart of easing restrictions and reopening society and the economy safely.

It's so as many positive cases as possible can be found and isolated to stop the virus spreading, particularly as one in three people don't know they've got it as they don't have any symptoms so could be passing it on without realising.

That's why every adult in England is being encouraged to take a free rapid COVID-19 test (known as a lateral flow device (LFD) test) twice a week. They are easy, quick and convenient, and the results are usually available to you within the hour.

There are a range of locations across our area where you can get tested or collect a home testing kit. For more information about testing in Torbay check [here](#) and for the Devon County Council area check [here](#)

You can also [order home-testing kits from the NHS by post](#) or collect home-testing kits from [NHS testing locations, and any of the 133 pharmacies that are part of the Pharmacy Collect scheme so far.](#)

If the test is negative, you can carry on with your day while still following the public health guidance about social distancing, hand washing and wearing face coverings. If the test is positive, you need to self-isolate immediately and [arrange a confirmatory PCR test via the NHS.](#)

These rapid lateral flow tests are to be taken regularly if you do not have any symptoms of coronavirus. If you do develop any symptoms, you should immediately self-isolate and [arrange a PCR test via the NHS.](#)

Update on our new Acute Medicine Unit (AMU): Level 2 Outpatients area

This has been a busy week on the new AMU site. Next week, the demolition works will begin and last for two weeks. During this time there will be heavy traffic to and from the site. The contractors have robust plans in place to ensure minimal disruption and clear access to adjacent parking, with pavements being maintained clean, safe and accessible at all times.

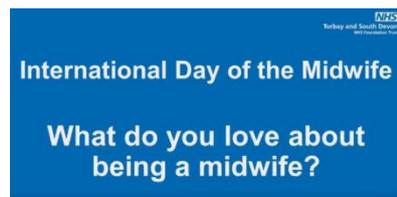
Please access the Outpatients department via the Level 4 Main Entrance while this work is going on. There is clear signage and our volunteer Wayfinders are available to help you.

Celebrating our staff for International Nurses Day and International Day of the Midwife May 2021

We have incredible staff working across all our services but we wanted to highlight here how we celebrated two professions – nurses and midwives.

As part of this month's International Days, we are shining the spotlight on some of our incredible nursing and midwifery staff here in Torbay and South Devon.

You can hear from and read about just a few of our wonderful nursing staff on the next page.



If you go over to our Facebook page you can hear from just a few of our wonderful midwives on why they love being a midwife. Click on the image to watch the video.

And here are just a few of our nursing staff:

Denise, Sister in our Emergency Department

Denise is from Manila in the Philippines. Following in her family's footsteps with a career in healthcare, Denise soon fell in love with nursing... even though as a child she had a fear of blood and open wounds!

She had been a Nurse for five years in one of Manila's hospitals before joining us as part of our international recruitment programme back in 2017. With all of her exams passed to join the NMC register, Denise initially joined our stroke ward, George Earle, before transferring to our Emergency Department in 2018.



Denise said: "I had seen photos of Torbay and South Devon as part of an international recruitment event and absolutely loved the area. When I joined the Trust, I felt incredibly supported and welcome as we had help with accommodation, food shopping and general orientation of the local area.

“I absolutely love being part of the Emergency Department team. We see so many different patients on a daily basis and I feel so fulfilled and content knowing that we have helped so many people every day.”

When asked about what advice she would give to other international students considering a career in Torbay and South Devon, Denise added: “Just go for it! Don’t be afraid of the exams, just study hard - it’s really worth it! It’s a beautiful part of the country and you will be so supported!”

Jane and Corrinna, Community Nurse Leads



Jane and Corrinna work closely together as part of our Torquay team providing nursing care for people in their own homes.

Jane said: “It’s a real privilege being able to nurse someone in their own home. We get to build fantastic relationships with our patients as well as their families and carers. The building of these, often, long-term relationships and the trust between one another is so important as we are helping to keep them safe in the surroundings of their own home.”

Corrinna added: “I fell in love with community nursing from the moment I started my training. As community nurses, we get to look after our patients holistically; not only are we looking after their nursing needs, but we’re also looking to ensure they have everything they need physically, psychologically and socially.”

The pair has seen many changes over the years including the introduction of new technologies and the integration of all the teams. “Having different professions all together has been a huge positive.” Jane said. “...and the introduction of technology such as iPhones had a huge impact on our autonomy.”

Corrinna added: “If you’re thinking of a career in Community Nursing, you won’t be disappointed! For great hands-on patient care where you get to build fantastic relationships with the people you care for – there really is nothing not to love!”

Adam, Assistant Practitioner

Adam is 29 years old and is one of our Assistant Practitioners who is currently studying as part of our apprenticeship programme to become a fully qualified, registered nurse.

Adam said: “When I left school, I initially trained to become a plumber. However, over one of the summer holidays I took a temporary job caring for adults with learning disabilities. I realised there and then that I needed to work with people and take care of them – I love looking after people! I spent eight years working there

before I took some bank shifts as a healthcare assistant (HCA) at the hospital and I was soon offered a full-time position in the Emergency Department.

“Before I started as an HCA at the hospital, I’d never heard of an Assistant Practitioner (AP) or realised that there were possibilities for me to train on the job to become a nurse. In 2018 I was delighted to be part of the next cohort to study for the apprenticeship degrees to become an AP... I wouldn’t have been able to afford to do the training without it being an apprenticeship programme.”



Adam qualified as an Assistant Practitioner – who support our nurses - in 2020 and late last year he started the final part of the apprenticeship to become a fully qualified, Registered Nurse in 2022.

Adam added: “Being able to undertake my nursing degree ‘on the job’ has just been incredible. We rotate with different placements so we get to see all different aspects of the Trust and, with me currently being based at Newton Abbot Community Hospital, it’s been so beneficial working in and seeing a community setting.

“I’d advise anyone thinking about a career in nursing to just go for it! It’s one of the best things I’ve ever done and I enjoy it so much! I really can’t wait to be fully a fully qualified nurse now!”

If you would like to find out more about nursing and midwifery careers or apprenticeships please do take a look at our [website](#)

Pioneering PACE trial begins at Torbay Hospital

Earlier this year it was announced that we would be the first trust in the south west to open a PACE trial to treat prostate cancer patients. After lots of hard work, planning and preparation, our Radiotherapy department was delighted to treat their first patient using stereotactic ablative radiotherapy (SABR) as part of this pioneering PACE trial.

The trial involves the use of a new technique which uses advanced imaging technologies with sophisticated computer planning to safely deliver precisely targeted radiotherapy using fewer higher doses of radiation. This means patients attend hospital for as little as five visits as opposed to many more over several weeks.

It has taken a lot of hard work by teams in Radiotherapy, Medical Physics and Oncology Research and Development departments, as well as many other staff across the organisation who provided support which made this possible.

Barry Jarvis who is the first patient to be treated as part of the trial at Torbay Hospital said: "I feel very privileged to be involved with the PACE trial and have appreciated fewer trips to the hospital. I feel that it is important to participate in research to help other patients in the future. The staff in the Oncology department have been fantastic. They have been helpful and reassuring at all times."



The treatment is seen as an excellent alternative to surgery, while facilitating treatment closer to home and avoiding the need for patients to travel as frequently. The treatment will also increase our capacity to treat cancer patients while allowing vulnerable patients to reduce the number of times they visit hospital.

The development of stereotactic radiotherapy has been enabled by our investment in modern linear accelerators to deliver this most sophisticated form of radiotherapy.

We are also keen to recognise the support and achievements of Peter Hosking and the Torbay Prostate Support Association (TPSA). Peter was the founding member of the TPSA in 1999 and was named as a Medallist of the Order of the British Empire in the New Year's Honours List in recognition of this work. The TPSA has raised substantial funding that over the years has directly helped and supported patients, and improved prostate cancer diagnosis and treatment at Torbay Hospital.

Helping visitors access the right urgent care

With the gradual easing of lockdown we know that we will be seeing more and more visitors coming to this lovely part of the country. Unfortunately, some will either suffer an accident or become unwell while they are here. We are launching a campaign to help them access the right treatment and also encourage them not to visit the Emergency Department unless it is necessary. This will help us prioritise local people and visitors who need emergency treatment and also ensure visitors get the right treatment, at the right place quickly.

To do this we are working with local hospitality and accommodation providers to get the information to visitors. We are providing information, posters and also using social media.

The key message is to get the right care call 111 where experts will be able to advise on the right treatment and even book people into our Urgent Treatment Centre based at Newton Abbot Community Hospital.

You can also help us by taking a look at our website so that you are familiar with option for urgent treatment and if there is somewhere you can display a poster download one. If you would like posters sent to you please email communications.tsdf@nhs.net and we will get them sent to you. Please also share on social media.

By doing this you are helping us to keep the Emergency Department free to treat those with life threatening conditions such as heart attacks, serious head injuries and strokes.

Newton Abbot Urgent Treatment Centre (UTC)

NHS

West Golds Road, Jetty Marsh, Newton Abbot, Devon, TQ12 2TS

NHS urgent treatment centres offer fast and convenient access to healthcare advice and treatment for minor injuries and illnesses.

To access this site, contact 111 first and advisors will arrange for you to be seen by a healthcare professional.

CLICK OR CALL 111 FIRST

NHS

Feeling ill or injured, but it's not life-threatening?
Not sure where to turn?

If you think you need to go to A&E, call 111 first or visit 111.nhs.uk
Get the care you need 24 hours a day, 7 days a week

Protect others, protect the NHS, think 111 first



Supporting local people through local donations

Did you know that we have our very own charity? Through the monies local people donate to our charity and our JustGiving pages we are able to do things which

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

wouldn't be possible otherwise. Your donations make a real difference to patients and their families.

When you donate to us, you are directly benefitting and supporting local people.

Through your kind donations, our charitable funds have provided:

- medical and other equipment to support patient care, diagnosis and research
- refurbishment of ward and other areas to create a better environment and generally enhance patient care
- extra comforts for patients such as televisions, mobile phones and tablets to support them to stay in touch with family and friends, toiletries, creative activities and entertainment

You can direct your support specifically towards most of our wards and departments as they have individual funds within our charity. All purchases made are subject to robust approval processes and are for additional patient benefit only. You can find out more about how to donate at:

- [Charitable funds - Torbay and South Devon NHS Foundation Trust](#) [Torbay and South Devon NHS Charitable fund, Registered charity number 1052232]
- [Torbay and South Devon NHS Charitable Fund - JustGiving](#)

Local donations also help us offer additional health and wellbeing support to our dedicated and compassionate staff. To help us support the wellbeing of our staff, you can donate to our COVID-19 recovery JustGiving page.

- www.justgiving.com/campaign/TSDCOVID

Thank you for making a difference for local people.

Follow us on social media

Click on the icons to view our social media profiles. Please follow us to receive our latest updates in your social media news feeds. You will find personal and professional stories from our staff, our patients and news about your local services and working with us opportunities.

