

Your induction

The Royal Orthopaedic Hospital NHS Foundation Trust (ROH)



First choice for orthopaedic care

ROH: An introduction to who we are

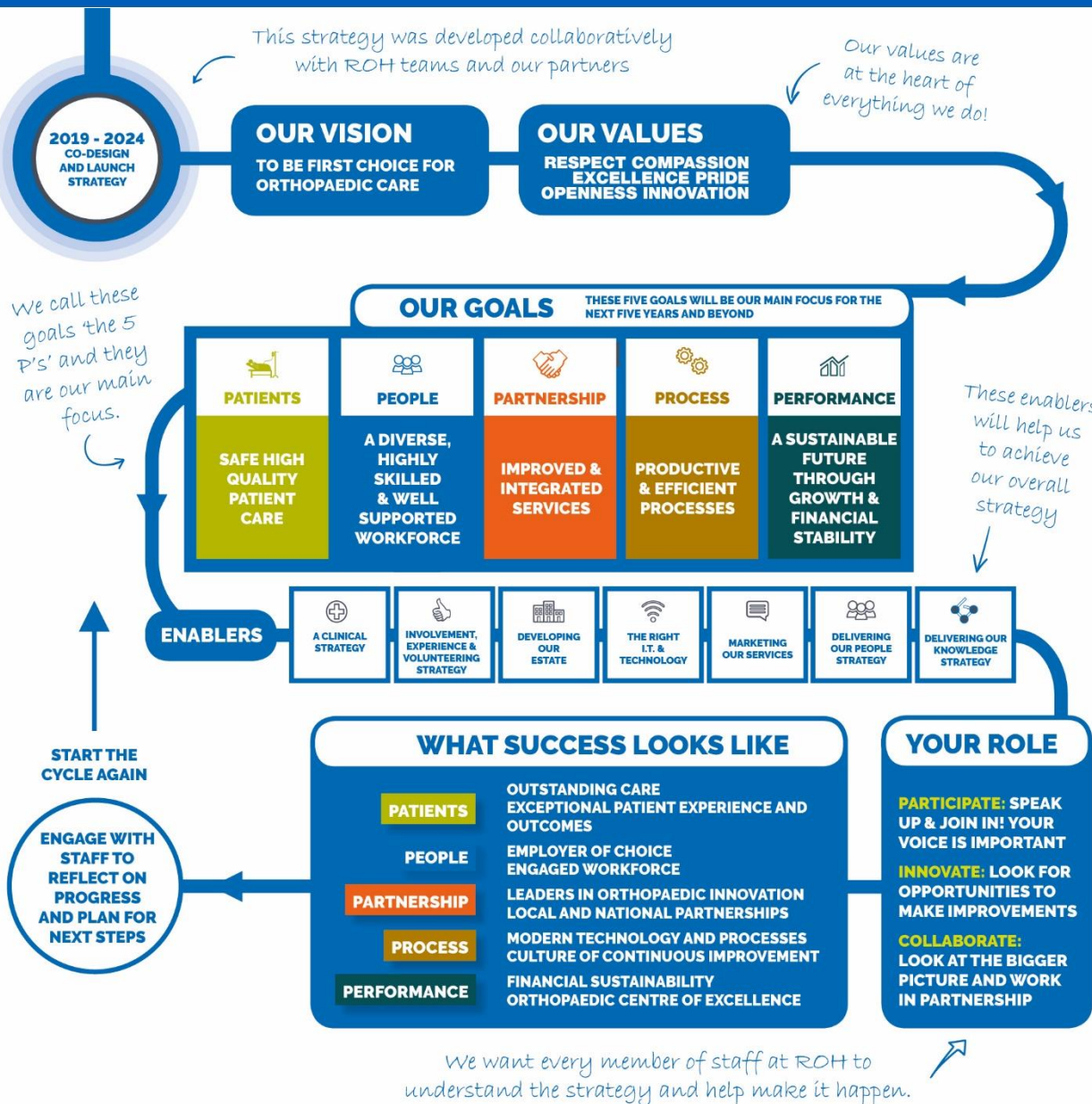
Jo Williams, Chief Executive



About us

- Our hospital was established over 200 years ago in 1817
- We are one of the largest orthopaedic units in Europe
- We employ 1,000+ people
- We treat patients from across the UK and internationally
- We are specialists in joint replacement, spinal surgery, hand surgery, oncology and musculoskeletal medicine
- We have a long history of innovation and orthopaedic excellence
- We are currently rated 'Good' by the Care Quality Commission (CQC)
- We consistently rank among the best trusts in the NHS for patient experience

So...how does it feel to work at ROH?

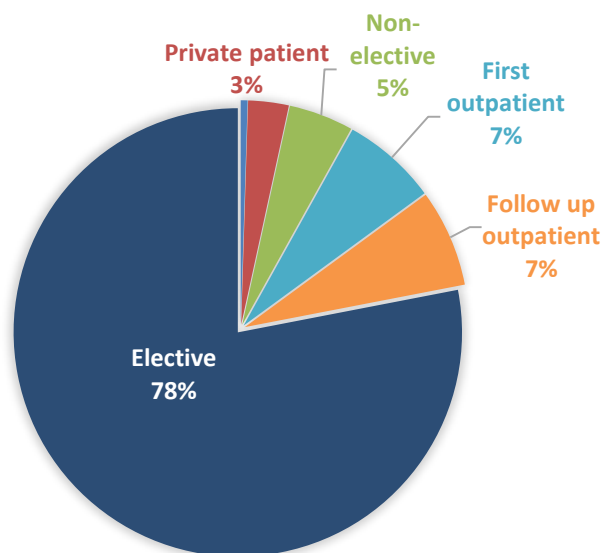


Our five year strategy for excellence

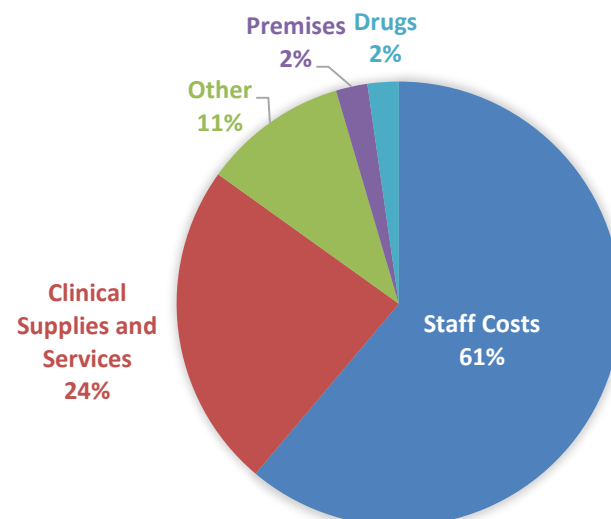


Understanding the numbers

How we make income



How we spend our money



The cost of treating a patient (an example of an average pathway)



Financial performance

- A new financial framework is being introduced to the provider sector with the aim of eliminating all trust deficits by 2023/23. Central to this is the new financial recovery fund (FRF).
- Control total has been agreed at £5.3m deficit
- PSF/FRF is expected to be £5.3m, meaning the Trust can deliver a break even position
- Efficiency savings required total £1.5m
- Capital Limit £1.4m

Continuous improvement

- No one knows their work better than you
- If you see opportunities to make improvements and save money, do it!
- Our Trust is committed to continuous improvement





JointCare

A new hip and knee replacement pathway
based on wellness and recovery

NHS
The Royal
Orthopaedic Hospital
NHS Foundation Trust



- JointCare is an optimised hip and knee replacement pathway launched in 2018
- It runs on Ward 2 and Ward 4
- The pathway is characterised by better preparation and patient education, early mobilisation, family involvement, group physio classes, peer support and feedback
- Since it's introduction we regularly see patients go home the day after their surgery
- Overall reduction in length of stay for hips and knees
- Maintained complication and readmission rates
- Improved patient satisfaction scores.

Investing in our future

Recent projects completed:

- Four new modular theatres and modular ward (Ward 4)
- The Dubrowsky Regenerative Medicine Laboratory
- New coffee shop 'Grab and Go'
- A full refurbishment of The Knowledge Hub (the home of research and teaching)
- Dementia-friendly patient bathrooms
- Brand-new Pharmacy and Children and Young People's Outpatients



Projects completing soon:

- Brand-new Clinical Skills Suite
- Second MRI scanner
- Physiotherapy at Lordswood clinic
- Griffins Brook Health Centre
- New Physio Out-Patients Centre at Extra Care Bournville
- And lots more!



Inpatient Survey

Patient survey

Patient response
?

Compared with
other trusts ?

+ The Emergency / A&E
answered by emergency patient

Brilliant nursing at Royal Orthopaedic

I AM currently an inpatient in Ward 2 at the Royal Orthopaedic Hospital.

I have had a replacement knee and it gives me great pleasure to be able to tell you about just some of the staff on this ward, in particular Megan, a student nurse and Robin, a male nurse.

An elderly man came into the ward after an operation.

He was asked what food he would like to eat and he chose shepherd's pie.

He was obviously struggling and would not have been able to feed himself, so Megan asked him if he wanted a drink and went through the list of what he could have. She fetched it and patiently sat there and helped him to eat his dinner whilst it was hot and helped him with his drink.

I have seen it at various hospitals in Birmingham where the dinner is placed in front of the patient and then they are just left to their own devices to eat the meal so quite

often it is left to go cold or not even touched.

So I would like to say a big well done to Megan for doing this, she has restored my faith in what nurses can do. I was quite touched with how she handled the situation. Robin was her guide and brilliant in looking after the patients on our ward in particular. There were other staff as well but I must say a big well done to them all.

Richard Moore, by email

And finally that brings me to the food. On my ward we were so impressed we sent a letter to the kitchen staff thanking them for the wonderfully nourishing tasty and well presented cuisine. The meals would not have been amiss in a fine restaurant and you are most heartily congratulated.

I was lucky to be discharged on time but had I had to stay longer it would have been my pleasure.

So Royal Orthopaedic I thank you for the first class care across the board that you have provided me with. I do hope it will be possible to thank all your departments on my behalf albeit other than saying it is Mr. Pearson and his team I am unable to identify by name all the other people.

we offer to patients

I was admitted to the Royal Orthopaedic Hospital to have a full Left Replacement. The Senior Consultant Dr Richard Shallard administered my Spinal block perfectly. He reassured me and said he would stay with me for the whole operation. During the operation by blood pressure dropped and I felt nauseous on the operating table. Richard asked me how I was feeling and gave me an anti sickness injection immediately and I felt much better. It felt like I could deal with anything through this operation with Richard next to me.

My surgeon Mr Parry and his team were excellent too. I would like to thank the nursing team on Ward 3 particularly Christine Shakespeare, Healthcare Assistant Bridget, Esther, Amy military nurse and the rest of the team and the Doctors on duty.

I would like to commend all of the staff above for their kindness, compassion and medical expertise whilst dealing with me as an in patient for hip surgery.

I would be grateful if you would be kind enough to circulate this email to all the staff concerned on duty on the 13.05.2019.

It's not the number of breaths we take in life but the moments that take our breath away.

+ Overall views of

+ Overall experience

8.7/10

Better

Culture

We're proud of our inclusive, values-based culture. Now you're part of it, you should understand it and protect it!



THE ROYAL ORTHOPAEDIC HOSPITAL
CHARITABLE FUND



Wellbeing

What does wellbeing mean at ROH

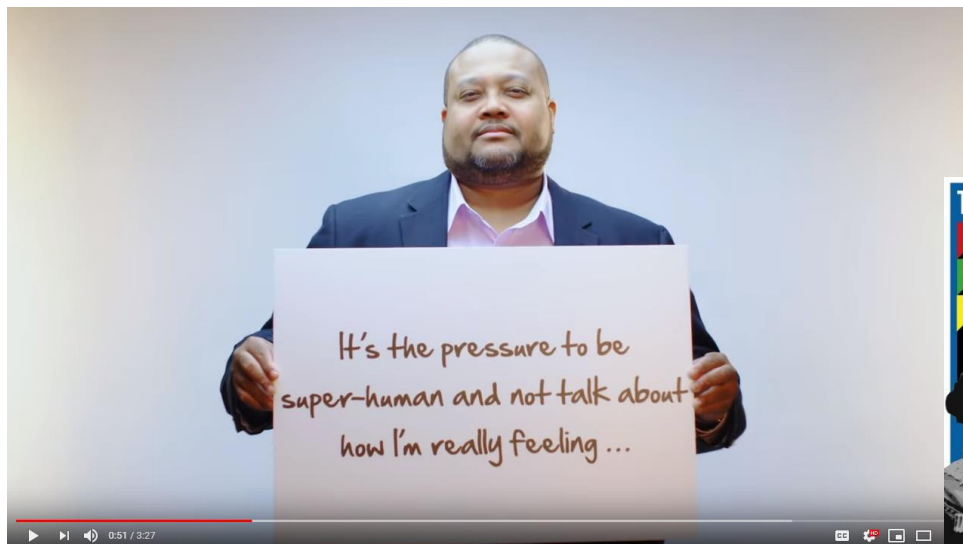
1. We will prioritise the mental and physical health and wellbeing of staff and volunteers
2. We will provide a programme of wellbeing activities, resources and opportunities, tailored to the needs of our workforce
3. We will recruit a wellbeing officer and properly resource the programme to drive forward the wellbeing agenda
4. We will encourage everyone to participate, share and lead in recognition of the fact that wellbeing is a communal responsibility
5. We will measure the impact of wellbeing initiatives to assess how to improve the support we offer and demonstrate the impact of prioritising wellbeing



Laura Tilley-Hood
Engagement and Wellbeing Officer
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Inclusion

Inclusion starts with 'I' ([link](#))



The Royal Orthopaedic Hospital Charity

The Royal Orthopaedic Hospital Charity exists to support NHS patients, their families and carers, as well as provide specialist training, equipment and knowledge to staff at The Royal Orthopaedic Hospital NHS Foundation Trust.



THE ROYAL ORTHOPAEDIC HOSPITAL
CHARITABLE FUND

Hello, my name is...

- Now that you are part of our Trust, you will be given a yellow name badge (pictures right), in addition to your ID badge, that you may or may not be familiar with...
- 'Hello, my name is...' is an international campaign created by Dr Kate Granger MBE, a registrar in elderly medicine who developed terminal cancer at the age of 29. Dr Granger started the campaign in August 2013 after she became frustrated with the number of staff who failed to introduce themselves to her when she was an inpatient with post-operative sepsis.
- The aim is to improve relationships and communication between staff and patients/visitors with an initial introduction.
- All staff will be given a badge and the expectation is that you wear it with pride whilst on-site, as per our uniform policy.



Celebrating you!

- Earlier this year, we celebrated the first-ever NHS, Social Care and Frontline Workers' Day with an event celebrating our fantastic staff.
- The event was sponsored by Florette, the UK's leading salad company, who provided goody bags and a free lunch to over 500 staff.
- We also provided staff with a goody bag, including a commemorative 'Key Worker' pin badge and mug.
- We were also featured in bulletins across the BBC and ITV for our celebrations.



Seeing beyond the stigma

- 'Seeing beyond the stigma' is an exciting multimedia exhibition made up of photography and videos online and a physical installation
- It features 10 members of ROH staff and their experiences of disability, both visible and otherwise
- The project was created with the Disability Network and Comms and was funded by the Workforce Disability Equality Standard (WDES) Innovation Fund
- You can see the physical exhibition outside Outpatients or online at www.roh.nhs.uk/beyondstigma



Delivering the Best in Care: vision, values and behaviours

Claire Felkin, Training & Development Manager



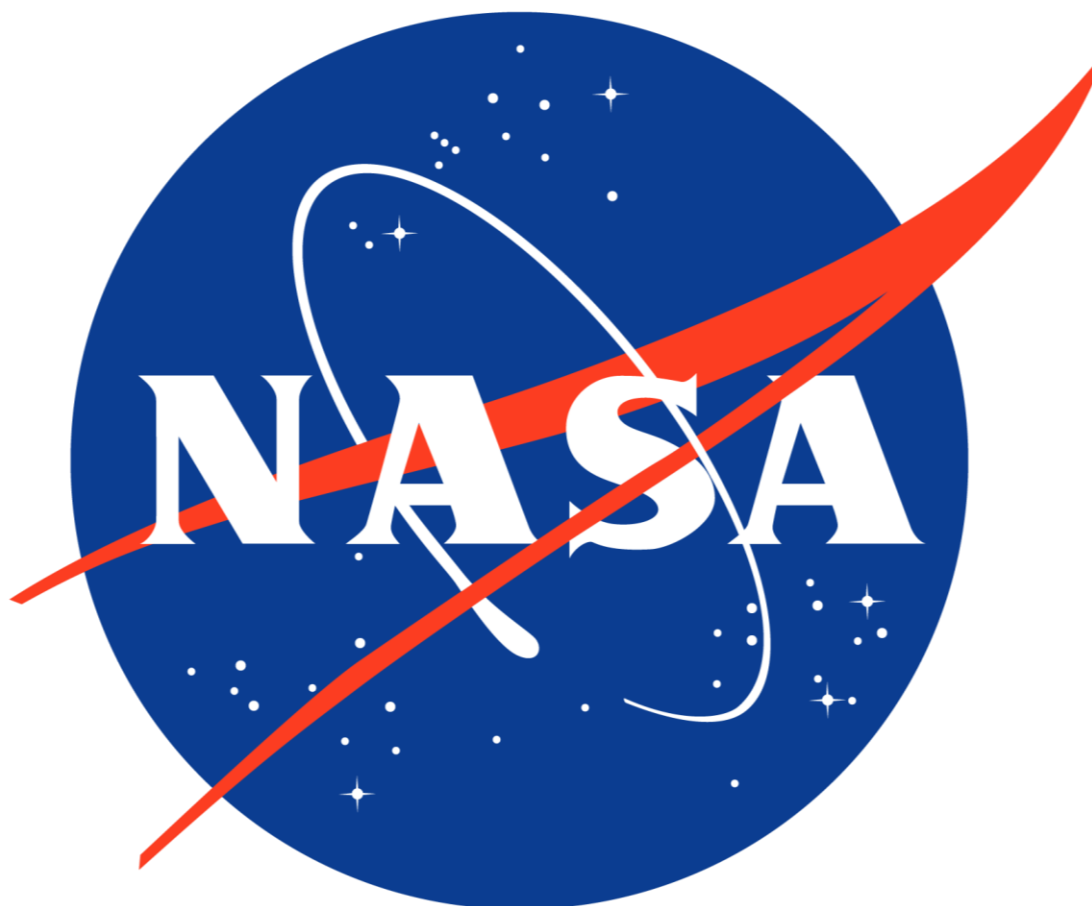
Our values

Question: what do these values mean to you?

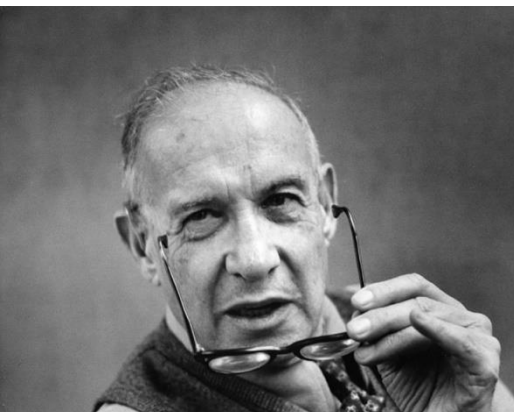
RESPECT COMPASSION
EXCELLENCE PRIDE
OPENNESS INNOVATION

Our values

Aligning people to the vision and values of the organisation.



Our mission, vision and values



*The greatest Leaders mobilise others
by aligning people around a shared
vision and values*

Dr Peter Drucker

Exercise

*In groups take a Trust value and write down what that word means to you. Give examples of how you expect that behaviour to translate in the workplace. **Example:***

RESPECT

What it means:

- listen without interrupting
- be sensitive to other peoples views
- show patience

When 'respect' isn't being demonstrated:

- sharing personal information given in confidence
- Bullying

Aligning to the vision and values

When we demonstrate these values:

- What are the benefits for our customers?

Our patients/relatives/colleagues benefit because performance improves

- What are the benefits for us?

We benefit because the quality of our working life improves – we share a bond, a set of ideals and an over-arching goal

How the values help us

