

trust matters

NHS

Rotherham Doncaster
and South Humber
NHS Foundation Trust

August 2026



Scunthorpe



Rotherham



Doncaster

HSJ AWARDS
2026

RDaSH delighted to be a
Trust of the year finalist

RDaSH

nurturing the
power in our
communities

Welcome from our Chair **Kathryn Lavery**



Welcome to August's Trust Matters

I hope you have had some chance over a long, very hot summer to have some time away from work.

It is really important everyone is able to balance life and work, and I would encourage you to take that time, to record it on our HR systems, and to switch off! I am delighted that your hard work and dedication is recognised in our trust being shortlisted as HSJ Trust of the Year. We will find out in November if we have won, just before our own awards, with almost 500 colleagues nominated this year. Toby posted a vlog about balance as we found out we were a finalist. It is okay to be proud of these achievements, whilst still acknowledging the pressures and harms

we face and see. With 200 colleagues not able to work right now owing to sickness, and almost 5,000 people waiting neurodiversity diagnosis, my Board colleagues know there's much still to improve.

It was a pleasure again this year to chair the annual members' meeting at our Community Fun Day. I heard an honest conversation about death, dying, love and bereavement, and a thank you to colleagues who presented. We heard too from members of our local communities on how much they value what you do, and how they want that to be heard and acknowledged. Our honesty was spoken to, because we were talking about racism, about safety concerns, and about funding choices.

In the next few weeks, we launch our staff flu vaccination campaign. I know how dangerous flu can be. The more people we can vaccinate and fast, the safer we will all be. I know some people express frustration at being asked and asked again. Look out for details when we launch and how to get your vaccine or how to record that you have had it with your GP, or to tell us you won't be getting vaccinated this year. Especially if you work directly with patients, among our domestic team, or clinical services, please consider the risks to patients of this important choice.

I am very much looking forward to following the launch of the new Acorn Centre in Scunthorpe in a few weeks' time. Having opened the Elizabeth Quarter and reopened Laurel and Mulberry wards with new facilities and new gardens, this completes the changes in which over £5m have been invested in North Lincolnshire. In this Trust Matters you can find out more about changes in Doncaster, both at Waterdale and on Tickhill Road. The next Trust Matters is a Rotherham estate special, as we look to fill up The Woodlands building and find the right town centre locations for our services to move into.

Thanks for all you do.

Kind regards

Kathryn

Follow us on social media:

 **Facebook** Rdash nhs  **Instagram** @Rdashnhs  **X** @Rdash_nhs  **YouTube** rdashcommunications

RDaSH Connect...

Launching on 21 September, our brand-new **all-in-one engagement tool** for all colleagues across the trust.

It's upgrade time. Are you one of 3,000 people who downloaded our 2024 staff app? Or someone who is not yet involved?

The app is changing now, because we are launching RDaSH Connect, our brand-new all-in-one conversation space for all colleagues across the trust.

We hoped to launch in July, but after more tech testing, RDaSH Connect launches on Monday 21 September.

It's our own internal social space, where conversations happen in real time, ideas are shared, and colleagues support each other every day. Something we haven't had in one place before. Because this is app based you can use it on your phone, on the move, at home, or when you are working across our community.

Right now, connecting across the trust can feel limited or one-way: we communicate, we don't connect.

RDaSH Connect changes that, bringing us a more open, interactive way to engage on what matters to you.

An extra option is to download this as your primary web page, replacing the intranet screen that usually comes up. We will be primarily using the app, and so it has content you won't get on other channels.

Phone, tablet, computer: connect how and where it works for you.

What makes RDaSH Connect so exciting?

This is more than just an app, it's a community.

Here's some of what you can do:

Find your people

Join groups that matter to you. Whether that's your profession, directorate, or staff network, and be part of the conversation.

Stay in the loop

Your personalised feed shows:
What's happening across the trust
Updates from your teams
Activity in your groups.

Start conversations

Got a question or a thought to share? From "When's payday?" to big ideas, your voice matters here.

Join in

Comment, like, reply to posts and get involved. You'll get notifications when people respond, so the conversation does not have to stop.



Spread positivity with High 5s. Brighten someone's day by recognising great work. Send a High 5 for an amazing like".

Have your say with polls

Create quick polls, gather opinions, and see what your colleagues think.

Don't miss out

discover events tailored to your interests and groups.

Find what you need fast

Search the Knowledge Base in seconds using the Explore feature.

Access anywhere

Phone, tablet, computer: connect how and where it works for you.

Access important resources

You can get into ESR, find your pay slip, pull up policies...and much else besides.

Getting started is easy

Update your app:

If auto-updates are on, you're all set
If not, head to the app store and update manually.

Log in:

Tap "Log in with your NHS email"
Enter your trust email and password
Complete onboarding.

Need help?

No problem, just email rdash@myark.co.uk

Let's get connected

RDaSH Connect, bringing people together, one conversation at a time.



COMMUNITY FUN DAY

Crowds turn out for Community Fun Day and Annual Members' Meeting

Thousands of people joined us at Flourish Woodfield Park in Balby on Saturday 18 July for another hugely successful Community Fun Day and Annual Members' Meeting.

The event brought together colleagues, families, volunteers, community groups and local residents for a day packed with free entertainment, activities and opportunities to learn more about local NHS services.

There was also plenty of friendly competition as trust teams and community partners went head-to-head in Gladiator-style challenges and a netball tournament.

Congratulations to our Executive team, who were crowned netball champions.

A key highlight of the day was the Bright Futures Summit, which brought together young people from across our communities to share their ideas and experiences with senior leaders. The summit gave young people the opportunity to discuss the issues that matter most to them and help shape future services.





We also celebrated the invaluable contribution of our volunteers with a special thank you event at St Catherine's House.

More than just a fun day, the annual event also helped raise funds for important local causes.

Staff and community groups took part in a range of fundraising activities throughout the day, raising £716.50 for St John's Hospice. A further £270 was raised for a charity supporting people affected by domestic abuse after Toby Lewis, Chief Executive, and Simon Sheppard, Director of Finance and Estates, bravely took their place in the stocks and invited visitors to throw water-soaked sponges at them, all in the name of charity.

The day also included our Annual members' meeting, where members of the public, patients and colleagues heard about the trust's achievements over the past year and its priorities for the future. Especially hearing about progress on our 28 Promises. Those attending also had the opportunity to ask questions and hear directly from the Board of Directors about the issues that matter most to them.

We'd love your feedback. Next year's Community Fun Day will be held in Rotherham. If you have any ideas, please email the Communications team at rdashcommunications@nhs.net with your suggestions.

To see more visit our Facebook page



Better Spaces for Better Care

From modern community facilities to greener, more sustainable buildings, our strategy and estate plan is helping shape the future of care across RDaSH.

The plan is focused on 3 key priorities, bringing care closer to home, reducing the environmental impact of our buildings and creating high-quality spaces that support both patients and colleagues.

Across the trust, significant progress is already being made. In North Lincolnshire, services have benefited from investment at Great Oaks and the move into the Elizabeth Quarter. In Doncaster, work is underway to transform Waterdale into a dedicated home for Children's Services. Meanwhile, in Rotherham, discussions continue with partners about a potential town centre location that could replace ageing sites such as Kimberworth and Ferham Clinic, helping ensure services are delivered from facilities that are fit for the future.

A new vision for Tickhill Road

We are now moving ahead at pace with our proposed redevelopment of the Tickhill Road site in Doncaster. While the site has served local communities for many years, it faces a number of challenges, including ageing buildings, ongoing maintenance issues, fragmented services and relatively high carbon emissions.

The vision is to create a modern, integrated healthcare campus that improves patient pathways, enhances staff experience and supports the future delivery of care. Proposals include a new Frailty Centre, a new Education and Learning Centre, improvements to existing buildings and the introduction of ground source heat pumps to support the trust's sustainability ambitions.

The redevelopment would also release surplus land for development, contributing to wider regeneration opportunities in the area.

Colleagues helping to shape the future

Developing plans of this scale requires input from the people who know our services best.

In June 2026, Simon Sheppard, Director of Finance and Estates, and members of the estates team travelled across the trust for a series of Future of our Estate roadshow events. 16 sessions were held, giving colleagues the opportunity to hear about the plans, ask questions and share their views.

More than 300 colleagues attended the sessions, while almost 300 others contributed through an online survey. Thank you to everyone who took part.

The conversations highlighted several themes that matter most to our colleagues, including the importance of maintaining team identity, providing flexible and agile working spaces, improving amenities such as free parking and addressing concerns about the condition of some existing buildings.

These insights are now helping to inform the next phase of design work and will play a key role in shaping the future estate.

Looking ahead

The full business case for the estate plan was approved by the Board of Directors in July 2026, marking an important milestone in the programme. Read more in the Board of Directors, agenda pack (scan the QR code for quick access).



While plans continue to develop, one thing remains clear, creating modern, sustainable environments is essential to delivering the best possible care and supporting our colleagues to do their best work.

There will be further opportunities for patients, carers, colleagues and local communities to have their say as plans progress, ensuring the future of our estate is shaped by the people who use it every day.

Community Digital Poverty Pilot Project



Left to right: Chris Watson, Digital Team Leader; Neil Kilburn, IT Technician; Justin Haywood, Technical Support Officer; and Martin Wilson, Senior Digital Programme Manager.

Turning retired devices into digital opportunities.

Thanks to colleagues in our IT Services team, alongside suppliers Lenovo, Motorola, CDW UK, and waste management partner Restore Technology, we are piloting an innovative scheme that helps tackle digital poverty by giving retired trust devices a new purpose in our local communities.

When trust laptops, tablets and mobile phones reach the end of their working life, they are securely processed by Restore Technologies. Devices are either recycled, destroyed or prepared for resale. Funds generated through the resale of these devices are returned to us and allocated to digital inclusion projects.

Working alongside trusted community and voluntary sector organisations, the scheme provides a simple and sustainable way of supporting digital inclusion in our communities. It works by devices being requested through the scheme by community and voluntary organisations, who have identified people needing help getting online, making it as easy as possible to people to access the equipment they need.

The project is currently being tested through a pilot scheme, with the first 10 devices, including laptops, tablets and mobile phones, being distributed to North Lincolnshire Citizens Advice, which will identify suitable people and provide basic IT training before the devices are gifted, helping them to develop the skills and confidence needed to use digital technology effectively.

We are working through the new Communities' Leadership Executive to enable device rollout in the local voluntary sector.

The project will help people access online health, care and community services as well as reuse technology and reduce waste making a significant contribution to Promise 6 and Promise 27.

By giving retired devices a second life, the project delivers both environmental and social benefits, helping more people access the technology and digital skills they need.

Promise 6

Poverty proof all our services by 2025 to tackle discrimination, including through digital exclusion.

Promise 27

Delivering the NHS Green Plan and supporting local authority commitments to achieve net zero while adapting services to climate change.

RDaSH ANNUAL AWARDS

A huge thank you to everyone who submitted nominations for this year's RDaSH Annual Awards.

Nominations have now closed, and our judging panels are carefully going through the nominations and compiling their shortlists of 4 nominations for each of our 15 award categories:

- Quality and Safety
- Equity and Inclusion
- Learning and Education
- Research and Innovation
- Living our values
(shortlisted by our staff governors)
- Nurturing the power in our communities' exemplar (shortlisted with our patients)
- Equality Diversity and Inclusion Champion (shortlisted by our staff networks)
- Volunteer of the Year
- Peer Support Worker of the Year
- Colleague of the Year 'clinical'
- Colleague of the Year 'backbone'
- Leader of the Year
- Backbone Team of the Year
- Team of the Year adult clinical care
- Team of the Year children's clinical care.

The response this year has been fantastic. We received just under 500 entries, showcasing the dedication, compassion and excellence demonstrated across our services every day.

Good luck to everyone who has been nominated. Being recognised by a colleague, patient or partner is a real achievement. Knowing that someone has taken the time to acknowledge the positive difference you make can be a source of great pride for all nominees.

Shortlisted nominees will be contacted at the beginning of October to invite them to the **Annual Awards Ceremony on Friday 20 November 2026 at Doncaster Racecourse**, where the winners of the awards will be announced.

Thank you once again to everyone who took part in the nomination process, and we look forward to celebrating the outstanding achievements of our colleagues, volunteers and peer support workers later this year.



North Lincolnshire News

New Acorn Centre to provide around the clock urgent mental health support in North Lincolnshire.



Promise 1.
Employ peer support workers at the heart of every service that we offer by 2027.

North Lincolnshire residents are set to benefit from an innovative new walk-in centre providing round the clock urgent mental health support in a calm, welcoming place.

Developed in partnership with community organisations, The People Focused Group and North Lincolnshire Mind, The Acorn Centre is based at the Great Oaks Unit on Ashby High Street in Scunthorpe, part of our trust.

Opening at midday on Wednesday 30 September, The Acorn Centre will bring together the lived experience of peer support workers, volunteers and NHS mental health professionals in one place. The centre will provide immediate access to urgent mental health support, for adults aged 18 and over, which includes emotional support, mental health assessments, practical help, advice and follow up support.

Toby Lewis, Chief Executive, said: "The Acorn Centre is an important step forward for mental health care in North Lincolnshire. It will provide people in crisis with immediate access to support in a safe and welcoming place, helping ensure they receive the right care at the right time.

"By bringing together clinical teams, peer support workers and community partners, we can offer compassionate, person-centred care and improve access to mental health support for local people."

The Acorn Centre is part of a wider investment programme at the Great Oaks Unit, which has included extensive refurbishment throughout the building to improve the environment and experience for patients, visitors and staff.

We held a very successful recruitment at the end of August for roles in the new Acorn Centre. An impressive number of people turned up on the day for crisis practitioner and peer support worker roles.

To find out more about this exciting new centre please email rdash.nlmhttcaregroup@nhs.net.

World Suicide Prevention Day

Thursday 10 September marks World Suicide Prevention Day, with this year's theme, "Changing the narrative on suicide."

The aim is to encourage open, honest and compassionate conversations, helping to tackle stigma and ensure people feel able to seek support when they need it.

Throughout September, Public Health North Lincolnshire and its partners will host a range of training sessions, peer support events, a candle-lit vigil and a men's mental health conference to raise awareness and bring communities together.

By starting conversations, challenging stigma and looking out for one another, we can all play a part in preventing suicide and supporting those who may be struggling.

Monday 7 September, 9:30am to 5pm

Suicide Prevention in the Context of Domestic Abuse: Perpetrators training, John Leggott Sixth Form College, Scunthorpe. Book here: <https://www.tickettailor.com/events/northlincolnshirecouncil/2217741>

Tuesday 8 September, 9:30am to 1pm

Suicide Prevention in the Context of Domestic Abuse: Foundation training, John Leggott Sixth Form College, Scunthorpe. Book here: <https://www.tickettailor.com/events/northlincolnshirecouncil/2217746>

Wednesday 9 September, 6:30pm to 8:30pm

Armed forces and veterans peer support session, open to all veterans, serving personnel, reservists and Armed Forces family members: with guest speaker Ian Dilkes. Heslam Park, Scunthorpe. Book here: <https://www.tickettailor.com/events/northlincolnshirecouncil/2357203>

Thursday 10 September

World Suicide Prevention Day Candle-Lit Vigil, 20-21 Visual Arts Centre, Church Square, Scunthorpe. Book here: <https://www.tickettailor.com/events/northlincolnshirecouncil/2324243>

Tuesday 15 September, 9am to 4:30pm

North Lincolnshire Men's Mental Health and Suicide Prevention Conference, British Steel Conference Centre, Scunthorpe. Limited places left (only 2 per organisation) Book here: <https://www.tickettailor.com/events/northlincolnshirecouncil/2277352>



CHANGE THE NARRATIVE

World Suicide Prevention Day 10 September



Rebuilding confidence with IPS employment service

Our Individual Placement and Support (IPS) Employment Service helps people experiencing mental health challenges build confidence, achieve their goals and find meaningful paid employment.

One person who has benefited from the service is Holly from Scunthorpe, who is celebrating her first children's book which is soon to be published and in the final stages of illustration.

Holly met IPS Employment Specialist Gary Smith in November 2025 after being out of work for several years. During conversations about her skills and aspirations, Holly shared her passion for writing and her interest in the natural world.

Encouraged to reconnect with her creative talents, Holly began writing *Finn and Brine at the Edge of the Tide*, a children's book inspired by the ecology of the Humber Estuary. The story explores friendship, curiosity and the environment through the eyes of young characters discovering the unique landscape where freshwater meets the sea.

Gary said: "It has been incredibly rewarding to see Holly use her strengths and interests to achieve such a significant personal accomplishment. What began as a conversation about employment and confidence has developed into the forthcoming publication of a children's book."

Holly's story demonstrates how the IPS Employment Service supports people to recognise their strengths, build confidence and pursue ambitions both personally and professionally.

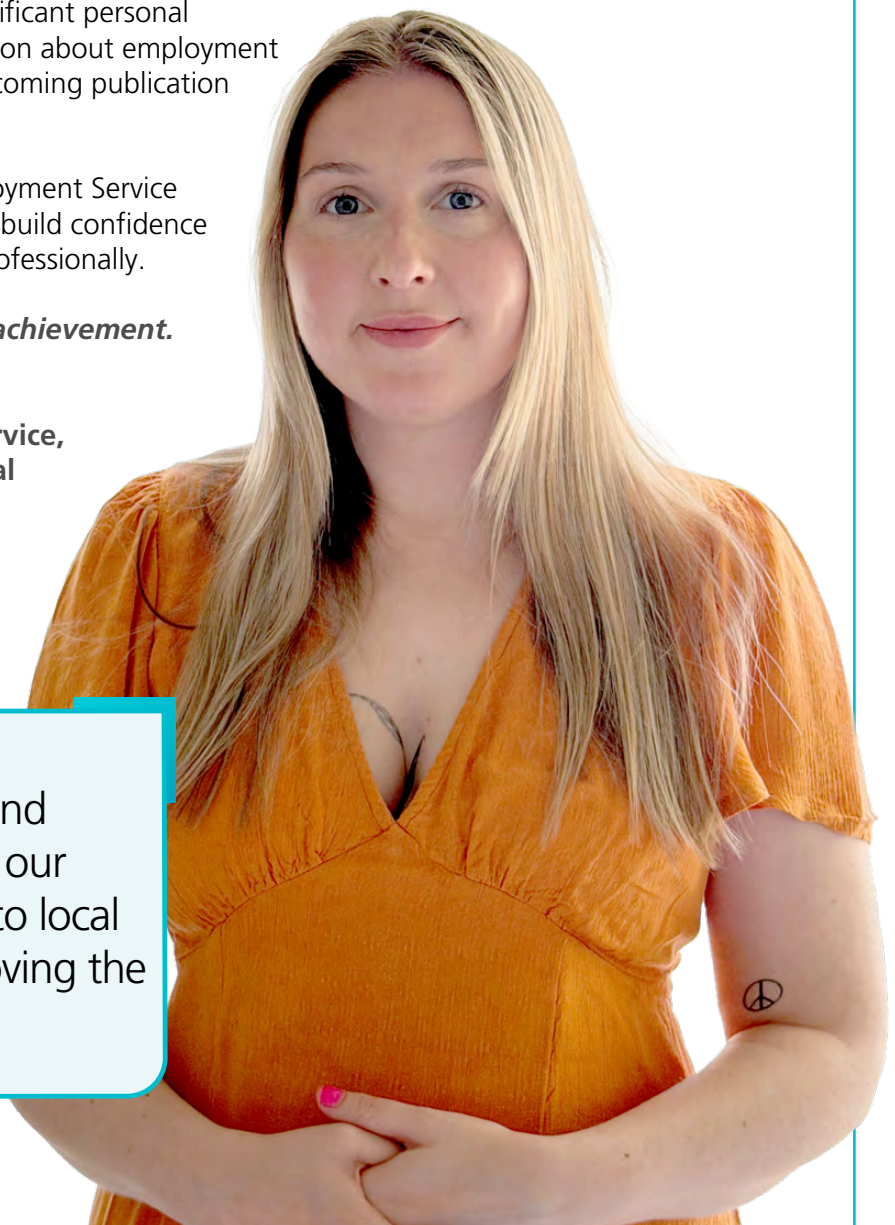
Congratulations, Holly, on this fantastic achievement.

If you are a care co-ordinator and know someone who could benefit from this service, you can make a referral through the usual routes.

Holly is pictured.

Promise 16

Focus on collating, assessing and comparing the outcomes that our services deliver, which matter to local people, and investing in improving the outcomes year on year.



Supporting more time for patient care: Accurx Scribe arrives at RDaSH

We are continuing our digital transformation journey with the rollout of Accurx Scribe, an innovative ambient voice technology (AVT) solution designed to support clinicians with clinical documentation.

Following a successful pilot, evaluation programme and procurement process, Accurx Scribe has been selected as the trust's preferred AVT platform and is now being introduced through a phased implementation programme across clinical services.

Working in partnership

The rollout is being delivered in partnership with Accurx and Tandem Health, who are working closely with us throughout implementation. Together, we are supporting staff with training, guidance, best practice and ongoing learning to ensure the technology is introduced safely, effectively and in a way that benefits both patients and clinicians. Training sessions, readiness activities and local support are helping teams build confidence as they begin to use the technology in practice.

What is Accurx Scribe?

Accurx Scribe uses artificial intelligence to help clinicians create draft clinical notes from consultations and conversations. Rather than spending valuable time typing detailed records after appointments, clinicians can use the technology to support the documentation process, allowing them to focus more fully on the patient in front of them. Importantly, clinicians remain fully responsible for reviewing, editing and approving all documentation before it is added to the patient record.

Building on a successful pilot

The trust's decision to move forward with Accurx Scribe follows extensive pilot activity and evaluation. Feedback gathered during the pilot highlighted several benefits, including reducing administrative burden, improving documentation efficiency and supporting more contemporaneous record keeping. Pilot participants also reported that the technology helped create more time to focus on patient care.

The phased rollout approach allows the project team to build on learning from the pilot, refine templates and workflows, gather ongoing feedback from clinical teams and ensure support is available as adoption increases across the organisation.

Keeping patients at the centre

While Accurx Scribe represents an exciting step forward in digital innovation, patient safety, confidentiality and choice remain at the heart of the programme. Patients are informed when the technology is being used and clinicians continue to review and approve all records generated through the system. If a patient prefers not to use the technology during their appointment, alternative documentation methods are available.

Supporting staff through change

A key part of the rollout has been ensuring staff are supported through training, guidance and local implementation support. The programme is also working closely with Clinical Innovators and team managers who will help share learning, support colleagues and identify opportunities for continuous improvement.

Looking ahead

The introduction of Accurx Scribe forms part of RDaSH's wider commitment to improving the experience of both patients and staff through digital innovation and quality improvement. By helping clinicians spend less time on administration and more time focused on patient care, the trust aims to enhance both patient and staff experience and the quality of clinical documentation. As the rollout progresses, continued learning and feedback from teams across the organisation will help shape how the technology develops to meet the needs of our services.

Together, we are embracing innovation that supports our workforce, strengthens clinical practice and helps us deliver the best possible care for our patients and communities.

Promise 28

Extend the scale and reach of our research work every year, creating partnerships with industry and universities that bring investment and employment to our local community.

Dedication and teamwork earn recognition in HSJ Award shortlist

We have been shortlisted for Trust of the Year at the Health Service Journal (HSJ) Awards 2026, one of the most prestigious awards in UK healthcare.

The shortlist recognises our work to co-produce care with local communities, reduce waiting times and take practical action to tackle poverty through our mission, Nurturing the Power in our Communities.

More than 1,300 entries were submitted for this year's awards, with just 231 projects and organisations reaching the final shortlist. Following a rigorous judging process, we have been selected as a finalist in recognition of the progress made since 2023 and our commitment to improving the lives of the people we serve.

Judges praised the work to reduce waits for care, maintain financial balance and address the use of out-of-area placements. Recognition was given to our approach to working alongside communities and taking meaningful action to address poverty and inequality. While significant progress has been made, judges also recognised that these are long-term ambitions which require sustained commitment and partnership working.

Toby Lewis, Chief Executive, said: "Being shortlisted for Trust of the Year by the HSJ Awards is a tribute not only to the hard work of staff, students and volunteers across the organisation, but also to our partnership with our communities.

"Just this year, we introduced our Communities' Leadership Executive, giving 16 local voluntary and community sector organisations a direct voice in our work and the opportunity to hold us to account on behalf of local people.

"Over the past 3 years, we have worked hard to deliver the promises we made to our communities, with our ambition to achieve all 28 commitments by the end of 2028. As a Real Living Wage Employer, we are committed to helping our staff thrive at work and tackling the stigma associated with low pay and exclusion.

"Whatever the outcome in November, we are incredibly proud to have been recognised. We look forward to learning from other organisations and continuing to improve the quality of care we provide across North Lincolnshire and South Yorkshire."

The winners will be announced at the HSJ Awards ceremony at Evolution London on Thursday 19 November 2026.

Pictured below are members of our Communities' Leadership Executive.



Flying the Rainbow Flag at Pride

Colleagues from our Rainbow Network proudly flew the RDaSH flag at local Pride events.



Photos from Pride can be found on the RDaSH Facebook page.

Laura Wiltshire and Vikki Mitchell, co-chairs of the Rainbow Network, attended Pride celebrations in Doncaster and Scunthorpe, helping to raise awareness of diversity, inclusion and the support available for LGBTQ+ colleagues and communities.

Laura said: "The tragic event at Berlin Pride was a stark reminder of why Pride remains a protest. I want to share our condolences to all those affected by the incident. We must use our presence and our voices at these events to remind our communities and our colleagues that they are safe in our care and in our services.

"They are valued and respected. We will continue to strive to make Doncaster, Rotherham and North Lincolnshire a welcoming and safe place for our LGBTQ+ community.

Our visibility at Pride events this year is testament to that. It has been great to link in with local networks for the Doncaster event, such a wonderful day! Thanks to Vikki for all her hard work organising."

The events provided an opportunity to celebrate diversity, connect with local communities and highlight RDaSH's commitment to creating an inclusive environment where everyone feels valued and respected.

Vikki added: "Enjoyed as always. It is a fantastic event with such wonderful people. Thank you to all the volunteers who helped us on the Rainbow Network stand, the other services and Carl from the Comms team who attended to make it so special.

"Thank you to the organisers of Doncaster Pride for another year

when unfortunately, some Prides around the country didn't go ahead. Hopefully they will go ahead next year stronger. Not forgetting a big thank you to Laura, for being a great co-chair. Can't wait until next year."

If you would like to join the Rainbow Network, please email the Equality and Diversity team at rdash.equalityanddiversity@nhs.net.

Laura and Vikki look forward to welcoming new members. If you need any support or would like to find out more about the network, please contact Laura Wiltshire or Vikki Mitchell direct.

The Rainbow Network supports LGBTQ+ colleagues and allies across the trust, helping to promote equality, inclusion and a culture where everyone can be themselves at work.



Quality improvement poster contest: *in it to win it...*



Dr Diarmid Sinclair

Colleagues have until midday on Friday 4 September **(extended deadline)** to submit their entries for this year's Quality Improvement poster contest, with a **top prize of £5,000 up for grabs.**

Projects do not need to have achieved their intended outcomes. Honest reflection, shared learning and thoughtful evaluation are all encouraged, recognising that valuable learning can come from challenges as well as successes. This contest is open to both clinical services and backbone teams.

Taking risk, innovating, and learning are all big parts of the trust. The contest is part of a concerted effort to celebrate individuals and teams who amplify this. All of us can learn across the organisation from one another. Let's share what we are trying to do: and reflect on what has worked and how we can take that further.

Everyone will be able to vote for your favourite poster on the intranet between Wednesday 9 September and Thursday 18 September, before **winners are announced at a Board-led celebration event on Thursday 24 September, from 3.30pm to 5pm, at Rossington Miners Welfare in Doncaster.**

We have four prizes available...

- Most valued poster prize **£500**
- Most impactful project or proposal prize **£500**
- Best study or project design prize **£500**

And 'el gordo' the top prize

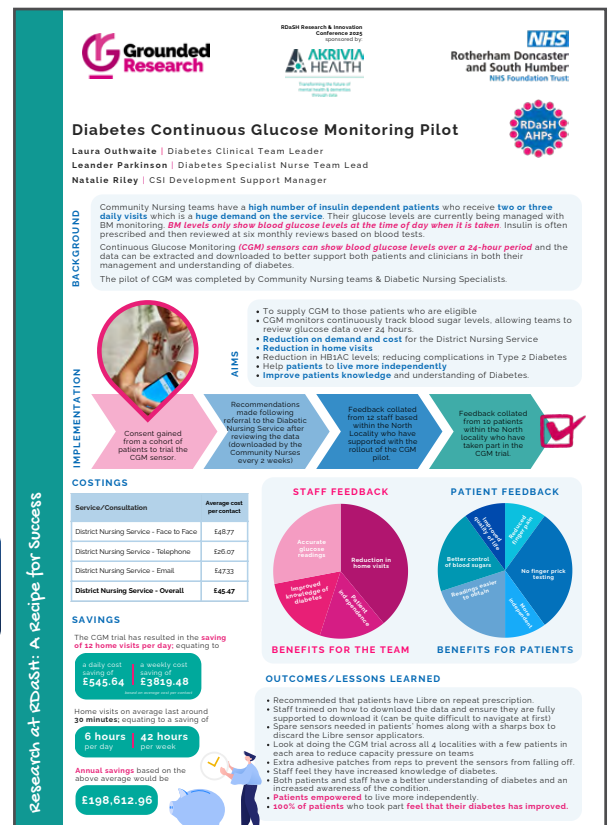
- Best QI poster @RDaSH 2026 prize **£5,000**

An expert panel of patients, clinicians and senior managers will adjudicate the prizes entered on time.

To enter, email your poster to: elaine.wainwright@nhs.net by 4 September.

The template for your Quality Improvement poster can be downloaded from the intranet under Corporate Templates in the Communications section.

For more information, contact Dr Diarmid Sinclair, Chief Medical Officer.



The best QI poster from last year is pictured above, Diabetes Continuous Glucose Monitoring Pilot. Winners were, Kate Asquith and Laura Outhwaite.

Swallownest Court mural brings creativity and calm to patients



Mark is pictured with his mum Lorriane.

Visitors to Swallownest Court in Rotherham are being welcomed by a striking new mural, created by a patient supported by the Assertive Outreach Team (AOT), who has put his creative talents to good use to brighten the environment for others.

The large-scale artwork, featuring a tranquil underwater scene, now proudly decorates one of the walls at Swallownest Court and has already attracted positive feedback from patients, staff and visitors alike.

The Assertive Outreach team is a specialist mental health service that supports people who may struggle to engage with traditional clinic-

based services. The team works closely with patients, providing care and support within their homes and local communities.

Mark, who designed and created the mural, said: "It's an idea I've had for ages. I like sea creatures and find the sea tranquil, so I thought it would have a calming effect for other patients.

"I completed it over six sessions, each lasting a few hours. The design was completely my own and I drew it all out myself, but I needed support from Karen Austin, Occupational Therapist, to paint the lower sections because I have a bad

back. I felt really proud once it was complete."

Karen supported Mark throughout the project and praised his commitment and creativity in bringing the mural to life.

The artwork is a lasting legacy for Swallownest Court, creating a welcoming and calming space while showcasing how creativity can support wellbeing and recovery.

Mark's dedication and artistic talent have transformed the wall into a vibrant feature that can be enjoyed by everyone who visits the service.

Well done on being published

Congratulations to colleagues from the Rotherham Care Home Liaison Team whose work has been published in the British Psychological Society's latest Faculty of the Psychology of Older People (FPOP) Bulletin.

Dr Rebecca Kelly, Julie Braithwaite and Nell Spray are the authors of Supporting people living with dementia in care homes: The Distressed Behaviours Pathway, which appears in Psychology of

Older People: The FPOP Bulletin No. 175 (August 2026).

The article highlights the team's innovative Distressed Behaviours Pathway, which supports people living with dementia in care homes by helping staff understand and respond to distress through a holistic, person-centred approach. The pathway focuses on non-pharmacological interventions and provides increasing levels of support tailored to individual needs.

As the authors explain: "The Distressed Behaviours Pathway offers a holistic understanding of a person's distress as well as support

with non-pharmacological interventions. The pathway contains various stages wherein the intervention 'intensity' is increased as needed. There are many challenges to this approach, but we have been able to implement the pathway with care home staff to help people living with dementia."

This publication is a fantastic achievement and recognises the team's commitment to improving the lives of people living with dementia and supporting care home staff with evidence-based practice.

Well done to everyone involved.

Phoenix: supporting recovery closer to home



Our high dependency rehabilitation unit called Phoenix is helping people from South Yorkshire and North Lincolnshire receive specialist mental health support closer to home.

The service provides a therapeutic environment for people with complex mental health needs who require more intensive support than is available in community settings or standard inpatient wards. Phoenix offers a valuable alternative to out-of-area placements, allowing people to remain connected to their families, friends and support networks.

Dr Dan Tully, Specialist Psychiatrist in our Rotherham Care Group, said: "The service is focused on understanding the whole person and recognising that past trauma, neurodiversity or other unmet needs can often sit behind long-term mental health difficulties.

"The people we support are often those for whom previous treatments haven't achieved the progress we hoped for. We take time to understand each person's story and work with them to find what will help them move forward."

Phoenix is delivered by a multidisciplinary team including nurses, psychiatrists, psychologists, occupational therapists, dietician, physiotherapist, healthcare support workers and peer support workers. Together, they help people develop confidence, independence and the skills needed to return to life in the community.

The positive impact of the service is already being seen. The team recently held its first discharge meeting, supporting a patient who is returning to a place of their choice.

Reflecting on this milestone, Dan said: "When you see someone leave feeling better than they have in years, knowing they're moving on to the next stage of their life, that's when you know the service is making a real difference."

Phoenix opened in November last year and is an important step forward in local mental health provision, helping more people access specialist rehabilitation and build brighter futures closer to home.



The Communities' Leadership Executive (CoLE) met on Thursday 6 August to continue bringing the perspectives of local communities and voluntary, community and faith sector organisations into the heart of decision-making at RDaSH.

CoLE brings together 16 community leaders from Rotherham, Doncaster and North Lincolnshire. It works alongside the trust's Clinical Leadership Executive, helping to ensure that RDaSH remains accountable to its communities and that local people can influence how services and priorities develop.

At its latest meeting, members discussed how community involvement could become a more visible part of the trust's appraisal model, exploring how we might all spend more time in communities and develop a stronger understanding of the people and places RDaSH serves.

A major focus of the meeting was then on Promise 6: Poverty proof all our services by 2025 to tackle discrimination, including through digital exclusion. Jo McDonough, Director of Strategic Development, shared the work taking place across RDaSH and invited members to help determine CoLE's priorities in this area.

Members agreed several practical actions for CoLE's workplan, which included:

- Providing poverty-proofing training for CoLE members
- Exploring what more RDaSH could do to help people facing prescription costs
- Making trust information accessible in more languages and formats, including videos and British Sign Language
- Exploring whether volunteer interpreters could have a role in helping people access information and services
- Raising awareness within communities of the support already available through RDaSH's poverty proofing work, including help such as bus passes.

The discussion highlighted that poverty proofing is about more than recognising financial hardship. It means actively identifying and removing the costs and barriers that can prevent people from accessing healthcare, information and support.

What comes next?

CoLE has now agreed workplans for 3 of the 4 trust promises it initially selected as areas of focus: Promises 5, 6, 12 and 21.

Members also identified several subjects for future meetings. These include the trust's estates plan, what happens after the Leadership Development Offer from a community involvement perspective, and the trust's Always Measures.

Through these discussions, CoLE will continue to challenge, support and influence RDaSH, ensuring that decisions are informed by the knowledge, experience and strengths of the communities we serve.



Iona Johnson
Community Development Director

Promise 5

From 2024, systematically involve our communities at every level of decision-making in our trust throughout the year, extending our membership offer and delivering the annual priorities set by our staff and public governors.

Veterans step up to support local food bank

Veterans from Fire Mission have donated a large collection of food to the People Focused Group Food Bank, helping support local people and families facing financial hardship.

The food will be distributed to households, where many are feeling the impact of rising living costs. Every donation will help provide essential support to those who need it most.

The initiative reflects the growing partnership between People Focused Group (PFG), the veteran community and this trust through the Serving Our Community project, which creates opportunities for veterans to use their skills, experience and teamwork to benefit local communities.

As part of this growing partnership, PFG will be providing veteran peer support services across the trust. Recruitment is currently underway for veteran peer support workers, who will provide both one-to-one and group support to veterans accessing trust services.

The new service will help veterans connect with others who understand their experiences, while providing practical and emotional support to improve wellbeing, build resilience and strengthen connections within their communities.

Kelly Hicks from People Focused Group said: "What makes this donation so special is not just the amount of food collected, but the spirit behind it. The gunners recognised a need within their community and stepped up to help. Their generosity will make a real difference to local people, while also demonstrating the positive impact veterans continue to have long after their military service."



Funded by the Veterans' Foundation, the Serving Our Community project recognises the wealth of knowledge, resilience and commitment that veterans continue to bring to society. Through volunteering, community activities and peer support, veterans are helping to make a positive difference to the lives of others while enhancing their own wellbeing and sense of purpose.

A huge thank you to every veteran who donated, collected, organised and supported the initiative. Their efforts are a fantastic example of communities coming together to support one another and help create positive change.

If any of our colleagues know of any veterans who would benefit from the Serving Our Community project, more information is available on the intranet and our trust app or email hello@peoplefocused.org.uk

Kelly Hicks is pictured on the right with some of the gunners.

Promise 11

Deliver in full the NHS commitment to veterans and those within our service communities, recognising the specific needs many have, especially for access to suitable mental health and trauma response services.

Waterdale development update

We are excited to share the latest progress on our new health on the high street development at Waterdale in Doncaster city centre.

Over recent months, colleagues, young people, families and partner organisations have been helping to shape the design, ensuring the new building is welcoming, accessible and child friendly. Through a series of design workshops, participants have shared their views on everything from clinical rooms and reception areas to sensory spaces, therapy rooms and staff facilities. Their feedback continues to play an important role in the development of the final plans.

The latest designs feature larger clinical and sexual health areas, improved waiting spaces, enhanced sensory environments and flexible therapy rooms. The aim is to create a calm and welcoming environment that feels very different from a traditional healthcare setting. Suggestions from colleagues and young people have already led to a number of changes and refinements to the design, helping ensure the building meets the needs of the people who will use it.

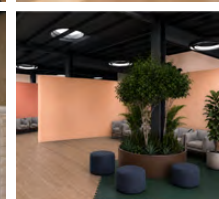
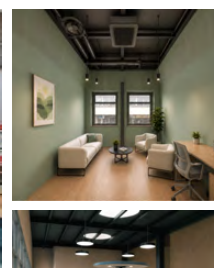
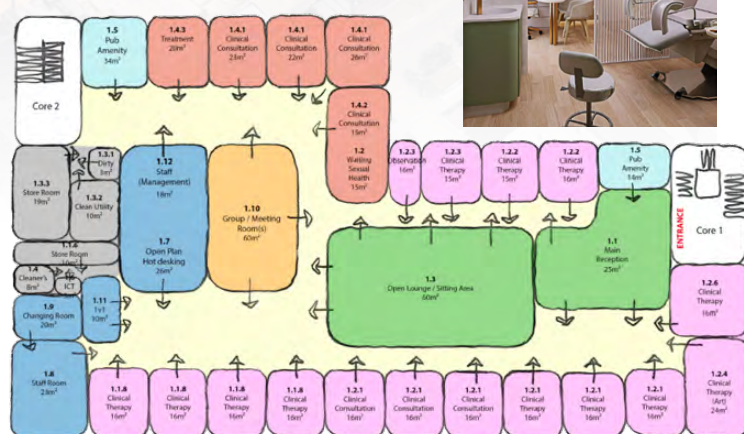
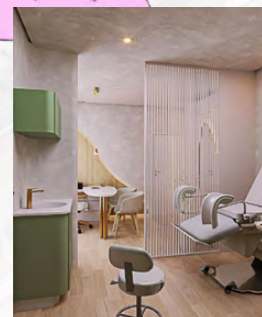
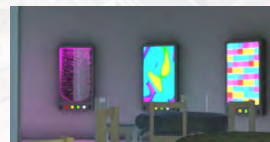
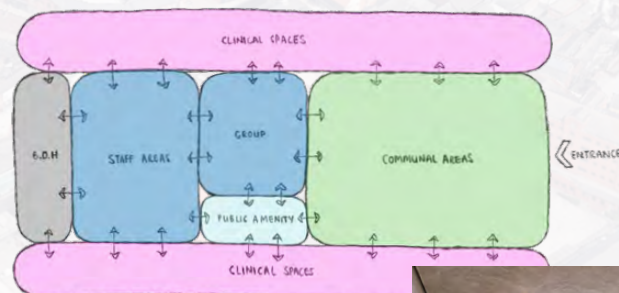
On Friday 7 August 2026, we welcomed members of the Doncaster community to a Waterdale open day. More than 200 people attended to view the latest designs, ask questions and share their ideas. We received valuable feedback from children, young people, parents, carers and community partners, all of which will help shape the next stage of the project.

One comment particularly stood out. A parent told us that her son, who is now an adult, "Would have loved a building like this when he was growing up." It was a powerful reminder of the difference this development could make for future generations of children, young people and families.

The project team will continue to refine the designs over the coming weeks, with further work focusing on sensory and therapy spaces, colour schemes and finishes, and safety, privacy and accessibility features.

Thank you to everyone who has taken the time to share their views and help shape the development so far. Your feedback is making a real difference and helping us create a space that reflects the needs and experiences of the communities we serve.

We will continue to share updates as the new Waterdale base takes shape and moves closer to becoming a reality.



Promise 4

Put patient feedback at the heart of how care is delivered in the trust, encouraging all staff to shape services around individuals' diverse needs.

Celebrating Ratha Yatra at The Wellness Centre

Colleagues, senior leaders and the community came together recently at The Wellness Centre to celebrate Ratha Yatra, one of India's oldest and most widely celebrated festivals.

As part of the celebrations, our senior leaders took over the centre's kitchen, serving a delicious selection of traditional Indian cuisine. The event provided a wonderful opportunity to enjoy great food, learn more about the significance of the festival and connect with one another in a warm and welcoming atmosphere.

Ratha Yatra, also known as the Festival of Chariots, symbolises bringing people together and spreading joy, kindness and unity within communities. At its heart,

the festival celebrates community, inclusivity and shared experiences, values that resonate strongly across RDaSH.

The Wellness Centre on Montrose Avenue, Intake, is the home of the People Focused Group, and was transformed with colourful decorations, helping to create a vibrant and festive environment that was enjoyed by all who attended.

A huge thank you to everyone who supported the event, from those who helped with decorations and preparations to the senior leaders who rolled up their sleeves in the kitchen. Together, you helped create a fantastic celebration of culture, community and connection.

Here are some photos from the day:



Promise 26

Become an anti-racist organisation by 2025, as part of a wider commitment to fighting discrimination and positively promoting inclusion.



More than 80 families came together at Sandall Park in Doncaster to celebrate World Breastfeeding Week on Friday 7 August.

This year's theme, "Breastfeeding for a sustainable start in life: Strengthen what works," focused on building on successful approaches and strengthening the "Warm Chain of Support" for breastfeeding families.

Families were joined by breastfeeding specialists, nursery nurses, colleagues from Doncaster and Bassetlaw Teaching Hospitals' Maternity Infant Feeding team, the Council's Family Hub staff, and Nourish and Nurture staff. Toby Lewis, our Chief Executive, also attended to show his support.

Claire Wyatt, Infant Feeding Lead, said: "It was wonderful to see so many families come together to celebrate World Breastfeeding Week and support one another. Thank you to everyone who came along. Breastfeeding can bring many health benefits for both babies and mothers, and events like this help families connect, share experiences and access the support they need."

The event also highlighted our commitment to improving outcomes for children and families, supporting Promise 16 by promoting healthy starts in life and ensuring parents can access high-quality infant feeding support within their local communities.

Our children's services in North Lincolnshire have already achieved the prestigious UNICEF UK Baby Friendly Gold Award, the highest level of recognition for organisations that consistently meet and enhance Baby Friendly standards. The award recognises excellence in supporting infant feeding and nurturing close parent-infant relationships.

Dr Judith Graham, Director of Psychological Professionals and Therapies, said: "We are incredibly proud of the support our teams provide to families across our communities. Achieving and maintaining Baby Friendly standards reflects our commitment to helping babies, children and parents thrive. It was wonderful to see so many families come together to celebrate breastfeeding and the positive difference that compassionate, evidence-based support can make."

Building on this success, colleagues delivering children's services in Doncaster are now working towards achieving UNICEF UK Baby Friendly Gold accreditation, further strengthening the high standards of care and support already available to local families.

If you would like advice or support with breastfeeding, visit our website www.rdash.nhs.uk to find out more about the services available. For more information about the trust's Baby Friendly accreditation, contact our Baby Friendly Guardian, Dr Judith Graham, Executive Director for Psychological Professionals and Therapies.

Promise 16

Focus on collating, assessing and comparing the outcomes that our services deliver, which matter to local people, and investing in improving those outcomes year on year.

Inspiring young people at careers event

More than 1,500 Year 9 pupils attended the recent We Care into the Future careers event in Doncaster, where they had the opportunity to explore the wide range of careers available across health and care..

Our colleagues were on hand throughout the day to share their experiences and inspire young people considering future career paths. Teams representing occupational therapy, apprenticeships, social work, podiatry, learning disability services, physiotherapy, substance misuse services, mental health nursing, and psychological therapy all took part in the event.

Pupils were able to get involved in a variety of hands-on activities, speak directly with professionals and learn more about the skills, qualifications, and opportunities available in different roles.

The event, which was held in July, provided a valuable opportunity to showcase the breadth of careers within health and care, helping young people gain a better understanding of the many ways they can make a difference in their communities.

Thank you to everyone who volunteered their time, knowledge, and enthusiasm to support the event. Your contribution helped make the day a success and inspired the next generation of health and care professionals.

If you or someone you know who is looking for a career with us, then please email rdash.apprenticeships@nhs.net

Here are some photos from the day.



New peer support group planned following success of Bipolar Brunch Club

The first graduates of the Bipolar Brunch Club celebrated completing 7 months of sessions, with people receiving certificates at a special event held at Doncaster Mind on Monday 10 August.

Led by Victoria Bergin, Cognitive Behavioural Therapist, and co-facilitated by Sylvia Jatau, Clinical Associate in Psychology, alongside trust volunteers Ben and Kevin, the group brought together people living with bipolar disorder to share experiences, build confidence, learn new skills and develop supportive relationships.

The Bipolar Brunch Club is the first group of its kind in the local area and met over 27 weeks at Doncaster Mind. Family members and carers were also invited to dedicated sessions throughout the programme, recognising the important role that support networks play in recovery.

Members are now planning to continue meeting through a new peer-led support group, helping to ensure the friendships and support network they have built can continue after the programme ends. To support the new group, volunteer facilitator Ben and his partner Monique will take part in the Lincoln Half Marathon on Sunday 4 October to raise funds for future meetings.

Ben said: "Having a safe, comfortable space where everyone feels able to be themselves is incredibly important. We're determined not to let our support network disappear. Our plan is to continue meeting every two to four weeks where we can talk openly, honestly and confidentially."

Those wishing to support this fundraising effort can donate via their Go Fund Me half marathon challenge for bipolar support group. Or scan the Qr code.



Ben, volunteer facilitator.



Graduates receiving their certificates at Doncaster Mind.

Promise 1:

Employ peer support workers at the heart of every service that we offer by 2027.

Placement Learning Team shortlisted for national award



Congratulations to our Placement Learning Team, who have been shortlisted for a prestigious Chief Allied Health Professions Officer Award from NHS England.

The team has been recognised in the Creative Provision of Placements Award category for their innovative student induction programme, which provides profession-specific resources to support students before and throughout their placement journey.

This national recognition highlights the team's commitment to improving the student experience and supporting the next generation of healthcare professionals.

Good luck...winners will be announced on 14 October.

Silver Award and a fond farewell for Vicky

Congratulations to Vicky Clare on receiving a prestigious Chief Nursing Officer (CNO) Silver Award for England and on her retirement after an outstanding 35-year nursing career.

Presented by David Purdue from NHS England, the CNO Silver Award recognises nurses who go above and beyond the expectations of their role to make an exceptional contribution to practice, patient care and leadership.

Throughout her career, Vicky has demonstrated outstanding clinical practice, compassionate leadership and an unwavering commitment to improving care for patients, families

and communities. Widely respected by colleagues, patients and carers, she has consistently championed person-centred care, ensuring people are treated with dignity, compassion and understanding.

As a senior nurse leader, Vicky has played a key role in developing services, shaping care pathways and strengthening collaboration between inpatient and community teams. Her dedication to quality, safety and continuous improvement has left a lasting impact across the services she has supported.

Reflecting on receiving the award and her retirement, Vicky said: "I've been a nurse for 35 years and I've been lucky to spend 15 of those years working at RDaSH in roles in Manchester, Rotherham and North Lincolnshire. I've been a mental

health nurse for so long that I'm able to retire at the age of 55 so I'm taking the opportunity to leave the career that has been a part of my life since I was 19 years old.

"Mental health care and mental health services have changed so much since I became a nurse and being even a small part of those changes and improvements has been a privilege. I'm grateful for all the opportunities that I've had at RDaSH, we've come a long way and I'm proud to be associated with the trust."

From all of us at RDaSH, "Congratulations Vicky on this well-deserved national recognition and thank you for your extraordinary contribution to mental health nursing. Wishing you a happy and fulfilling retirement."



Vicky with her Silver Award and David Purdue, NHS England.



Vicky, centre with friends and colleagues.



Your Hearts and Minds **NHS** Staff L^Ottery

You've got to be in it to win it!

Congratulations to Christina Harrison, Programme Director for Waterdale and Families First, who was the lucky winner of the £500 first prize in the Your Hearts and Minds Staff Lottery.

Christina has been a regular supporter of the staff lottery for several years and decided to celebrate her win in style.

She said: "A trip to The Ritz in London has been on my bucket list for a long time, so when I found out I'd won, I treated myself to a wonderful evening dining in style."

Fancy following in Christina's footsteps? You need to be in it to win it.

Sign up to the Your Hearts and Minds Staff Lottery today for your chance to win one of our fantastic tax-free cash prizes, while helping our charity to support patients, carers and staff across our trust.



Visit the intranet or app to find out more and sign up today. Monthly tax-free prizes to be won:

Monthly tax-free prizes include: • 1st prize: £500 • **Monthly tax free prizes to be won:**

• 1st prize £500 • 2nd prize: £150 • 3rd prize: £100 • 2 prizes of: £50 • 2 prizes of: £25.

Plus, 3 times a year you'll be in with a chance to win a £1,200 shopping vouchers.

Hospice's longest-serving volunteer steps out once again for annual fundraising walk

St John's Hospice's longest-serving volunteer is preparing to lace up her walking shoes once again to raise funds for the hospice that has been at the heart of her life for more than 3 decades.

Elizabeth Taylor (72), from Armthorpe, will take on a sponsored 3-mile walk on Thursday 3 September, retracing the route she first walked more than 35 years ago as part of the campaign to help build St John's Hospice.

Setting off from the Mansion House in Doncaster city centre, Elizabeth will walk along Priory Place, Cleveland Street and Balby Road before finishing at St John's Information and Support Centre on Weston Road.

Elizabeth first completed the walk as a member of the Doncaster Cancer Detection Trust, which led the fundraising campaign to establish the hospice. The campaign raised more than £2 million over 7 years, helping St John's Hospice open its doors in 1992.

Now, by making the walk an annual tradition, Elizabeth is continuing to raise funds to help ensure the hospice can provide compassionate care and support for local patients and their families.

Elizabeth said: "I've never forgotten the incredible support the people of Doncaster gave to make the hospice a reality, and that's why I enjoy doing this walk every year.

"It's my way of giving something back to a place that means so much to so many people."

As well as being St John's Hospice's longest-serving volunteer, Elizabeth has dedicated countless hours to supporting fundraising events and activities over the years, helping the charity continue its work.

Neil Firbank, Fundraising Co-ordinator for the hospice, said: "Elizabeth is an inspiration. Her dedication and commitment to St John's Hospice over so many years is extraordinary, and we're incredibly grateful that she continues to champion the hospice through her annual walk.

"Every pound she raises will help us continue providing specialist care and support for patients and families when they need it most."

St John's Hospice relies on charitable donations to fund around 20% of its running costs, meaning it needs to raise more than £680,000 every year to continue providing its specialist palliative and end-of-life care.

To sponsor Elizabeth on her walk, please visit her Just Giving page:
<https://www.justgiving.com/page/elizabeth-taylor-2026>

St John's Hospice is run by Rotherham Doncaster and South Humber NHS Foundation Trust and is part of its Your Hearts and Minds charity.

For more information on how to support St John's Hospice, please visit: www.yourheartsandminds.org.uk



Elizabeth Taylor (centre) is pictured with her walking partners St John's Hospice Fundraising Co-ordinator Neil Firbank (left) and Activities Co-ordinator Richard Smith (right).

Promise 3:

Work with over 350 volunteers by 2025 to go the extra mile in the quality of care that we offer.



Every colleague has a voice, and every conversation matters.

Our Ask Talk Influence team briefings bring colleagues together to hear about the issues, opportunities and challenges facing our trust, while providing a space to ask questions, share views and influence future decisions.

Alongside updates from trust leaders, the sessions regularly feature guest speakers from across our services and partner organisations, offering insights into key projects, innovations and areas of work that are making a difference for our patients and communities.

Whether you want to stay informed, learn about new developments or have your say, Ask Talk Influence is your opportunity to join the conversation.

These monthly online sessions are open to all colleagues and are particularly important for those with line management responsibilities who are strongly encouraged to share updates from Ask Talk Influence with their teams.

The briefings will continue throughout the year and into 2027 and take place online via Microsoft Teams from midday to 12:50pm.

Colleagues can join via their Teams calendar by selecting the relevant meeting, or by using the 'Meet now' function within Microsoft Teams and selecting 'Join with an ID' or go to join a meeting, the IDs and passcodes can be found below.

Upcoming dates and joining details	
Friday 18 September Join the Friday 18 September meeting Meeting ID: 333 749 166 137 931 Passcode: ys7Hz2oY	Friday 23 October Join the Friday 23 October meeting Meeting ID: 361 023 048 327 654 Passcode: qP3dG28Y
Friday 20 November Join the Friday 20 November meeting Meeting ID: 356 464 714 846 921 Passcode: og6XD2N2	Friday 18 December Join the Friday 18 December meeting Meeting ID: 338 192 588 958 64 Passcode: bQ2pe9Lp
Friday 22 January 2027 Join the Friday 22 January 2027 meeting Meeting ID: 325 214 337 824 52 Passcode: S9bM7a79	Friday 19 February 2027 Join the Friday 19 February 2027 meeting Meeting ID: 390 452 865 410 84 Passcode: jh9Fr33o
Friday 19 March 2027 Join the Friday 19 March 2027 meeting Meeting ID: 314 176 809 369 01 Passcode: rn2zY76g	We encourage all colleagues, particularly those with management responsibilities, to attend and take advantage of the opportunity to hear directly from the executive team and contribute to the conversation.

Your Right 2 Be Heard

This is where you can get in touch about a topic of interest, either work related or something else. Here are the latest questions people have sent in.

Q: *Why does the trust not have screensavers on everyone's computers, laptops? It is a really good way to get key messages out. I've seen this at other trusts, and it is very effective.*

A: Answer: This is a great idea and one we will aim to try and introduce from early in 2027, if we can. Of course, lots of colleagues do not use trust computers in their work, which is where our mobile app is the way to go!

Simone Scott, Interim Head of Communications

Q: *I've heard about the new mental health centre which is opening in September in North Lincolnshire. Any plans for something similar in Rotherham?*

A: Answer: Yes and no. Yes, in that if The Acorn Centre evaluates as having worked for patients and carers, and for staff and peers working in it, we want to look at the best options for Rotherham and Doncaster in 2028. No, in that we won't just 'spread it' until we have done decent evaluation and made sense of what works. So we don't have a 'rollout' plan until spring 2027 when we will try and take a view on the evidence. Thanks for the question.

Toby Lewis, Chief Executive

Q: *When is RDaSH Connect going to be launched? I keep seeing some build up messages but then nothing happens.*

A: You are right. We were all set to launch in July and then hit some technical issues with the product and with NHS mail. We are currently expecting to launch before the end of September, having resolved those issues a few days ago.

Jo McDonough, Director of Strategic Development

Please send us your letters either by email to rdash.rdashcommunications@nhs.net or you can post them to us, anonymously or with your name, to Woodfield House, Tickhill Road, Doncaster.

Trust values



The values of the trust remain a constant. They guide our behaviours and approaches and explain how we will go about delivering this strategy. We will be open in reporting our progress at all times, supporting one another to achieve what are stretching goals.

Toby's last word...

Innovations of all sorts in very many parts of RDaSH

It was good to hear in a recent Voice of RDaSH vlog from Iona Johnson about the Olio app. That vlog is on our trust app now. That's helping us to share surplus food from our Tickhill Road canteen with local people who may need it. You may know that the food waste from our patient catering goes to help with a city-wide heating project. A project which Ian Higgins has made happen over many years. Right now, our IT team, led in this case by Lee Isle and Martin Wilson, are taking forward a project to repurpose old trust computers, sell them, and invest in recycled machines for local people and the voluntary sector. Our Communities' Leadership Executive partners will be helping us to make sure this reaches into local neighbourhoods. Each of these are projects that I think speak to our values, all rely on a small number of people leaning in and not giving up!

We are almost at our Quality Improvement (QI) poster contest time again. Not only will it be great this year to celebrate with people who submitted posters, which we did not do last year, but the posters give us chance to hear about initiatives and ideas across the trust. Many of those ideas then 'take off' and flourish. Since last year's QI poster contest, reducing restrictive intervention advocates are in place across all of our mental health wards. And I know that the teams that scooped the top £5,000 prize have been busily rolling out more changes to clinical practice alongside Doncaster GPs.

Over the last 3 months, we have quietly seen big changes to how we communicate with patients, and we will see in coming weeks changes to how patients' book time for care with us. We now consistently send out text reminders to patients, and since late July, that reminder has allowed patients to let us know if they need to cancel.

The research is clear that people who 'don't come', in fact try to tell the NHS they are not coming, but we do make that quite hard, because our phone lines are answered weekdays during the day. I have high hopes for this change, as I do for the introduction of big

changes through SystmConnect, which will allow many patients some choice of when in the next 4 weeks to have their appointment. We know with the new Prime Minister's coming changes to disabled travel passes, and from our own poverty proofing work, how important time of day can be for people who use our services and have caring responsibilities. As Kath's welcome to this edition of Trust Matters says, "we all have work and life to balance". Thank you to Victoria Takel and James Cook, among many others, for persisting with these projects. And yes, take up of our poverty proofing free travel passes is growing by the day!

Next month we will become the first and only NHS organisation in England to have poverty audited on everything we do.

Of course we must act on those audits. But, in my view, nothing better testifies to how we want to work than this. And in case you have not heard the rumour, we are determined to support frontline community clinicians to have food and if need be, money to hand to support vulnerable patients, and to avoid feeling obligated to buy it themselves. Our care will work less well if people are scared about their next meal.

Innovation does not need to be on a grand scale to make a big difference.

Having had the privilege of attending the breastfeeding awareness event in Sandall Park, we seem to have given birth to a new project, which happens soon. Colleagues working for us, or volunteering, or as students, will be able to borrow (rent for free) a fridge to support the storage of breastmilk while in the workplace. As with that idea, innovations can come from one person's voice. Like Amber Dalton who has been advocating for us to support people to take time off to give blood. Look out for Amber's video advertising this, coming soon. The change is happening.

And I think here the so-called 'therapy sheds' deserve a mention. There's a lot in this month's Trust Matters about buildings, but we know that in 2022 and 2023 when Swallownest Court's



wards were refurbished, some important things were overlooked. Unlike wards in Great Oaks and at Tickhill Road, those wards have not got sensory quiet space. Our psychologists do not have space in the wards to undertake some individual and group sessions. That's why the estate roadshows in June gave rise to a commitment to make some purpose-built space in the ward gardens which are now the focus of therapeutic activities. Maria Madgwick tells me we might get the 'sheds' built for summer next year.

If you have read to the end of this article, you may have a list of other brilliant projects you know are happening: "why hasn't he mentioned x?" Do share. We know that we need to be better at learning across our RDaSH. Often the answer to an issue in one team or service is already available somewhere else. When RDaSH Connect, the new trust app does launch in September, let's hope the 2-way communication it gives us, lets us share, celebrate, investigate, and discuss together.



And, yes, you can post the pics from the 3D printers that we now have across our wards... experimenting safely is part of how we operate. Well done to Jon Rouston for persisting with this important aid to therapeutic care.