

Veteran Aware – Year Two Review Report

Name of organisation	Royal Papworth Hospital NHS Foundation Trust	
Date submitted to Regional Lead	Not due to be submitted at year 2	
Type of organisation	Acute Specialist NHS Foundation Trust hospital	
Region	East of England	
Executive Lead – name and role	Eilish Midlane, Chief Executive Officer	
Name and role of Clinical Champion	Richie Chapple, Principal Pharmacy Technician	Email address richard.chapple@nhs.net
Name and role of Management Champion	Vacant	
Additional Champion/s E.g. Core committee, functional appointments, Trust and/or department ambassadors (Link to Charter)	Click or tap here to enter text.	

Governance arrangements

Confirm governance arrangements and reporting mechanisms for the Veteran Aware work stream in your organisation

Royal Papworth Hospital (RPH) received VCHA Accreditation on 11.10.2021. RPH is a small acute specialist provider, employing approximately 2500 staff. Up to this stage, the Veterans Aware work has reported directly into the Executive Directors meeting (they have been very supportive up to getting the VCHA Accreditation, and it is this meeting that approved the changes to annual leave for the Armed Forces family, in the new Trust Policy (mentioned later).

The Trust Policy was approved at the Joint Staff Council (JSC) 21.07.2022. JSC is Chaired by the Director of Workforce and Organisational Development.

What annual reporting do you have in place for the Veteran Aware work stream? For example: Board level reporting / Quality Account priorities / reporting schedule

The Veteran Aware work to date, has not been included in annual reporting. This Annual Review document is scheduled for Board of Directors 01.09.2023 (with a cover paper from the Armed Forces Champion). Further to this, an update from the Armed Forces Champion has also been added to the Board Forward Plan for September every year.

This short report is an opportunity for your organisation to provide a narrative summary of activities, achievements and challenges since your initial accreditation two years ago, and future aspirations.

Royal Papworth Hospital (RPH) received VCHA Accreditation on 11.10.2021. The work was led by two Armed Forces Champions (who are both Armed Forces Veterans) in addition to their substantive roles (see Standard Two). Great progress has been made in the short time since our first VCHA Accreditation. There is a growing informal Armed Forces Network which started with the two members of staff (as champions) and now consists of 20 members of staff.

The table below shows the members of staff who are part of the informal network group (at the time of writing this review). This group covers the range of grades of staff across NHS Agenda for Change (for example band 2 through to band 7 are represented); and includes a variety of different professions (including medical consultant) across different teams and departments throughout the organisation.

Armed Forces Veterans	Homecare Services Manager
	Transplant Consultant
	Corporate Nursing Administrator
	Logistics Support
	Resuscitation Officer (Paramedic)
	Staff Nurse Day Ward
	Domestic
	Medical Education Team Administrator
	Specialist Dietician
	Specialist Nurse
	Chief Echocardiographer
	Estates Officer x 2
	Theatres Clinical Lead (RN)
	Health Inequalities Specialist
MDT Co-Ordinator	
Clinical Project Manager	
Reserves	Specialised Cardiac Physiologist (Army Reserve)
Cadet Forces Adult Volunteers	Staff Nurse (Sgt, RAF Air Cadets)
Other	Assistant Director of Quality & Risk (Ex Sea Cadet Corps, NCO)
	Workforce Manager (Ex RAFVR(T), Flying Officer)

For several years we have held a Remembrance Service on 11th November at Royal Papworth Hospital. We always share via social media and in 2022 we streamed via YouTube for patients

and staff working across our sites and remotely. It is always popular with our staff, patients and their families.



YouTube Stream

Remembrance Day service from Royal Papworth Hospital
105 views 9 mo ago ...more

Since our accreditation, while continuing to care for patients as a busy specialist hospital, we have released our new Trust Armed Forces Policy (discussed further below); we have continued to grow the informal internal network (as noted above); and we have continued to liaise with our external network partners (as shown within this paper). While (like across the NHS) much has been impacted by COVID-19 recovery and industrial action, we do not believe it has hindered our work as an Armed Forces community and we are proud of what we have achieved. The evidence listed in the Standards below, hopefully helps to demonstrate this.

Timeline of key events

This is a timeline of key events, historically and to-date (to help set some perspective):

2014 – Royal Papworth Hospital (formerly Papworth Hospital) became a member of the original Community Armed Forces Covenant scheme

2014 – Employer Recognition Scheme Silver Award

Apr 2017 – Employer Recognition Scheme Silver Award renewed

April 2019 – Royal Papworth Hospital moved from its historical site in Papworth Everard, to its new location on the Cambridge Biomedical Campus

1 May 2019 – Royal Papworth Hospital opens to patients in the new location

9 Jul 2019 – HM Queen formally opens the new Royal Papworth Hospital

Jan 2020 – Trust Armed Forces Champion (IG) and Deputy (RC) formally identified. This really helped to raise the Armed Forces ‘family’ profile across the Trust.

Mar 2020 – COVID-19 Pandemic, hospital incident room opened (note: this only stood down 14.06.2022)

Jan 2021 – Royal Papworth Hospital Armed Forces Champion (IG) support to OP RESCRIPT liaison (Military Aid to the Civil Authorities (MACA) process) for Cambridge Biomedical Campus

Oct 2021 – VCHA Accreditation awarded

Apr 2022 – Re-signed the Armed Forces Covenant

Apr 2022 – Employer Recognition Scheme Silver Award renewed

Jun 2022 – new Trust Armed Forces Policy (DN857) written

Jul 2022 – VCHA Accreditation renewal application

Nov 2022 – ERS Silver Award Ceremony

Standard One – The organisation understands and is compliant with the Armed Forces Covenant

Royal Papworth Hospital NHS Foundation Trust was originally a member of the Community Covenant scheme (2014). The Trust re-signed and therefore re-affirmed our commitment, the Armed Forces Covenant 04.04.2022.

This is included in the new Trust Armed Forces Policy (DN857) as Appendix 1.

Standard Two – The organisation has a clearly designated veterans Champion Dyad

Royal Papworth has an Armed Forces Champion: Richie Chapple, Principal Pharmacy Technician – Ex Royal Army Medical Corps (1989 – 2013).

The Armed Forces Champion is very well supported by Elish Midlane, Chief Executive Officer. We are also very fortunate to have the support of Professor John Wallwork CBE, Trust Chairman. Both Elish and John have always been very supportive of the Armed Forces community, attending events and speaking to members of the community and other staff, patients and visitors. I would like to take this opportunity to thank Professor Wallwork for his support as he leaves the post of Chairman in the coming months.

Standard Three – The organisation support the UK Armed Forces as an employer

Variety of Armed Forces Veterans (AFVs) in Trust

As noted above, there is a variety of Armed Forces Veterans and the wider Armed Forces family working at Royal Papworth Hospital. Since we started raising the profile (IG volunteered to take on the role in Jan 2020 and RC picked up the deputy role that same month; we then went into COVID-19 Pandemic command and control phase, as of 13 March 2020), this list has grown from two, to 20. We do not yet have a formal network (it has not stopped the ‘informal

network' from growing); and this might be explored during 2023/24. The Trust has recently set up two new networks (women's network; and disability and difference network; in addition to its BAME network and LGBT network which are more well established). There is excellent collaboration amongst these networks, including the informal Armed Forces Network.

Trust Policy

DN857 Armed Forces Policy.

- This Policy covers all the wider Armed Forces community employed by Royal Papworth Hospital NHS Foundation Trust. This includes Armed Forces Veterans, Reserves, Cadet Forces Adult Volunteers and where necessary, their families.
- This Policy defines our obligations towards all employees who are members of the Reserve Forces. It also covers Reserve Forces Training & Mobilisation.
- This Policy is applicable to staff who are employed by Royal Papworth Hospital NHS Foundation Trust. However, it is also recognised that there will be patients; their families and friends; and colleagues who work for partner agencies (for example OCS and Skanska [our PFI Estates Partner]) who will also be part of the wider Armed Forces Family. While this Policy does not cover these groups of staff, it will help with understanding the definitions and signposting for further information.

Previously, staff who were Armed Forces Reserves were covered under the Trust DN065 Special Leave Procedure, however there was no mention to the wider Armed Forces family. DN857 also changes the additional leave entitlement for Royal Papworth staff who are Armed Forces Reserves from 5 days to 10 days, and for staff who are Cadet Forces Adult Volunteers (CFAVs), entitles them to an additional 5 days annual leave. Staff can now have their Armed Forces status recorded on ESR.

Employer Recognition Scheme Silver accreditation

Royal Papworth Hospital has had Silver accreditation status since 2014 in the Employer Recognition Scheme. A renewal was submitted in April 2022. Confirmation email of renewal application was received 08.04.2022. An Awards Ceremony was held in November 2022 where Richie Chapple (Armed Forces Champion) received the award on behalf of Royal Papworth Hospital from the Lord Lieutenant of Cambridgeshire, Julie Spence OBE.



Step Into Health

The data sharing agreement; and Step into Health Pledge, were both signed and submitted 07.07.2022. A named workforce contact and named clinical contact have been provided. Luke Bage (Hd of Resourcing) is our lead.

ESR

Staff can now have their ESR to include their status of their involvement in the Armed Forces Community.

We recruit via NHS Jobs so the question of are you part of the Armed Forces Family is already asked as part of that process.

Standard Four – Staff in the organisation are trained and educated in the needs of veterans

There is no specific training or education delivered to Trust staff. At this stage, it has not been necessary. The Armed Forces Champion work is carried out by an Armed Forces Veterans personally, Richie is active in informally educating staff regards the Armed Forces community, but also in raising awareness of Veterans.

The role of Armed Forces Champion

Royal Papworth staff are aware of how to contact the Armed Forces Champions via Twitter, email, through our intranet page, telephone and in person. We have a newly started web page

via the intranet ([Armed Forces Community Network | Intranet \(royalpapworth.nhs.uk\)](#)) which is currently under construction

The role of Champion is clearly written on email footers:



This has had a very positive effect in raising the profile and has helped in developing the network.

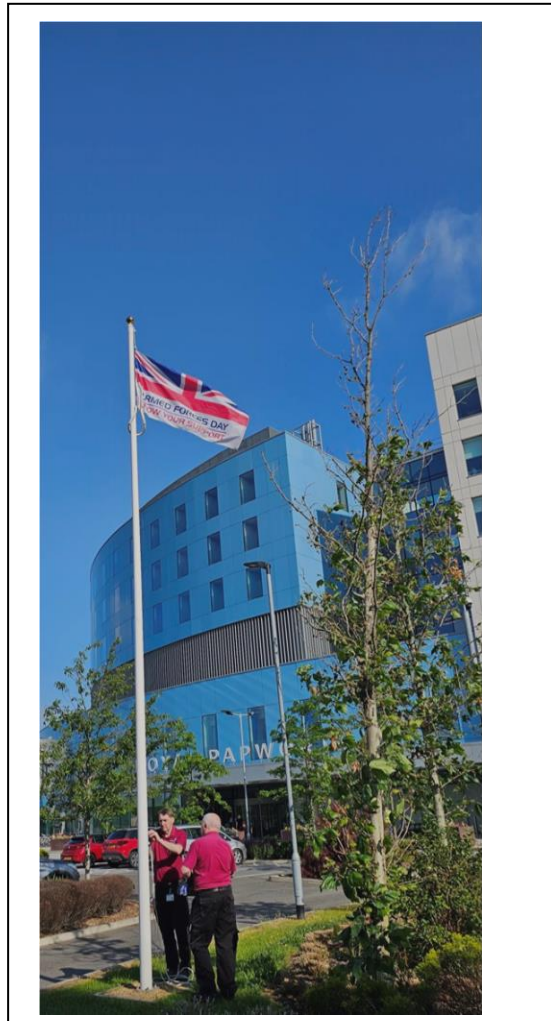
Veteran Aware

Our Veteran Aware Hospital sign is in place at the in the front entrance which has been excellent at raising the profile of our work.



Flag pole

We have a flag pole at the front of Royal Papworth Hospital which we use. Recent examples for our Armed Forces work are: Remembrance November 2022 (included above) and Armed Forces Week June 2023.



Trust Policy DN857

This policy signposts staff and explains terminology and will be openly available on the staff intranet.

Standard Five – The organisation has established links to appropriate nearby veterans services

Poppy Appeal

We have a positive and established relationship with local Royal British Legion Poppy Appeal Organiser Lt Col (Ret'd) Edmund Brookes

254 Medical Regiment RAMC(V)

We have established links with the local Medical Regiment who have supported us in 2023, Raising the profile of the Army Medical Services (Reserves) and putting on a stall in the Atrium during Armed Forces week. We are planning further events such as team leadership into 2024.

Local USAF link

From 2019, we have established links with the United States Air Force at RAF Lakenheath. Prior to the COVID-19 Pandemic, Honorary Trust no cost contracts were explored in order for USAF clinical personnel to undertake clinical placements at Royal Papworth Hospital. This had to be paused during COVID-19. IG has written to our USAF contact: Morgan Shaff, MSN, RN – Outreach Director, Clinical Currency Program, 48th Medical Group, RAF Lakenheath (29.06.2022) to regain contact.

Standard Six – The organisation identifies veterans to ensure they receive appropriate care

Standard Seven – The organisation will refer veterans to other services as appropriate

Patient example

A patient was having issues with claiming money for hospital visits for travel and other expenses. They spoke to PALS who in turn referred the details to the Armed Forces Champion, the patient was sign posted to various organisations who could help them and the patient felt appreciated that they were being looked after as they were a veteran.

PALS (Patient Advice and Liaison Service) team

PALS officers are aware of the Armed Forces Champion within the hospital and know what to do if they had an enquiry from a member of the Armed Forces ‘family’. They would refer to the appropriate service as required; if required liaise with our in-hospital Social Work Team who are based in the office next door; and/or they would make contact with one of the Armed Forces Champions to offer further advice or assistance.

Veteran Aware QR code poster

This has been shared with PALS and the Social Work and Discharge teams during July 2022.



An aid for the support and effective discharge of patients who are members of the Armed Forces community.



Hover your smartphone camera directly over the QR code to be taken directly to the website

Patients Administration System

When patients are booking in/accessing our services, they are not currently asked the question (are they part of the Armed Forces family)? The digital records system in use at Royal Papworth is called Lorenzo. We have explored the options that are available within Lorenzo.

This is a screen shot for a test patient:

The screenshot shows a web interface titled "Manage associated status" with a help icon. It contains several input fields and a dropdown menu:

- Status type:** A dropdown menu currently showing "Ex-British armed forces indicator".
- Ex-British armed forces indicator:** A dropdown menu currently showing a blank field.
- Comments:** A dropdown menu with the following options: "Ex-services member", "Not an ex-services member or their dependent", "Dependent of a ex-services member", "Unknown", and "Not stated".
- From date:** A date input field showing "06/07/2022".
- To date:** A date input field currently showing a blank field.

At the bottom right of the form, there are four action buttons: "Add" (with a plus icon), "Update" (with a refresh icon), "Remove" (with a minus icon), and "Clear" (with an eraser icon).

The Digital team are also reviewing to see if is possible to indicate currently serving personnel as well. We have added this a follow up to our next steps (which are summarised later).

Standard Eight – The organisation raises awareness of veterans

In addition to and as noted in the examples above, the Trust uses social media to help raise the awareness and profile of the Armed Forces community.

Trust internal publications

Royal Papworth uses its internal communication channels to continuously help raise awareness of the Armed Forces and Veterans.

Some examples are:



Armed Forces Week

Proud to support our armed forces and veterans

Royal Papworth Hospital are proud and committed to supporting our armed forces and veterans who work for us and also in the wider community. On Monday (19 June) we were joined in the atrium by 254 Medical Regiment from Cambridge to celebrate Armed Forces Week and share the support we offer to those with an armed forces background.

The Defence Employer Recognition Scheme (ERS) has bronze, silver and gold awards for organisations that pledge, demonstrate or advocate support to the armed forces community. We are proud to have the silver award.

The Armed Forces Week flag is flying and was raised by John and Phil from our estates team who are both veterans.

If you are a veteran working in the hospital and want to be involved with our informal group then please contact Richie Chapple, Trust Armed Forces Champion.

Contact Richie

22.06.2023 NewsBites had a feature on Armed Forces Day, which also included a link to contact the Armed Forces Champion.

This generated 2 new members of the Armed Forces family to step forwards and put their names forwards to make us aware they work at RPH.

In September 2021, this update was featured on Twitter, following Sgt Marks' success at the Tokyo 2020 Olympics (which took place in 2021 due to COVID-19):

Trust Lead Governor is an Armed Forces Veteran

Our retiring Trust Lead Governor (featured in the original VCHA application 2021) remained in post until September 2023. This is the extract from the public website

<https://royalpapworth.nhs.uk/our-hospital/how-we-are-run/our-council-governors>

Dr Richard Hodder - Lead Governor



Richard's medical career included time in hospitals, the RAF, research and general practice. Since retiring he has an active interest in health issues as well as voluntary work at Royal Papworth Hospital and Addenbrooke's. In 1998 he underwent a successful pulmonary endarterectomy at Papworth. As a Governor his main interest is in the quality of patient safety/dignity.

Support from Trust Estates and OCS

For Remembrance 2021, the Trust Estates Team also purchased some "Tommy's" without being asked to do so by the Armed Forces Champions. The OCS team supported our Remembrance Service in 2022 by providing refreshments free of charge to the veterans who attended an after service Tea and cake break.

"[Estates staff member] has purchased some of the "Tommy's" as you will have seen around the villages in the past we have purchased these from the Royal British Legion Industry and will have these at the South Entrance to the hospital during the same time" (email 21.10.2021, Director of Estates and Facilities)



Summary

As this Year Two Review Form shows, it has been a busy year since our initial VCHA Accreditation on 11.10.2021. Several examples have been included across the eight Standards to provide a variety of evidence for things that have been achieved during the reporting year.



Future Developments:

Membership of Health Focused Armed Forces Group (Cambridgeshire) awaiting first meeting to be scheduled.

Veterans Covenant Healthcare Alliance National Best Practice Conference – to be attended by Richie Chapple (Sept 2023)

Report author:

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Pharmacy Homecare Services Manager

Trust Armed Forces Champion

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Upon completion of this form, please return it along with any supporting evidence to your Regional Lead

Internal Purposes Only – to be completed by Regional Lead

Date year one review form received from Trust: Click or tap to enter a date.

Date submission sent to steering group: Click or tap to enter a date.