



Programme Update

04 September 2025



- Our purpose is to support the people of Torbay and South Devon to live well
- Our vision is better health and care for all
- Our building a brighter future programme focuses on our estate, our digital and technology opportunities, our people and our care - these are the areas where we can have the most impact
- Clear synergies with your mission to support, enable and empower residents, communities and partnerships - for the people, for the place
 - Thriving people – reducing inequalities, improving health and wellbeing
 - Thriving economy – employment, community wealth building, digital technology
 - Tackling climate change – net carbon zero
 - Council fit for the future – culture of partnerships with our communities



- Published in July, the 10-year health plan is a bold, necessary and deeply human vision for our NHS with three transformative shifts at its heart:
 - from acute to community
 - from analogue to digital
 - from sickness to prevention
- In our organisation we're seeing the plan as a blueprint for a health service that is more personal, more proactive, and more present in people's everyday lives.
- It's not new to us. We were the first NHS trust to integrate health and social care services; we've built neighbourhood teams, invested in digital innovation and championed prevention through our award-winning health coaches and community partnerships.



- Our new electronic patient record, Epic, going live in April 2026, will transform how we provide care by giving staff access to all patients' health and care information quickly and securely in one place.
- We've been working closely in partnership with Royal Devon University Healthcare and University Hospitals Plymouth. UHP goes live in July 2026 so in just over 10 months we'll have a single patient record across all the acute trusts in Devon.
- Staff are really excited about how this will improve the way we deliver care and share information. GPs and other partners will have access to some patient information via Epic Care Link.





- Our new EPR will include a patient portal called MY CARE, easy to access via a webpage and an app.
- Patients will be able to view appointment reminders, test results, visit summaries and much more.
- Proxy access will able families and carers to see all the information they need to support those they care for.
- There will be a public campaign launching around February 2026 to get people signed up ahead of our go-live.

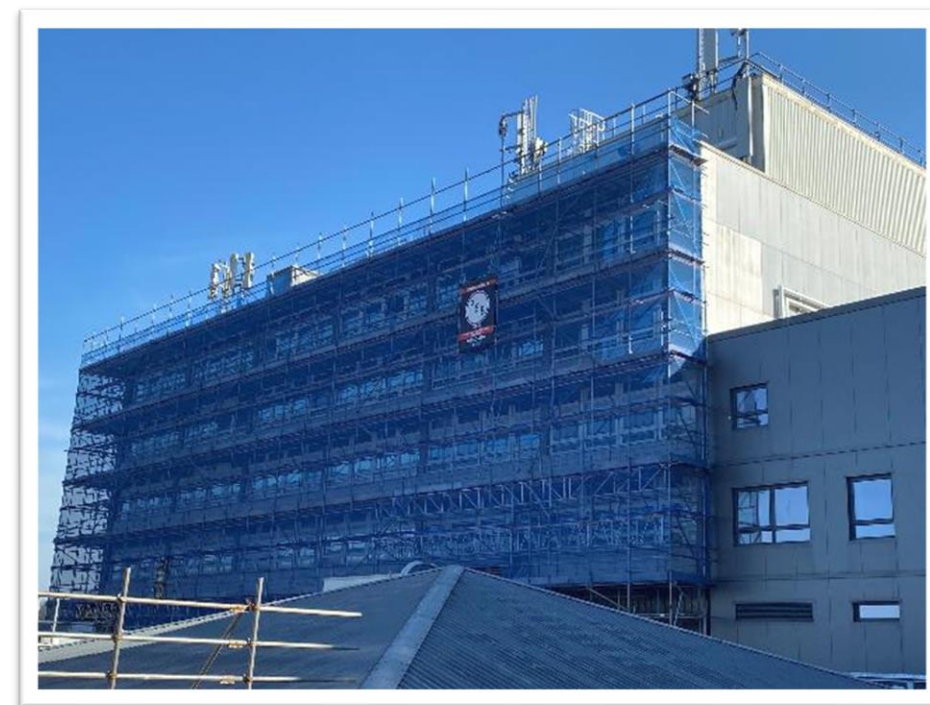
- We meet accessible information standards by:
 - Providing text to audio options on our website
 - Offering interpreting services for people whose first language is not English (including British Sign Language)
 - Logging communication needs on our systems and our new EPR will facilitate this further
 - Encouraging the use of hospital passports
 - Sending letters as audio files where required
 - Linking up with colleagues referring into our services (such as GPs)
 - Ensuring our staff complete mandatory training on reasonable adjustments
- We have a team of Adult Acute Learning Disabilities Liaison Nurses who provide advice and support to patient and carers and to staff.
- As members of Torbay Council's Autism and Learning Disabilities Partnership Boards we listen to experts by experience and seek feedback on how we provide information and make reasonable adjustments.
- We partner with organisations such as the Good Things Foundation to offer support to people who may be digitally excluded.

- We meet accessible buildings standards in our current buildings by:
 - All our signage is dementia friendly
 - Floor coverings are non-slip and minimise migraines, epilepsy and vertigo.
 - Clinical wards are dementia friendly. This includes colour schemes within the wards to assist to and from facilities to the bed area.
 - There is a colour coded barrier scheme to stop people entering into areas where they shouldn't go (i.e. scaffolding and roofs).
 - We have volunteer wayfinders in different zones across the Trust to assist customers in where they need to go.
 - There is zonal colour coding.
 - We have access ramps, auto doors and lifts for disability.
 - Accessible toilets for disability
 - Assisted toilets on all clinical wards
 - Audible alarms.
- We are currently considering multi-language signage
- All new buildings are built to legal requirements for public buildings

- The New Hospitals Programme (NHP), originally pledged 40 new hospitals by 2030 - including Torbay Hospital - and is now being delivered in waves following a review of the NHP finances under this government.
- We are in wave 2, which means our main construction timetable will start between 2033 and 2035.
- Over 80% of our core estate remains in bad or poor condition, with backlog maintenance causing incidents such as sewage and water leaks and ventilation issues. This impacts patient care, although staff work hard to reduce risks.
- We've been allocated £7.3 million to tackle critical infrastructure risks.
- We know with the right facilities we can create a productive working environment for our staff and improve the experience and outcomes for our patients. We are looking at all funding options to accelerate parts of the NHP build.

The £7.3 million for critical estates issues in 2025-06 will fund:

- £5m day and eye surgery theatre replacement air handling and refurbishment.
- £762,500 Tower structural remedial works.
- £527,500 Roofing replacement works.
- £1.05m high voltage / low voltage power compliancy works.



The Returning to Constitutional Standards Capital Investment Fund provides funding to increase capacity and speed up recovery of key standards to cut waiting times and improve patient flow.

Elective care

- £2.1m Ophthalmology diagnostics pathways*
- £4m Oral Maxillio Facial remodelling and expansion*

Urgent and emergency care

- £6m Surgical Admissions relocation and remodelling*

Diagnostics

- £120,000 Additional Echo Machine*

Total - £12.2m

* Projects subject to final approval

- Good progress is being made on our £14.2m ED redevelopment at Torbay Hospital to increase capacity and help reduce waiting times for urgent and emergency care.
- The main steels are in place and the new shape of the building can now be seen, along with the new ramp outside the level 4 main entrance.
- The focus over the last months has been brickwork, before we move on to roofing and internal mechanical and electrical works.



Thank you for listening