



To all company representatives who support and visit the ROH Birmingham:

Firstly, I would like to take the opportunity to introduce myself, I am the new Clinical Service Manager for Division 2 here at the ROH which includes the Theatre department. Some will have already met me when I previously worked here or since my return. For other colleagues, I will try and make my way around and introduce myself in person when you are visiting the site.

The reason for this initial correspondence is to share with you all a new way of working as we move forward here within Theatres.

Unfortunately, since my return I have noted that not all standards around Company Representatives attending and supporting Theatres at the ROH is at the level requirement myself and the new Matron believe is required. As such please can I ask you all to pay particular attention to the below:

- **All reps MUST sign in via MIA with a valid visiting reason. This is to both protect you and the Trust if injury or accident were to occur. Anyone found not to be signed in will be challenged and repeat offenders will be asked to leave the department.**
- **Reps must stay within the area they are here to support. It is not acceptable for reps to wonder around the department.**
- **The staff break room must not be used as an office or place of business. Unfortunately, since my return I quite often see reps with laptops and phones out working within that area whilst staff are trying to have a break. This is a staff break room, and this behaviour will no longer be acceptable, and you will be challenged.**
- **We will be implementing protected ROH staff break time between 11:00am – 15:00pm each day due to capacity issues within the bottom theatre break room. Reps will still have access to the second theatre break room during this time located at the top of the theatre corridor.**
- **Alongside the above, it has been noted that reps are having meetings within that area with surgeons, anaesthetists, and nursing workforce. Again, this**

will no longer be acceptable as we move forward. A more suitable venue will need booking.

- **Reps must no longer fetch implants from the sterile stores area without being accompanied by a member of the theatre team.**
- **Any access to the sterile store area must be booked with Genmed.**
- **Reps found in possession of an ROH staff ID card gaining entry to areas will again be found to be in breach of the terms and asked to leave.**
- **Any equipment that is found to be faulty, damaged or broken MUST be reported to the theatre manager in charge ON THAT DAY for awareness and to allow time to amend upcoming list and organise a repair or replacement.**

I understand the above may be only reflective of a few attendees and not the many who turn up and support us here at the ROH, providing an excellent valuable support service.

However, I would rather we all set off on the right footings and for you to be aware of the expectations both myself and the Matron have, and it is important to share where we feel expectations are not being met.

Alongside this we will also be reestablishing a set of scrubs for reps who visit which will be in an alternative colour to the blue theatre staff use. Again, this will help both you and us with clear identification as we move forward with a range of sizes available.

We also will reopen the male change the w/c the 14th of July and I have had 30-day use lockers installed as part of this refurbishment. These are operated with the use of a refundable £1 coin so please could I ask you to use these moving forward. Also, please be aware that there will no longer be spare clogs on the changing room floor, so I encourage to bring your own theatre footwear.

We will commence the work on the female change at the end of July 2025, and we hope to have a remarkably similar setup with day lockers available to all visitors within that area.

If ever there is anything to discuss, please feel free to contact me. My email is william.overfield@nhs.net. I am always happy to catch up and as mentioned, you provide a valuable service to the ROH, and I look forward to meeting with you all at some point.

Regards,

Will

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Theatres, Anaesthetics, HDU, ADCU & POAC