

Safest & Kindest

NHS

The Shrewsbury and
Telford Hospital
NHS Trust

Newsletter for patients, staff, visitors and volunteers

Issue 3: Autumn 2017



‘And the
winners
of our
VIP
Awards
are...’

INSIDE:

Find out
who got
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FOREWORD

Welcome to the latest edition of Safest & Kindest, our quarterly newsletter.

This issue is full of really exciting news as we continue on our journey to become the safest and kindest organisation in the NHS.

By changing the way we work and introducing new innovations we have achieved really important national patient targets, while we have also received praise from Health Secretary Jeremy Hunt for achieving 'exceptional improvement' in our Friends and Family Test.

Since the last edition we have seen a number of fantastic events take place, including our annual Charity Fun Day and our VIP (Values In Practice) Awards. Both were fantastic occasions and I am glad to announce we have great plans for both events next year as we celebrate the NHS's 70th birthday.

In recent months we have also seen the introduction of new equipment, including a state-of-the-art new MRI scanner, as well as the creation of our first 'Exemplar Ward'.

Looking forward, it is fair to say we are all anxious about the winter ahead of us, especially with the potential of increases in flu cases. This is why it is critical we plan for winter and we try to avoid some of the difficult situations we found ourselves in last year.

Our priority as always is the safety of our patients and that is why plans have been put in place to help us deal with the added pressures that come during the winter. We have appointed 40 new nurses, offered jobs to a further 20 and are taking steps to enhance our "bank".

Finally, in November we look forward to the positive step of beginning public consultation regarding the future of our services. This is a critical conversation and I am keen to hear from you and our communities. Like any change, the reconfiguration of our services will be

challenging, however it represents an important step in our journey. We must secure our future.

**Simon Wright,
Chief Executive**



BIG ACHIEVEMENT: Staff on Ward 16 are presented with their Exemplar Ward badges by Simon Wright Chief Executive.

Caring staff create first 'Exemplar Ward'

Staff working on a specialist Ward for patients who have suffered a stroke have created SaTH's first 'Exemplar Ward'.

Ward 16, the Stroke Rehabilitation Ward at PRH, received the honour from Simon Wright, Chief Executive.

The Exemplar Ward initiative is a drive to build on the Trust's vision to provide the safest and kindest care in the NHS.

To achieve Exemplar Ward status, the team on a ward must meet high standards in a number of key areas including: caring, medicine management, leadership, nutrition and hydration and cleanliness.

Ward 16 at PRH is the first ward at SaTH to achieve Exemplar status, receiving a gold award. Other wards are expected to follow in the near future.

Ann Allsop, Ward Manager, said: "I can't believe what an amazing journey the team has been on. We have pulled together, challenged each other and celebrated our achievements together."

Simon Wright, Chief Executive, said: "It is great that we now have something like the Exemplar programme to celebrate the efforts of our teams. The people who will get the real benefit from this is our patients."

£5,000 donation for new eye equipment

Sight Loss Shropshire recently donated £5,000 toward a new visual fields machine for the Eye Department at RSH.

Philippa Downes, Senior Orthoptist at SaTH, said: "The machine will allow very specific visual fields and binocular function testing for adult and paediatric patients. Patients will benefit from more modern and accurate equipment."

Robin Durham, Secretary for Sight Loss Shropshire, said: "We are delighted our donation means SaTH can purchase equipment that will benefit both adults and children."



FUNDS: Andrew Evans (left) receives the cheque from Clare Humphreys and Robin Durham.

Dedicated staff recognised at Long Service Awards



Staff who have worked for the NHS for 25 and 40 years were recognised recently at SaTH's Long Service Awards.

More than 50 people attended the celebration of 2,495 years in the NHS — with one person giving a staggering 57 years.

Simon Wright, Chief Executive said: "It was a wonderful celebration and I thank everyone for their hard work, dedication and commitment."



Staff helping collection, by having flu injection



Staff at our hospitals are queuing up for flu jabs—while helping to raise money for the Living Well With Dementia Appeal.

As part of SaTH's 'Who Ya Gonna Call? Flu Busters!' campaign the Trust is donating £1 to the Trust's fundraising appeal for every member of staff who has the flu jab.

In the first few weeks of the Trust's flu campaign, more than 1,800 members of

staff have had their flu jab.

Dr Edwin Borman, Medical Director at SaTH, said: "As healthcare staff we all have a responsibility to play our part in helping to prevent the risk of flu outbreaks by leading by example and being vaccinated ourselves.

"We want all of our clinical staff to be vaccinated against flu this winter and we

need your help to "make this happen" — and as an added incentive, the Trust will donate £1 to our Live Well With Dementia Appeal for every member of staff who receives the flu jab."

Last year 70.84% of SaTH's frontline healthcare staff were vaccinated — a large rise on the 42% uptake in 2015/16 — but we want to do better this year.

Where's Wally?



These fantastic pictures were taken on the Children's Ward at PRH as part of National Play in Hospital Week.

Throughout the week various activities have taken place—including Where's Wally Day—as the books are a particular favourite with children on the ward. The children took part in a number of fun Wally activities and the staff enjoyed having their faces painted!

Join the conversation—sign up to our new People's Academy

SaTH are offering an exciting opportunity to learn about and experience the day-to-day workings of their local hospitals and the wider NHS as part of its new People's Academy.

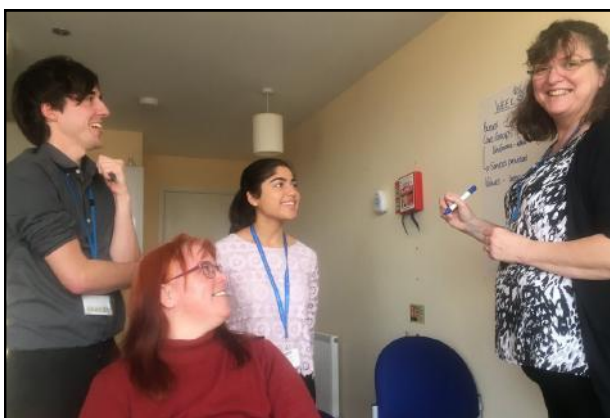
The People's Academy is open to anyone over the age of 14 and living in Shropshire, Telford & Wrekin and Powys.

The induction will take place over four weeks, and as well as being given information, there will be interactive sessions and behind-the-scenes visits to our hospitals

You will have the opportunity to speak to doctors, nurses and other healthcare professionals as well as members of our management team, including Directors, during the course of the Academy.

At the end of week four, participants will be given a certificate and may choose to continue to be involved with the Trust.

A pilot course will take place before Christmas and enrolment will open in December for courses starting in January 2018. We will offer the Academy at both our hospital sites, and at different times of day (all sessions in a course will be at the same time).



Main objectives

- To increase knowledge and understanding of the NHS and our hospital services
- To provide opportunities for discussion about SaTH and the challenges we face
- To encourage people to become involved in SaTH as public representatives and volunteers
- To create positive ambassadors for SaTH and the wider NHS
- To enable people who may have a negative experience of the NHS/ SaTH to take part in constructive conversation with us

■ To apply please email members@sath.nhs.uk or call 01743 492280. Applications for courses running in the New Year will open in December and we will contact you with details.



BACK IN TIME: A group of student nurses between the years of 1948-1951.

SaTH to celebrate 70 years of the NHS

On 5 July 2018, the NHS will celebrate its 70th birthday.

SaTH will be playing its part by turning its annual fun day in July over to the 70th birthday celebrations. There are also other plans in the pipeline for more events to mark this incredible milestone, and details of these will be released nearer the time.

The 70th birthday is a perfect opportunity to celebrate the hard work and commitment of NHS staff, profiling their skills, experience and successes, whilst recognising the challenges they face.

It's also a time to look back over the last 70

years, celebrating key developments and breakthroughs, and to look forward and build confidence about the NHS's long term future.

In addition, it's a great opportunity to let people know about the many ways in which they can support the NHS – from volunteering and using services wisely through to giving blood and raising money for NHS charities.

SaTH is at the early stages of planning its celebrations, but will be keeping people informed through local and social media so, as the saying goes, watch this space...

Ahead of the game!

SaTH is ahead of the game when it comes to promoting healthy eating.

Simon Stevens, the Chief Executive of NHS, has said sweets and chocolate sold in hospitals should be 250 calories or under.

The proposals would also see 75% of pre-packed sandwiches coming in at under 400 calories, pre-packed savoury meals and sandwiches must also contain no more than 5g of saturated fat per 100g and 80% of the drinks stocked must have less than 5g of added sugar per 100ml.

However, at SaTH we have already ended the sale of sugared drinks and confectionery aimed explicitly at children at outlets and vending machines at the Shropshire Women and Children's Centre at PRH.

It followed a move which saw SaTH increase the cost of sugared drink by 10p, with the additional money raised being used to fund material to raise awareness of the risks of sugar in food and drink.

Julia Clarke, Director of Corporate Governance, said: "We believe we should be leading the way when it comes to sugared drinks and snacks and helping to reduce obesity and related problems, which cost the NHS millions of pounds a year."



ABOVE: Sister E.M Browne and Staff Nurse E Llewellyn set out a trolley in an 1950's Operating Theatre.

LEFT: This lecture in 1956 features Dr Lawson Stote with a group student nurses.



Making nursing vacancies more appealing to future applicants

SaTH has taken a creative approach to the way it advertises nursing vacancies in a bid to reduce its reliance on agency staff.

An innovative team of staff from spent a week away from their day job to evaluate the current recruitment process in a bid to make job adverts more attractive.

Future job adverts for Staff Nurses will include a link to a revamped webpage for every ward and department.

The improvements were made during a Rapid Process Improvement Workshop (RPIW) as part of SaTH's exciting five-year partnership with the Virginia Mason Institute (VMI) in Seattle, which is widely regarded as one of the safest hospital in the world.

Recruitment, along with Respiratory Discharge, Sepsis, Ophthalmology Outpatients and Patient Safety, is one of five areas that SaTH is improving through its partnership with VMI and the introduction of its own Transforming Care Production System.

Michelle Bowen, Urology and Vascular Surgery Ward Manager at RSH, said: "Prior to this RPIW we were advertising for Staff Nurses using one advert that listed multiple vacancies. We took this advert around the wards and asked our teams what they thought about it. The feedback



was 'yawn', 'boring' and 'bland'.

"Our nursing teams were asking 'people do great things at SaTH every single day, so why are we not shouting about it from the rooftops in our job adverts?' As a Ward Manager with nursing vacancies the feedback was absolutely right and that is why we will move away from one generic Staff Nurse advert and have introduced specialist adverts for each role."

Victoria Maher, Executive Sponsor of the Recruitment Value Stream, said: "I am confident the changes will make our job adverts stand out from the crowd and help us to recruit more Staff Nurses, enabling us to reduce our use of expensive temporary and agency staff who, although do a great job, are unable to provide our patients with a continuity of care."

- To visit the new Ward 26 webpage visit www.sath.nhs.uk/wards-services/az-wards/ward-26/
- To view current job vacancies at SaTH visit www.jobs.sath.nhs.uk



TOP: The creative team who made the changes to job adverts as part of the RPIW.

ABOVE: Staff from Ward 26, where the changes have initially been made.



More than 40 nurses join our hospitals

More than 40 new nurses joined SaTH following a successful recruitment drive.

The 42 nurses will boost the workforce at SaTH and reduce the reliance on agency nurses and temporary staff.

Deirdre Fowler, Director of Nursing, Midwifery and Quality, said: "We are absolutely delighted to welcome our new nurses to SaTH. Their recruitment strengthens our nursing team and means we can continue our efforts to cut back on our use of temporary and agency staff. It is also advantageous to our patients in terms of continuity of care.

"Nursing is such a special and rewarding job, and our nurses put their all into their care of our patients – and we want them to know that we value that. They are our workforce of the future, and we want them to feel part of our family, and that they belong to something.

"The care of our patients is at the heart of everything we do, and these latest recruitments are part of our ongoing commitment to find caring and compassionate people who want to be part of our journey to provide the safest and kindest care possible."

Hannah Yates, SaTH Recruitment Adviser, organised the welcome event for the new recruits, and said it was something they were planning to repeat on a regular basis.

Hannah said: "We wanted to bring them all together to find out about our Trust and to make them feel that they belong to the SaTH family. on that same journey."



You can 'Bank' on us

SaTH has launched a campaign to invite nurses to join its Nurse Bank.

The campaign is one of SaTH's largest ever drives to attract nurses from all over the West Midlands and includes adverts on the back of buses that travel along the main routes in Shrewsbury, Telford, Stoke and Wolverhampton.

Winter is a busy time for hospitals and the SaTH wants to reduce its reliance on agency nurses by increasing its own bank of staff who can either work regularly or who can pick up shifts at short notice.

Bank Nursing is often seen as desirable due to the flexibility it can offer but what many people don't realise is that because Bank workers can access the NHS Pension scheme and other benefits, the overall remuneration package is on a par with many agencies.

■ Are you interested in joining the Nurse Bank Workforce at SaTH? They are offering flexible working patterns and help to Revalidate to maintain your professional registration. To find out more visit www.belongtosomething.co.uk/nursebank



Meet our VIP



LEARNER OF THE YEAR: Martyn Henefer is presented with the award from Victoria Maher, Workforce Director.



KINDEST AWARD: Jackie Jones is presented with her award by Dr Edwin Borman, Medical Director.



BRIGHT STAR AWARD: Sarah Edmonds is presented with her award by Victoria Maher, Workforce Director.



TEAM OF THE YEAR: The Radiotherapy and Physical Medics.



VIP AWARD: The Paediatric Team.

Sally is 'public's choice' winner

A specialist nurse from SaTH who always goes the extra mile for her patients, has been named the public's choice in the Trust's annual VIP Awards.

Sally Edwards, Gastro Specialist Nurse, won the Patient Choice Award, which was voted for by members of the public. It was one of 11 awards given out by SaTH to celebrate the outstanding achievements and contributions of its staff to deliver high quality care to patients.

The Public Choice Award is voted for by the public, and saw the Fracture Clinic Team and Senior Paediatric Audiologist Faye Perring highly commended.

The VIP (Values in Practice) Awards celebrate the outstanding achievements and contributions of the Trust's staff to deliver high quality care to patients. There are eleven categories that highlight the efforts of more than 5,500 staff and around 1,000 volunteers.

Sally has worked with Inflammatory Bowel Disease (IBD) patients for the last five years. She is determined to help make a difference to the lives of those who suffer from the debilitating disease.

The 2017 VIP award winners also included: Kindest Award - Jackie Jones; Safest Award - Team JAG; Bright Star Award - Sarah Edmonds; Transforming Care Award - Rachel Williams; Leadership for Change Award - Ann Allsop; Team of the Year Award - Radiotherapy & Medical Physics Team; Unsung Hero Award - Colin Brewer; Learner of the Year - Martyn Henefer; Volunteer of the Year - Jameela Sheikh and VIP Award - Paediatric Team.

Award winners



LEADERSHIP FOR CHANGE: - Ann Allsop (centre) receives her award from Debbie Kadum, Chief Operating Officer (right).



UNSUNG HERO AWARD: Danielle Hughes collects the award from Julia Clarke, Director of Corporate Governance, on behalf of Colin Brewer, who was unable to attend.



PUBLIC'S CHOICE AWARD: - Sally Edwards is presented with her award by Victoria Maher, Workforce Director.



VOLUNTEER OF THE YEAR: Jameela Sheikh (second left) collects the award from Director of Corporate Governance Julia Clarke (left) Barbara and Terry Seston, last year's winners.



SAFEST AWARD: is Team JAG



TRANSFORMING CARE AWARD: Rachel Williams (centre) receives her award from Debbie Kadum, Chief Operating Officer (right).



LIFT OFF: A giant crane was used to install the new MRI scanner.

New MRI scanner installed to provide improved treatment

A new MRI scanner that aims to improve treatment and offer faster and more in-depth information has been installed.

The new state-of-the-art scanner was lifted into PRH as part of a £1.7 million investment. It will provide more advanced and higher quality images.

The current MRI scanner at RSH will also be replaced later this year while an additional MRI scanner is due to be installed at RSH by the end of March 2018, thanks to generous funding by the League of Friends of the RSH.

Glen Whitehouse, Radiology Centre Manager at SaTH, said: "This a fantastic investment for our patients who will benefit from the most up to date technology available, as the new scanner will provide more advanced and higher quality images.

"Having this far superior technology at our hospitals means we are able to undertake faster and more detailed examinations.

"It's also excellent news for our patients that a third scanner will be installed by the end of the year, as this will increase our capacity, allowing us to see more patients and reduce waiting lists."



Simon's explosive mission complete



It is mission accomplished for Chief Executive Simon Wright, who successfully climbed four volcanoes in five days to raise money for a new scanner.

Simon returned to work bruised but delighted to have climbed Sicily's "Mighty Four" volcanoes: Stromboli, Vulcano, Salina and Mount Etna.

He took on the epic trek in support of the MRI Appeal set up by the League of Friends of the Royal Shrewsbury Hospital to mark their 50th Anniversary.

Simon hopes to raise around £5,500 for the MRI Appeal. To sponsor him please visit www.justgiving.com/fundraising/Simon-Wright-Sath

Trust is continuing to make improvements in Sepsis care

SaTH is continuing to make significant improvements in the screening and treatment of patients with Sepsis.

The Trust has been working to improve care for patients who suffer Sepsis by using techniques learned from the Virginia Mason Institute (VMI) in Seattle.

Figures for the first quarter of 2017/18, show 67% of patients at SaTH received antibiotics within the so-called "golden hour" after being diagnosed. Among In-patients, this figure rose to 86%.

SaTH has been trialling improvements on the Acute Medical Unit at PRH and the Emergency Department, Surgical Assessment Unit, Ward 28 and the Laboratories at RSH.

This work is now being rolled out to other acute areas, such as the Acute Medical Unit and intensive Care Unit at RSH and the Emergency Department at PRH.

Dr Edwin Borman, Medical Director, said: "What we are really focusing on is making improvements in clinical care, which will in turn improve outcomes for our patients. Many NHS organisations have challenges managing Sepsis, and we identified that it was important to address them within our Trust, firstly by raising the profile of Sepsis to improve awareness."

To coincide with World Sepsis Day, SaTH formally launched its Sepsis eLearning Workbook.

The steps we are taking

- Improving recognition of the symptoms of Sepsis, through a staff training module and advanced recognition training for reception teams in our emergency areas
- Improving screening of patients with potential Sepsis
- Reducing time in diagnosing Sepsis and starting treatment
- Reducing the time to give a patient all the elements of the "Sepsis Six" bundle of treatment
- Reducing the turn-around time in the lab for urgent specimens
- The development of a Sepsis trolley so that patients can be treated more rapidly
- An online learning booklet for staff to improve their knowledge of Sepsis

SaTH welcomes Sepsis guru

SaTH welcomed the Chief Executive of the UK Sepsis Trust as it builds on its work to improve the screening and treatment of patients with Sepsis.

Dr Ron Daniels (*right*) spoke to health professionals from SaTH, the community Trust and primary care on sepsis as a clinical priority for the local health economy at a shared learning event at RSH.

Dr Daniels and his team have developed both the 'Sepsis Six' bundle and the clinical concept of 'Red Flag Sepsis', and the key message from his talk was that early diagnosis and treatment, and greater public awareness, can save lives.



'Exceptional improvement' congratulated

Health Secretary Jeremy Hunt has congratulated staff at SaTH for achieving "exceptional improvement" on their Friends and Family test results.

The test shows whether hospital visitors would recommend the Trust as a place to receive treatment—an impressive 96% say they would.

Jeremy Hunt (pictured) said: "The Trust is a real example to others, demonstrating how to improve performance in a short

space of time and ensure that your patients get the care that they deserve.

"From visiting organisations throughout the country, I know the immense amount of work that will have been behind this outcome cannot be underestimated. This improvement is a testament to the hard work and dedication of the Trust's staff.

"My congratulations to all those who work at the Trust; the service they give makes a real difference to the lives of

many of the area's sickest and most vulnerable patients."

Simon Wright, Chief Executive, echoed the health secretary's testament to staff.

He said: "We have been able to achieve this thanks to our exceptionally hard working and compassionate workforce. I would like to thank each and every member of staff; your commitment enables us to provide first class care to our local communities."

Your views

Email your thoughts to communications@sath.nhs.uk

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Excellent Treatment

I have read many stories where people are criticising the NHS but I would just like to say that my partner's treatment was excellent.

Compassionate care

I found a lump in my right breast for which I was referred to the breast clinic for an ultrasound. I was called back for a core biopsy and it was found to be benign. I was so impressed with the speed, compassion and professionalism of the staff



within the whole department and I would genuinely say the care that I received was second to none. Secondly, I recently gave birth to my second child. The midwife who delivered my baby was incredible and put

me at such ease. I really felt she listened to me but and knew exactly what I needed to do to help my baby. I am so grateful to her and the whole maternity team for making my experience perfect.

Supportive and lovely

This was the first time I have ever had an MRI scan and I was extremely nervous. I'm not sure what the lady's name was but she made me feel completely at home and very comfortable.

High praise

I went to this hospital confused and scared. I had every test you could mention and came home when they got my blood pressure down. I can't praise the staff highly enough. Each and every one of them.

Surprise visit from Shrewsbury Town ace to patient at RSH



Editor's top picks from social media

After staying in the hospital all month the recovery team in Theatres in RSH are absolutely outstanding! I have never received such amazing care a fantastic team and a credit to our NHS. Also all the staff on Ward 26 surgical have been brilliant with my recovery.

Terri Seymour via Facebook

Back from A&E with my poorly son. We were seen within less than 10 minutes of getting there. Such a quick response, very grateful to the staff. Nurses were great, and the doctor as well. *Sivuyile Galada via Twitter*

My mother was recently admitted as an emergency and the care provided to her by doctors, nurses and other staff was amazing. She was looked after so well by everyone. Definitely five-stars for PRH, top quality staff and hospital. Thank you to everyone. Karen Freeman via Facebook



A patient who spent nearly six weeks at RSH has written to thank staff for their care.

Katie Edwards described staff on Ward 32 at RSH as "amazing" and also praised staff in A&E, Neurology, X-ray, Pathology, Portering and Housekeeping.

Katie, who is a Great Britain and West Bromwich Albion Deaf Footballer, even received a surprise visit from Shrewsbury Town star Alex Rodman during her stay.

Katie, a Shrewsbury Town season ticket holder, said: "After five weeks and four days I am finally home from hospital.

"I have received top-notch care from Ward 32. They were amazing with me from day one; they were there for me when I was out of it and wasn't feeling 100%.

"The care from the paramedics, A&E, porters, CT scan staff, Bloods people, Neuro, Dieticians, Patient Transport and cleaners on Ward 32 was absolutely fantastic as well and every single person deserves some credit.

"Huge thanks to Alex Rodman for visiting me in hospital. You don't know how much respect me and my family have got for you now. You kept my spirits up and thanks for the signed shirt."

'Effective' endoscopy service recognised

SaTH has been congratulated for high standards of care in its endoscopy service.

The Trust's endoscopy department has been awarded the Joint Advisory Group (JAG) accreditation, a national award set up to quality assure endoscopy units and ensure high standards of care in patient experience, training and the workforce.

It was congratulated by assessors for the strides it has made in reducing waiting times, its effective leadership and the fact patients reported 'an excellent experience'.

The report said: "JAG would like to congratulate the endoscopy service on its strong and effective clinical leadership and the emphasis the team places on quality and governance.

"The organisation and endoscopy leadership team is highly motivated to progress the endoscopy service ensuring that the patient stays at the centre of its focus.

"The team is clear about its direction and has clear plans for the future. We recognise the enormous effort and

commitment that the team has put into reducing waits. We congratulate the organisation on regaining and the significant effort it has put into achieving the standards."

Dr Mark Smith, Endoscopy Clinical Lead, said: "The award provides assurance that patients will be receiving the highest quality of care in an accredited specialist endoscopy unit."

SaTH performs more than 19,000 endoscopic procedures annually across its two hospital sites.



Neonatal team recognised for their care at Parent's Choice Awards

Thirty members of the neonatal team at SaTH have been recognised by parents for the care given to their babies.

They were all nominated individually for the prestigious Parent's Choice Award.

Samantha Davies, Neonatal Unit Manager, said: "These were nominations made by parents for individual members of the team as recognition of care they had given to themselves or their baby.

Neonatal Senior Sister Gina Powell was awarded the overall Parent's Choice Award after receiving the most nominations regionally.

Gina said: "I am so very proud. It embraces all of my beliefs in providing care and kindness to sick babies and their families. It will be cherished and provide me with life-long memories of the privilege of being part of an amazing team who share my values."

Gina also won the award for the Significant Contribution Award for her work creating a 'Neonatal Journey' handbook for parents; as well as the Innovation Award along with Dr Sagarika Ray and Sister Bernadette Pugh, for their work on the introduction of Local Safety Standards for Invasive Procedures to the unit.



CONGRATULATIONS: Gina Powell (left) receives her Parent's Choice Award from Ruth Moore.

Surgical Admissions Lounge created

Patients undergoing surgery at the PRH can now enjoy an improved experience thanks to a new facility that opened recently.

The Surgical Admission Lounge offers patients a relaxed environment where they can meet with their Surgeon, Anaesthetist and Clinical Nurse Specialist before having an operation.

Claire Marsh, Ward Manager on the Day Surgery Ward at PRH said: "The lounge has been created to provide a relaxed and caring space for patients to receive pre-operative care.

"The move means patients will have a comfortable area to wait to be seen by medical staff. Theatre efficiency will also be improved, resulting in fewer delays and shorter waiting times for patients. It will also reduce pressure on inpatient wards at the hospital, meaning patients will face fewer delays when moving through the hospital and they will be discharged sooner.

Kath Preece, Matron on the Day Surgery Ward, added: "The creation of the lounge means improved patient flow through the hospital and, most importantly, a better patient experience."



IMPROVED PATIENT EXPERIENCE: In the new Surgical Admissions Lounge is, from left, Clare Marsh (Ward Manager), Liz Sandells (Staff Nurse) and Susan Spendlove (Housekeeper).



WELL DONE: Staff on Ward 10 scooped a gold award for protected mealtimes during an unannounced audit.

Staff on Ward 10 are mealtime 'champions'

Staff on Ward 10 are 'champions' when it comes to serving up the perfect mealtime for their patients.

The ward PRH scooped a Gold for protected mealtimes during an unannounced audit.

The team achieved a perfect score – which makes them Model Protected Mealtime Champions and moves them a step closer to gaining their 'Exemplar Ward' status.

A summary of the audit read: "The

Protected Mealtime Co-ordinator was extremely well organised. She led the team with confidence and had a fantastic knowledge of all patients' needs.

"Assistance and support was provided to patients, and carers were encouraged to stay during the meal time to help and assist.

"The mealtime was calm and provided a pleasant environment for the patient's meal experience."



SaTH's Resuscitation Team reached the finals of the European Resuscitation Congress.

The team, representing the UK, made it to the final three but were pipped to the crown by Malta. They were defending the title which they won in Iceland last

year – and were thrilled to have reached the finals again in a tough competition.

Tom Wood said: "The experience was incredible and we were able to showcase the high standard of resuscitation that we teach and practice in our Trust."



Hospitals braced for winter

Our hospitals are taking steps to ensure patients continue to receive the best care possible as winter begins to take hold.

The Trust has recently appointed a new locum A&E Consultant who will be based at PRH, taking the number of Consultants across the two A&Es to nine for the first time in a number of years.

A Clinical Decision Unit (CDU) has also been opened at PRH. The CDU is for patients who don't need to be admitted to hospital, but do need to be at the hospital for more than four hours to have treatments completed or observations taken over a period of time to make sure they are well enough to return home.

Working with colleagues from Telford & Wrekin Clinical Commissioning Group (CCG), SaTH has also opened an Urgent Care Centre (UCC) at PRH.

The UCC, next to A&E, will see patients with minor ailments and problems that don't need the expertise of staff in the Emergency Department. It is open from 10am-10pm daily and is manned by a GPs and Urgent Care Practitioners who are very skilled in dealing with minor problems and injuries.

At RSH, a discharge lounge will be opened in the day room on Ward 32 Short Stay on Monday. The discharge lounge, which will be open from 9am to 9pm, seven-days-a-week, is for patients who are ready for discharge and "fit to sit" to use prior to leaving the hospital. This will free-up beds which would otherwise be unavailable.

For more information about alternatives to A&E visit: www.sath.nhs.uk/wards-services/urgent

Charity Fun Day raises funds for good causes

More than 300 people walked, ran or cycled to the RSH in the summer as part of SaTH's annual Charity Fun Day.

This year's fundraiser raised approximately £18,500 for 23 charities, with the majority of that going to SaTH's Living Well With Dementia Appeal.

The Charity Fun Day continued with a Summer Fete with all of the money raised during the afternoon going towards the Trust's Living Well With Dementia Appeal.

The first cyclists left RSH at 8am on a 50-mile circular bike ride. They were followed by cyclists taking part in a 35-mile bike ride from the PRH to RSH and an 18 mile bike run from PRH to RSH. Runners and walkers entered distances of 18 miles (PRH to RSH), nine miles (starting in Upton Magna) and a circular 5K walk starting from RSH.

Nick Holding, one of the main organisers, said: "It was an absolutely fantastic day with more than 300 people taking part in the event."

Julia Clarke, Director of Corporate Governance, added: "Our hospitals are a big part of the local community and I am delighted by the success of this year's Charity Fun Day."





Trust hits national targets

SaTH hit a national patient target for the first time in over a year, thanks to new innovations brought in with speciality teams.

Data shows SaTH hit the 92% referral to treatment (RTT) target in September – the first time they have achieved this since May 2016.

Performance in September was 93% - so just 7% of patients waited longer than 18 weeks between seeing their GP and having treatment at hospital.

Sara Biffen, Deputy Chief Operating Officer, said: "Tackling this issue has been one of our top priorities and this milestone is great for our patients and staff.

"We had an improvement trajectory which demonstrated delivery of the RTT standard from September, which we achieved. We did this by having weekly patient tracking meetings with speciality teams, and better patient processes."

The Trust continues to hit the Cancer Care targets, with 88.10% of patients in September being referred for urgent treatment within 62 days. The target is 85%.

Ensuring patients go home quickly and safely

SaTH is one of the best in the region when it comes to the length of time patients are spending in hospital.

But the Trust is refusing to rest on its laurels as it looks to fulfil its ambition to ensure patients spend the shortest time in hospital possible before being safely discharged.

An independent assessment by NHS Improvement shows SaTH to be the third best acute Trust in the Midlands and East of England for emergency and fourth best for elective care between April and June 2017.

It showed that the average length of stay in hospital following elective treatment was 3.4 days, with the average length of stay following emergency care 6.6 days.

SaTH is also performing well nationally, and is in the top 25% when it comes to the length of time that patients are spending in hospital.

A number of improvements have been made to reduce the length of a patient's stay:

- Ensuring every patient has a review by a senior doctor every day
- Bringing forward the time of discharge to before 12 noon so that patients can be home and settled much earlier
- Reducing the time patients are waiting for tests and investigations whilst in hospital
- Senior doctors setting a plan for discharge which means that other health professionals can discharge a patient
- More services running seven-days-a-week

Simon Wright, Chief Executive, said: "There is a lot of great work going on in our hospitals to get people home as soon as it is safe to do so. However, we want to be among the best in the country in this area."

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