

Safest & Kindest

NHS

**The Shrewsbury and
Telford Hospital**
NHS Trust

Newsletter for patients, staff, visitors and volunteers

Issue 2: Summer 2017



**Cancer
treatment
for more
patients
than ever
before**

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Further improvements in Maternity following Trust's internal report

The Shrewsbury and Telford Hospital NHS Trust (SaTH) has published a report looking at its Maternity service over the last 10 years.

SaTH strives to give the safest and kindest care to all mums and babies we look after. Whilst we achieve this on most occasions, we know we don't always get it right every time for every family.

Most of the time birth is a normal and natural event, but sometimes things can go wrong, and sadly sometimes things can go badly wrong with a lasting impact for all involved. As a Trust, SaTH has committed to making sure we learn from every incident where we know we could have done things better.

To continue that learning, SaTH has published an internal review of maternity services looking back over the past 10 years. The Trust has also invited the Royal College of Obstetricians and Gynaecologists and the Royal College of Midwives to independently review our clinical practice and welcomes NHS Improvement's review of Trust practices, commissioned by the Secretary of State for Health. Together the three reviews will give us a full picture of our maternity services.

Simon Wright, Chief Executive at SaTH, said: "The internal review published looks at our culture, systems and processes and how far they support safety, openness and learning.

"We decided to conduct our own internal review to make sure that we had the opportunity, as soon as possible, to really understand how things currently work within our service and to identify where we can improve our systems, processes, culture and ways of working to help us be the very best we can be for the families we support and care for.

"This report will, in conjunction with the review by the Royal Colleges and the report from NHS Improvement which will be published later in the year, ensure that we have a full picture of our Maternity service and areas that need further improvement, as well as areas where we are doing well.

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■ Temporary suspension of three
Midwife-Led Units— see page 8 & 9

Improved eye clinic facilities unveiled

Full story,
page 13



**Trust's new Eye
Department will bring
a number of benefits
to patients**

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Make It Happen
We Value Respect
Together We Achieve



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LEADERSHIP
ACADEMY



First ever dementia conference brings awareness week to a close

SaTH's first ever conference to look at ways to improve care for people living with dementia was a huge success.

Around 200 people attended the conference – Changing Dementia Care – at the Shropshire Conference Centre at RSH in May.

The conference was the culmination of events to mark Dementia Awareness Week.

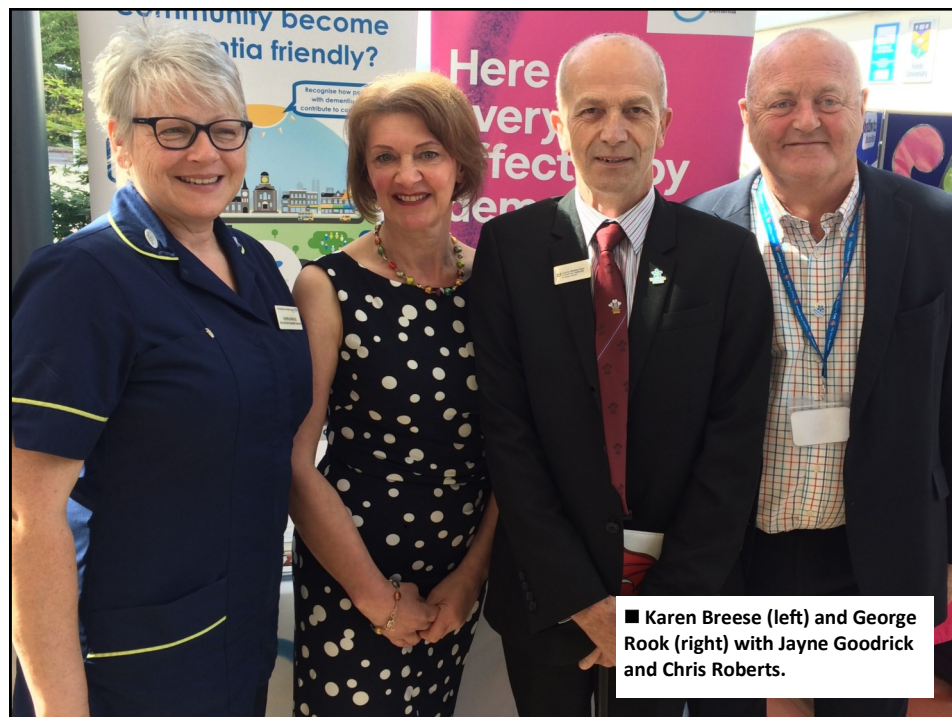
Delegates at the conference took part in a range of workshops as well as hearing presentations from keynote speakers including Chris Roberts and Jayne Goodrick, who featured in an extraordinary BBC Panorama documentary about living with dementia.

Chris and Jayne gave a passionate, emotional and often funny talk about how they had learned to become experts in the condition following Chris's diagnosis and also highlighted the many obstacles they had discovered in helping Chris to live with his condition.

The conference is the latest to be hosted by SaTH as it continues to look at innovative ways of improving patient care not only at its two hospitals – RSH and the Princess Royal Hospital (PRH) in Telford – but also in the wider community.

Karen said: "A quarter of patients in our hospitals live with dementia or some form of confusion. We are working to ensure that those patients, and their carers, receive the individualised and sensitive care that is appropriate to their needs, to help to ensure that their stay in hospital is no longer than it needs to be.

"There was a really great buzz at the Conference Centre during the day and there has also been some wonderful interaction on social media. Dementia is something that can



■ Karen Breese (left) and George Rook (right) with Jayne Goodrick and Chris Roberts.

affect everyone, whether it is the person with the diagnosis or their loved ones, and it is vitally important that we talk about it."

The conference included the launch of a Dementia Charter for SaTH and the relaunch of John's Campaign.

In 2015, RSH and PRH were two of the first 35 hospitals across the country to be highlighted by John's Campaign, for allowing the families and carers of people with dementia to remain with patients in hospital for as long as possible.

At our hospitals, carers are welcome outside normal visiting hours on all medical and surgical wards.

To support the appeal online visit www.justgiving.com/campaigns/charity/sath/livingwellwithdementiahospitalappeal or donate by writing to The Cashiers Office, The Shrewsbury and Telford Hospital NHS Trust, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, Shropshire, SY3 8XQ.

Cheques should be made payable to "The Shrewsbury and Telford Hospital NHS Trust Charity" and include a letter explaining that you want the money to go to the "Living Well With Dementia Hospital Appeal".

The Shrewsbury and Telford Hospital NHS Trust's Charitable Trust is Registered Charity 1107883 and is registered with the Charities Commission.

Second dementia-friendly café opens at SaTH

A second café for people living with dementia has opened at the Royal Shrewsbury Hospital.

The Golden Moments café opened at the RSH on 4 April. It follows the successful launch of the Precious Times café at PRH, which is held on the last Tuesday of every month.

Karen Breese, Dementia Clinical Specialist at SaTH, said: "We have been delighted at the success of the Precious Times café since we launched it in January. It was always our intention to run a similar café at RSH as soon as we could secure a venue and the volunteers needed to run it and we hope it will be just as successful.

"We are incredibly grateful to Shropshire Conference Centre for offering us the venue

and refreshments free of charge."

Karen said: "The cafés are open to patients, carers and members of the public and are a chance for people to meet others living with dementia and talk about their experiences."

The cafés are staffed by volunteers, but there will also be a dementia support worker at each session.

Karen said: "When people come to these sessions we will be on hand to give advice and guidance, and people will be able to share their experiences in our hospitals – good and bad – so that we can learn from them and continue to make improvements in the care we provide."

■ Charity walk, run and cycle rides in aid of SaTH's Dementia Appeal— See back page.



Trust win NHS Sustainability Award

SaTH scooped a major gong at this year's NHS Sustainability Awards, winning the Travel and Transport Award for influencing staff to become engaged with sustainable and active travel.

The NHS Sustainability Awards celebrate healthcare efficiency and sustainable development.

As well as being named the winner of the Travel and Transport Award, SaTH was also Highly Commended in the

Leadership Award and the Digital Award for making its Trust Board meetings paperless.

Alex Ford, Sustainable Travel Plan Coordinator, said: "We now have 16 cycle shelters and it is really rewarding to see staff using them, reducing our carbon footprint while helping to live an active lifestyle. This, coupled with the creation of new male and female shower and changing areas, has seen a sharp increase in the number of people cycling to work."



Fifth End of Life Swan Room opens to provide privacy and dignity

A family has donated around £2,500 to create a new room at the Princess Royal Hospital which will provide privacy and dignity for patients at the end of their life.

The new Swan Room was officially opened on Ward 8 on Monday 3 July 2017 by relatives of Hugh Dawson, who passed away on 14 December 2015, aged 73.

The Swan Room on Ward 8 is the first at PRH and follows the creation of four rooms at the Royal Shrewsbury Hospital – on the Clinical Decisions Unit (CDU), Ward 25, Ward 27R and Ward 28.

Hugh's wife Gina Dawson, 70, and the couple's daughters Emma Williams, 33, and Mandi Morris, 37, (pictured with Emma's husband Glyn) donated the money in memory of Mr Dawson, a retired RAF Flight Lieutenant in Air Traffic Control.

Mr Dawson, who was also a volunteer ticket inspector at Llangollen Railway, was admitted to PRH on 11 December 2015 with throat cancer, and members of his family stayed with him until he passed away.

Gina said: "Hugh had throat cancer for eight years and got over it once, but it returned and he was admitted to PRH.

"Our daughter Emma decided to raise money as we found there were no comfortable chairs for us while we stayed with Hugh whilst he was in hospital. Emma told Hugh she was going to raise money so that people had comfortable chairs to sit on with their loved ones in hospital and she told him she would complete the Three Peaks Challenge."

Emma, together with her husband Glyn as well as friends Matthew Shore, Nathan Shore and Paul Sokolov, completed the Three Peaks Challenge in May 2016 and raised more than enough money for a chair – so much so that the



donation has paid for a new Swan Room on Ward 8, the Head and Neck Ward, at PRH.

Swan Rooms are a space for patients that are at end of life to use, allowing relatives to spend valuable time with their loved one in a more peaceful and calming environment. They have been made possible by kind donations from various sources. The rooms contain items such as CD players, mood lights, beautiful pictures and reclining chairs.

Gina added: "I thought the Swan Room would be a lovely legacy to Hugh. Being in hospital, particularly when a relative is at the end of their life, is incredibly difficult and a Swan Room helps to create a calm environment for people when their relatives are so terribly ill.

"Hugh was a keen artist, mainly painting for

presentations for staff such as those who are retiring, but we also have some of his art at home. We donated a copy of a painting he did of a scene from Cornwall, which he loved to visit and it is on the wall of the new Swan Room in memory of Hugh.

"We hope that the creation of this room makes it a little bit easier for relatives when their loved ones are at the end of their life."

Jules Lewis, End of Life Care Facilitator at SaTH, said: "I'd like to thank Gina, Emma, Mandi and the rest of Hugh's family for this incredibly generous donation.

"We have received fantastic support for our Swan Rooms, which are so important for relatives of our patients who are at the end of their life."

The future of

Did you know?



The new Emergency Centre would be 50% bigger than our current A&Es and would include a state-of-the-art 30-bedded Intensive Therapy Unit and High Dependency Unit.



The majority of patients who currently attend A&E would be seen at their local hospital as both sites will have Accident and Urgent Care Centres that will be open 24/7.



Cancer services will be available at both hospitals.



By creating a single Emergency Department it will help us keep our Trauma Unit status so we can still care for most patients having accidents in the county



A state-of-the-art Emergency Centre would help to attract more Consultants to ensure a sustainable workforce for the future



These women and children's services would be at both sites



Maternity Outpatients, Maternity Scanning and Maternity Day Assessment Unit



State-of-the-art Midwife-Led Unit (including delivery suite and ward), Specialist Midwifery Support Services and Community midwifery teams



Neonatal Outpatients, Neonatal Outreach Care and Teams, Children's Outpatients and Children's Outreach Care and Teams



Early Pregnancy Assessment Service (EPAS) and Gynaecology Outpatients

We have a real opportunity to shape healthcare in Shropshire for future generations.

Our doctors, nurses and other healthcare professionals are shaping proposals which you will have heard about to ensure we have two vibrant and sustainable hospitals for the next 20 years and beyond.

The proposal will ensure both the Princess Royal Hospital (PRH) in Telford and the Royal Shrewsbury Hospital (RSH).

The proposal is to create an Emergency Site at either RSH or PRH, with the other becoming a specialist Planned Care Site.

Six out of 10 people who attend our A&E departments would continue to go to their local hospital, as their conditions or injuries would be able to be seen and treated through Accident and Urgent Care Centres.

The Emergency Centre would be larger than

our current small A&Es, helping to attract more Consultants to ensure a sustainable workforce for the future. A state-of-the-art 30-bedded Intensive Therapy Unit and High Dependency Unit would be provided alongside the Emergency Centre.

The Acute Women and Children's Centre would be on the Emergency Site, although almost all women will receive outpatient antenatal and postnatal care at their local hospital.

Patients needing day case treatment such as Chemotherapy would also get this from their local hospital as services would be provided on both sites.

It's important to be aware that no decisions have been made and all proposals will be subject to a full public consultation. All of the options are currently still with the NHS Future Fit Programme Board and there has not yet been a final decision.

How will patients benefit from hospital proposals?

Majority

Of patients currently attending A&E would be seen at their local hospital in Accident and Urgent Care Centres

NHS Future Fit proposes creating a single Emergency Centre at one site. The other hospital would be a planned care site with an Accident and Urgent Care Centre



There will be 64 clinical spaces to treat patients at the new Emergency Department and Accident and Urgent Care Centres. We currently have 39 spaces in total

Cancer services will be available at both hospitals

No more cancelled operations due to lack of beds



We hope to create Centres of Excellence



There will be 753 (plus 49 Ambulatory Emergency Care) clinical spaces. At the moment we have just 736

Majority of patients will attend their outpatient appointments at their local hospital

30% More critical care beds



No decisions have been made and the proposals will be subject to a full public consultation.

NHS Future Fit has the full list of options at www.nhsfuturefit.org

your hospitals

Since 2015 we have already made a number of improvements to our proposals thanks to your feedback. These include:

A move to two balanced hospital sites with a substantial bed base on both. Previously the Planned Care Site was proposed to have 20 beds. Now, under our current proposals it will have 350 inpatient and day case beds. This is a significant change.

A Women and Children's Centre (and many services) will be provided at both hospital sites

Our proposals are now looking at how we can support more on-going care closer to home.

Accident and Urgent Care Centres will now be open 24 hours a day 7 days a week with full access to diagnostics (such as x-rays). Previously they were due to close at 10pm.

Our preferred option now provides more opportunity to bring services back into the county from places like Stoke and Wolverhampton.

A Cancer Centre will be provided at both hospital sites.



ACCIDENT AND URGENT SERVICES



24-HOUR WALK IN SERVICES AT BOTH HOSPITAL SITES

Some fractures/
broken bones



Cuts
requiring
stitches



Minor head,
eye or ear
problems



Non-emergency
injuries and
ailments



Sprains,
sprains or
bites



EMERGENCY CENTRE



Suspected
stroke



Trauma such
as a car
accident



Persistent
and severe
chest pain



Severe
abdominal
pain



Severe
blood
loss





TRANSFORMING
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Paula Dabbs and Louise Graham, from our Workforce Directorate explain how we are improving the way we recruit staff through our partnership with the Virginia Mason Institute (VMI) in Seattle, USA, as part of SaTH's Transforming Care Production System



Speeding up staff recruitment

Major improvements have been made to recruitment at SaTH, meaning it now takes far less time to approve adverts for job vacancies.

The streamlined processes were implemented after research, through a Rapid Process Improvement Workshop (RPIW), where it was revealed that it was taking more than 22 days to advertise a job vacancy from the moment of resignation – in some instances this can now be done in 37 minutes.

Recruitment is one of four areas in which SaTH is carrying out improvement work through its partnership with the Virginia Mason Institute in Seattle. The other areas are Sepsis and Respiratory, and Ophthalmology Outpatients.

Paula Dabbs, Head of Organisational Development and Transformation, who was the Team Sponsor for the RPIW, said: "The work has only been tested in one area of the Trust but it is really exciting to see what can

be done when our talented teams get the opportunity to step away from the day job and use fresh eyes to improve the way we work.

"By reviewing the forms we removed variation and duplication, and then created a dedicated intranet page where everything can be accessed in one place. The whole process was redesigned and tested through the week. It will be exciting to see how this process works in practice and how we measure through the continuous cycle of improvement.

"The changes may sound simple and straightforward, but working in the busy environment that we all do, every day, we wouldn't normally have time to do such important work.

"The longer we have a vacancy, the fewer staff we have available to care for our patients, so I am extremely encouraged with what has been achieved in a week and look forward to following the work they do to


make sure it is sustainable going forward."

The improvements made during the most recent RPIW follow those made during the Trust's first recruitment RPIW.

Louise Graham, Recruitment Manager and Process Owner for the first RPIW, said: "On occasions it was taking us more than 42 days to provide a successful job candidate with a firm offer and a contract.

"By taking a step away from the day-to-day we were able to find the major causes for delays and have been able to put robust systems in place which have resulted in a reduction in time to hire.

"We continue to test the changes we made to make sure they are sustainable and after 60 days the results have been extremely positive. We are still in the early days and there is still more work to do but so far it has been very encouraging and rewarding."

 @SaTHKPO #NHSKaizen #SaTHKaizen

Improving communication with patients

“When I receive a letter confirming a hotel booking it is clear, concise and useful. I am instantly made to feel important and my confidence levels in that organisation soar.”

These are the words of Ian Green, who led a team of people at SaTH with the common goal of dramatically improving communication levels between hospital staff and patients.

The week-long long Rapid Process Improvement Workshop (RPIW) as part of SaTH's partnership with the Virginia Mason Institute in Seattle – the USA's 'Hospital of the Decade' – took place in Ophthalmology Outpatients at RSH.

Ian, a Learning and Development Trainer at SaTH, said: “From speaking to patients and learning from letters of concern it became apparent that a large number of cancelled Ophthalmology appointments were a result of patients not understanding the letter we sent them.

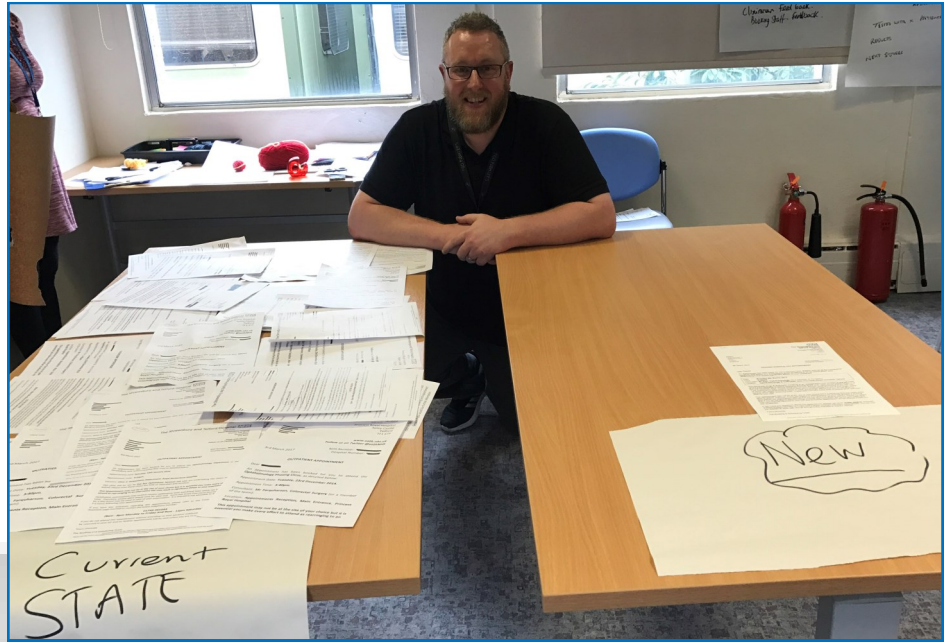
“By taking a week away from our day jobs and focusing on this small, but significant, area of work it quickly became obvious that changes were needed. At one time we had 40 different appointment letter templates all saying the same thing, but differently!

“We now have just one letter, and furthermore it is clear and concise – much like you'd expect from a hotel or a business. We have removed a lot of unnecessary information, bolded up the important details and put them into a text box.

“We've also put the name of the hospital that the appointment is to take place at in large font at the top of the page and colour coded it. The other thing we have done is add an advisory sentence about the importance of reading the letter in full.”

Ophthalmology Outpatients is the fourth area that SaTH is conducting improvement work through its partnership with the Virginia Mason Institute. It is estimated that improvements made during the week could save SaTH more than £500,000 every year.

The RPIW also revealed it was taking 56 days for a patient to receive contact



TRANSFORMING CARE INSTITUTE

from SaTH following a referral to Ophthalmology Outpatients from their GP.

Ian added: “This is obviously not acceptable so what will happen going forward, as a result of the RPIW, is patients will receive an acknowledgment letter from the Trust within seven days of being referred.”

Patient feedback played a key part in the RPIW, and throughout the week the team took guidance from a regular visitor to the department, Lin Stapely, a visually impaired patient, and her guide dog Woody.

Ian said: “Having Lin with us for the week was a huge asset. It is one thing testing our ideas with Doctors and Nurses but hearing the experience of a patient who regularly uses the clinic was invaluable.

“Lin had very clear ideas about what would help patients and what caused difficulties, and as a result of her input all staff in Ophthalmology Outpatients will be trained to provide assistance to visually impaired patients. Staff will be required to attend a training course

and a watch a short video which our Communications Team made for us during the week.”

The team will now monitor the improvements made during their RPIW in an effort to sustain and/or improve the results. Initially the changes will be tested in Ophthalmology Outpatients at RSH but if they prove successful they will then be implemented more widely across the Trust.

 **@SaTHKPO**
#NHSKaizen #SaTHKaizen



Interim measures Units approved



Deirdre Fowler, Director of Nursing, Midwifery and Quality at SaTH, said: "The safety of mothers and babies using our service is our number one priority and this proposal, albeit difficult, is something we have given careful consideration."

"An increasing number of women are choosing to give birth at our Consultant-Led Unit in Telford, rather than at our MLUs. In 2008/2009 MLU births, including home births, accounted for 26% of our activity but in 2016/17 this figure has fallen to 13.1%, with just 3.4% of this activity taking place at Ludlow (0.7%), Oswestry (1.1%) and Bridgnorth (1.6%) MLUs.

"This means we have seen a high level of demand on our Consultant-Led Unit (85% of local women are giving birth here). At the same time we have faced a combination of short-term and long-term sickness, as well as a significant fall in the number of midwives prepared to work overtime or temporary bank shifts to cover shifts at times of sickness. This has meant that at times we have had to temporarily suspend services at our MLUs due to staffing shortages.

"We appreciate that such temporary suspensions of service are disruptive for mothers-to-be, their families and our staff and create uncertainty for women about whether an MLU will be open or not when they go into labour.

"As a result, we have agreed to temporarily suspend services at our MLUs in Bridgnorth, Ludlow and Oswestry for between three and six months in a measured and planned way, rather than having to suspend some services temporarily at short notice, to ensure we continue to provide a safe overall service.

"We recognise the significant impact that this may have on some of the women we care for about their planned place of birth and we are sorry for this. We have taken into account the many comments received regarding short-notice closures and recognise that the women we care for need assurance about their place of birth. For this reason, we have made the most difficult decision to suspend some services for a defined period of time whilst we work up alternative longer-term sustainable options. I would encourage any woman using our service who has concerns or questions about how this will affect them to discuss their birth options with their midwife."

SaTH will be working with service users and stakeholders to ensure they are fully engaged in the process to shape the service. Head of Midwifery Sarah Jamieson is keen to hear your views. If you would like to be involved please contact her via her PA Nick Robinson by calling 01952 565996 or email nick.robinson@sath.nhs.uk

Regular meetings are planned to consider options and future models but this work will not pre-empt the outcome of the Midwife-Led Unit review that our clinical commissioners are carrying out.



Temporary suspension will not affect review of MLUs

Dr Jessica Sokolov, GP Member and Clinical Director for Women's and Children Services, said in a joint statement from Shropshire, Telford and Wrekin CCGs: "Patient safety is paramount and this is a shared approach we have with SaTH so we fully understand the decision taken by the SaTH board. We are all working to the same goal of providing the best possible services for our local communities.

"We would also like to reassure people that our review of MLUs will continue unaffected and we will continue to work with SaTH to ensure that maternity services in the county remain safe for mothers and their babies."



s for Midwife-Led



Proposals to temporarily suspend services at Midwife-Led Units (MLUs) in Bridgnorth, Ludlow and Oswestry for between three and six months were approved on Thursday 29 June 2017.

The Shrewsbury and Telford Hospital NHS Trust (SaTH) has faced a combination of short-term and long-term sickness in recent months, as well as a significant fall in the number of midwives prepared to work overtime or temporary bank shifts to cover for colleagues at times of sickness. This has led to some significant challenges in our ability to fully staff teams at all our maternity sites, all of the time.

The number of births at the Consultant-Led Maternity Unit in Telford has also risen from 3,795 in 2014-15 to 4,194 in 2016/17.

These factors have meant we have had to deploy our existing staff in different ways to make sure we have safe staffing levels in our units and sufficient staff where they are needed most. As a result, and due to our need to move staff between our different units to get the right cover in place, there has been an increase recently in the number of times that services have had to be temporarily suspended at our MLUs at short notice.

The SaTH's Board received a report explaining that action needs to be taken to make sure we can sustainably provide the right complement of staff to safely look after the women using the service at our Consultant-Led Unit.

The Board approved a report to temporarily suspend services at Bridgnorth, Ludlow and Oswestry MLUs for between three and six months from 1 July 2017. This decision will remove uncertainty about whether an MLU will be closed at short notice.

The Board agreed to:

- Review the decision after three months
- Write to our clinical commissioners to ensure it doesn't pre-empt the outcome of the Midwife-Led Unit review that the commissioners are carrying out
- Ensure meaningful engagement with service users, stakeholders and staff to help shape the service pending the outcome of the review being led by commissioners

The proposals were put forward on safety grounds to ensure safe staffing levels. This is not about the competence of our staff but our ability to ensure safe numbers of staff. The decision does not pre-empt the outcome of the Midwife-Led Unit review that our clinical commissioners are carrying out. In the meantime, the Trust will also continue its efforts to recruit more Midwives.

The following services are affected:

- Bridgnorth Midwife-Led Unit (inpatient services including the delivery suite for births and postnatal ward)
- Ludlow Midwife-Led Unit (inpatient services including the delivery suite for births and postnatal ward)
- Oswestry Midwife-Led Unit (inpatient services including the delivery suite for births and postnatal ward)

The following services are *not* affected:

- Antenatal services at Bridgnorth, Ludlow and Oswestry MLUs which will be available from 9am-5pm.
- Postnatal outpatient services for non-inpatients from 9am-5pm at Bridgnorth, Ludlow and Oswestry MLUs
- Antenatal community (home) visiting, scanning and advice.
- Post-natal community (home) visiting, and breast feeding support.
- Home deliveries, which will continue to be available for low-risk women where appropriate 24/7; using the on-call midwife service.
- On-call Midwives will continue to be available 24/7 to offer advice, support and/or home delivery.
- All services at Shrewsbury MLU
- All services at Wrekin MLU
- All services in the Shropshire Women and Children's Centre at the Princess Royal Hospital in Telford

What do I (as a patient) need to do?

If you are due to give birth at Bridgnorth, Ludlow or Oswestry MLU your Midwife will contact you to discuss how this will affect you. Please follow your Midwife's advice and the information in your birth plan.

Women due to give birth at the affected MLUs during this period will be able to access their Midwife as usual and be offered a birth at an alternative location appropriate to their birth, such as Shrewsbury or Wrekin MLU, the Consultant-Led Unit at the Princess Royal Hospital in Telford or a home birth if appropriate.

Midwives will continue to be available to provide advice 24-hours-a-day, seven-days-a-week.

If you have any concerns or questions please contact your Midwife.

Why are these changes taking place?

SaTH has faced a combination of short-term and long-term sickness, as well as a significant fall in the number of Midwives prepared to work overtime or temporary bank shifts to cover shifts at times of sickness. The number of births at the Consultant-Led Unit in Telford has also risen from 3,795 in 2014-15 to 4,194 in 2016/17.

These factors have meant that there has been an increase in the number of times that services have had to be temporarily suspended at MLUs at short notice.

These temporary measures will ensure the safety of women using the service at the Consultant-Led Unit, and to remove uncertainty about whether an MLU will be closed at short notice.

How long will these arrangements be in place?

The temporary suspension of services at Bridgnorth, Ludlow and Oswestry MLUs is for between three and six months from 1 July 2017. The decision will be reviewed after three months.

New radiotherapy machine means cancer treatment for more patients than ever before



Shropshire's two acute hospitals can provide radiotherapy treatment to more cancer patients than ever before thanks to the arrival of an additional Linear Accelerator (Linac).

SaTH's third linear accelerator, which is based in the Radiotherapy Department in the Lingen Davies Centre at RSH, was funded by the Lingen Davies Action Appeal.

A Linac is a machine that delivers radiotherapy treatment to cancer patients. The department previously had two machines but a third is required to ensure that all cancer patients receive efficient and effective treatment.

Louise Killey, Radiotherapy Manager at SaTH, said: "We are thrilled with the arrival of the additional Linac as it means we can provide the most accurate radiotherapy treatment possible to all cancer patients, while ensuring minimal side effects and improving quality of life."

"This expansion of our radiotherapy service will help us to meet increasing demand and also to ensure that we can continue to deliver high quality radiotherapy with better outcomes for our patients."

The new Linac cost around £1.5 million. The Lingen Davies Action Appeal raised £750,000 of that money and the Trust match-funded the rest. Having reached their funding target four months early, the Action Appeal was extended to raise a further £166,000 for a Perfect Pitch Couch. This enhances the effectiveness of the radiotherapy and will improve accuracy and efficiency.

Louise added: "Thank you to the Lingen Davies Cancer Fund for launching the appeal and to everyone who provided so much support."

Louise Dawson, Fundraising Manager at Lingen Davies, said: "We are extremely grateful for all

2,500 men screened for potential aneurysms in 12 months

More than 2,500 men in the region have been screened for potential aneurysms over the past 12 months.

A ruptured Aorta—the main blood vessel that runs from the heart, down through the abdomen and into the body—causes more than 6,000 men to die in the UK every year. That is why all men over 65 are invited to get themselves checked out as part of the National Abdominal Aortic Aneurysm Screening Programme.

A total of 2,514 men in Shropshire and Telford & Wrekin were screened from April 2016 to March 2017.

The screening is being carried out thanks to the support of the League of Friends of the Royal Shrewsbury Hospital RSH which has provided £44,000 funding for two ultrasound scanners.

Jodie Joyner, AAA Screening Programme Technician at SaTH, said: "The aim of screening is to detect and treat large aneurysms early in order to reduce the number of premature deaths from ruptured aneurysms. The screening test is a simple



ultrasound scan. The results are available straight away."

Tim Sykes, Consultant Vascular Surgeon, said: "We're incredibly grateful to the League of Friends of RSH for supporting our AAA screening programme by funding two ultrasound scanners which are providing superior imaging for the screening."

Ray Smith, Executive Chairman of the League of Friends of RSH, said: "These two vital pieces of equipment costing £44,000 will provide superior imaging."

the donations that have enabled us to reach our target.

"From small change to the proceeds from large-scale events, every penny really matters to a small charity. As ever, we are amazed by the variety of methods our supporters have used to raise money, including rickshaw rides, head

shaves, spin-a-thons and a sponsored zipwire challenge by an 80-year-old.

In June 2017 Lingen Davies Cancer Fund launched their £1.25 million 40th Anniversary Appeal, which will fund projects to support early diagnosis, high quality treatment and quality of life beyond cancer.



Cancer App wins prestigious national Patient Safety Award

An interactive App developed to help cancer patients at Shropshire's two acute hospitals has won a prestigious National Patient Safety Award.

SaTH picked up the Cancer Care Award for creating an App that helps patients understand and monitor the side effects of chemotherapy treatment and the long-term follow-up of prostate cancer.

The award was presented to Trust representatives at a gala dinner in Manchester on 4 July 2017. The Patient Safety Awards are among the most celebrated in UK Healthcare.

The App was funded by the Lingen Davies Cancer Fund and created with the support of Shropdoc.

Dr Edwin Borman, Medical Director at SaTH, said: "To win this award is a great honour for SaTH and real recognition both of the innovative and hard work of the teams who have been involved in the app's development and the very real improvements in care it already is providing for our patients."

Dr Sheena Khanduri, Clinical Lead for Cancer Services at SaTH, who was amongst those who travelled to Manchester for the ceremony, said: "We are delighted and honoured to have won the National Patient Safety Award."

"The App is packed with important information about chemotherapy and advice about when to contact the helpline to ensure patients are seen at the earliest opportunity. It is hoped the technological advance will result in fewer chemotherapy patients being admitted to hospital as an emergency."

"To be told you have cancer and will need chemotherapy is very frightening, and that is why our hospitals are always looking to improve the care we provide for patients and their families."

"The App provides information and importantly it tells a patient when they need to contact us and how they can do so. It empowers patients to take control of their treatment and its effects and will improve access to the right care when needed."

Naomi Atkin, Executive Officer of the Lingen Davies Cancer Fund, added: "This is a fantastic honour. The app is a fantastic project and one we have been delighted to support."

Report makes number of recommendations

Continued from front page

"We know we haven't always done as well as we might have in the past, but we are changing that, and today's report builds on our candour and transparency of recent years to be more open and accountable than we have been. We believe this is critical if we are to continuously learn and improve."

The report makes a number of recommendations for further improvements, which the Trust is committed to implementing in full. They include:

- Building on the 'sign up to safety' model to draw up one safety plan, ensuring that all maternity staff understand their role in implementing preventative and reactive safety arrangements
- Encouraging staff to take ownership of incidents and complaints
- Exploring better ways of learning from incidents and errors
- Strengthening the review process for guidelines and protocols to ensure they



Simon (pictured above) said: "It is important that all women who are currently using our services or who are about to access them, as well as their partners, are reassured about the safety of those services. We have a team of committed Doctors, Midwives and other health professionals who are proud to provide high quality care day in, day out."

"However, we know that we can still continue to improve. Perinatal deaths have fallen since 2009, but we recognise that further action is needed so that this continues to fall. We have made a determined effort to improve monitoring of babies' heartbeats, including regular training and investment in equipment to promote safer use and better interpretation of results."

"Our focus is now on implementing the recommendations in this report. We are also clear we need to develop new models of care that help us to make sure we have the right number of staff in the right place to support local women. We want to ensure the high proportion of local women choosing to give birth in our Consultant-Led Unit, and the smaller numbers of women choosing our Midwife-Led Units (MLUs) or home births, experience the kind, safe care we would all want for our own family."



Kind and polite staff

A patient treated in A&E after injuring their ankle contacted the Trust to say: "Staff were kind and polite. I experienced superb care and the emergency department teams should be congratulated."

So grateful

A patient who came to SaTH to have their cardiac arrhythmia addressed said: "We are so grateful to all the staff there who work so hard."

Understanding

The daughter of a patient told us: "The nurse went out of her way to



make the experience for my father as non-stressful as she could. She was so understanding and very sympathetic to myself and my father."

As smooth as silk

A patient who had a difficult wisdom tooth extraction at the Trust told us: "What I had built up in my mind to be an horrendous

event was as smooth as silk...largely attributable to your great teams."

Made to feel safe

A patient came to SaTH for an MRI scan. They said: "To say I was terrified and upset would be an understatement. I was looked after by such lovely staff—kind, understanding and they made me feel safe. They were all amazing.

Fantastic nurses

A patient treated at A&E said: "The staff were so attentive and really caring. The nurses particularly were fantastic."

Couple pen poem to say thanks for making dreams come true



Editor's top picks from social media

I can't thank Telford A&E staff, Shrewsbury A&E staff, all the staff on Day Surgery Unit, Mr Loy and all his wonderful team and all the wonderful caring staff on Ward 25, who have looked after my son in the last 3 weeks, enough... you are all a credit to the NHS! *Marie Breeze via Facebook*

Fantastic treatment from @sathNHS in the Lingen Davies centre. Brilliant staff and volunteers x *Chantal Harding via Twitter*

If I had to choose a hospital for treatment, this would be the first choice—wonderful and caring staff who can never do enough to ease your pain. My mum of 94 has been so ill and she is convinced she is in a hotel. What more can I say except a very big thank you to Mr Reaira-Portel and each and every one of the staff. In my , and her, words: "God Bless them". *Joanie Gough via Facebook*

Big shout out to @sathNHS for [an] excellent service. All in one day, I got appointment, blood test & results. First class. *Simon Neale via Twitter*

'No words could truly explain what this means'

A couple who were told they couldn't have children have written a poem to thank staff at RSH for making their dreams come true.

Helen and Patrick Snodgrass, of Peplow say their lives were forever changed for the better due to the dedication of The Shropshire and Mid Wales Fertility Centre at RSH.

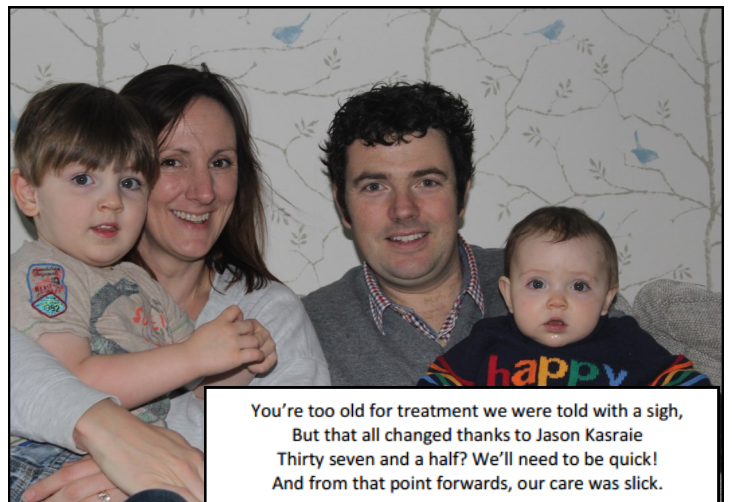
After four years, they have two beautiful children.

Helen, 41, said: "Going in to the department at the start of treatment was quite daunting but from the offset everyone in the team took the time to listen to us and learn about our situation.

"The process wasn't without its difficulties but the kindness and care of all the staff was fabulous, and our dream came true on 3 June 2014 when Stanley was born weighing 10lbs and 11ozs.

"Two years later and our family was completed with the arrival of Heidi, who weighed 7lb and 11oz when she entered the world on 3 August 2016. The team at the centre have been incredible and we can't thank them enough."

Jason Kasraie, Consultant Clinical Embryologist, said: "We're delighted to hear the kind words and are really pleased that Helen and Patrick felt their experience of our service was so good."



You're too old for treatment we were told with a sigh,
But that all changed thanks to Jason Kasraie
Thirty seven and a half? We'll need to be quick!
And from that point forwards, our care was slick.

Such patience from nurses with perpetually smiling faces.
Clare's amused twinkle, never held any airs and graces.
Yvonne was gentle with explanation of procedures
While Roz and Wendy helped us stay believers.
Gwen was never short of a mutter or a quip,
Invariably provoked by Patrick's cheeky lip!
And then there's Sharon, Paddy's light in the dark,
Her positivity and Christmas list have left their mark.
Mr Sizer, Consultant for our entire journey
May have felt our meetings akin to a medieval tourney.

Gonadotrophin, cyclogest, cabergoline and more
Two abandoned cycles but eggs and embryos galore!
Frozen embryo transfers; anxiously waiting for icicles to thaw,
Into theatre with Sharon at her window, our kids in her straw.
Just like the arc, they went in two by two, hurrah!
And to see Mr Sizer and Mr Mac implant them was bizarre.

Two successful singleton pregnancies in four years
Finally placated our infertility fears.
Stanley and Heidi are the children of our dreams,
And no words could truly explain what means.

Eye appointment outpatient clinics have moved location



Eye appointments provided in the Outpatients Department at RSH have moved location.

The new Eye Department in the Copthorne Building at RSH brings a number of benefits to patients including modern facilities, new equipment and increased capacity meaning more patients will be able to be treated each year.

The following services have moved:

- Ophthalmology paediatric outpatient services delivered at Clinic 10 at RSH, including those seen with the Orthoptic service, temporarily moved to PRH in Telford on 30 May 2017.
- Adult ophthalmology outpatient services provided in Clinic 10 at RSH moved into a new Eye Department in the Copthorne Building at RSH on 26 June 2017.
- The urgent eye clinic for adults and paediatric patients, which was provided in Clinic 10 at RSH, moved into the new Eye Department in the Copthorne Building at RSH on 26 June 2017.

The following services are not affected:

- Ophthalmology paediatric operations - these will continue to be provided at PRH.
- Adult ophthalmology services provided at PRH and ICAT at Euston House in Telford.

"Our new Eye Department has been designed with the needs of ophthalmology patients in mind and will mean our outpatient services will be provided in a modern facility, with new equipment and more clinic rooms"

- Orthoptic outreach clinics for paediatric patients at Newtown, Welshpool, Ludlow, Bridgnorth, Whitchurch, Market Drayton and Oswestry.

What do I (as a patient) need to do?

- You will be informed by letter or when your appointment is booked about where your appointment will take place.

Why are these changes taking place?

- The move into the Copthorne Building provides modern facilities, designed for ophthalmology patients. The new facility features more clinical rooms, new equipment, and extra capacity meaning that more patients can be seen each year.
- Further building work needs to take place to prepare the new paediatric ophthalmology area within the Copthorne

Building. Whilst this work takes place all ophthalmology paediatric outpatients appointments will take place at PRH. This is to ensure there is no loss of paediatric outpatient capacity across the whole service.

How will long will these arrangements be in place?

- The adult ophthalmology outpatient service will be based in the Copthorne Building for the foreseeable future.
- The paediatric ophthalmology outpatient service will be based at PRH whilst work takes place in the Copthorne Building. This is expected to be completed in around October 2017. Paediatric Ophthalmology outpatient services will then be provided at both PRH and the Copthorne Building for the foreseeable future.

Mr Prasad Rao, Consultant Ophthalmologist and Clinical Director at SaTH, said: "It's fantastic news that a new Eye Department is being created for our patients from Shropshire, Telford & Wrekin and mid Wales.

"Our new Eye Department at RSH has been designed with the needs of ophthalmology patients in mind and will mean our outpatient services will be provided in a modern facility, with new equipment and more clinic rooms where we can see more patients each year."



Meet our latest VIP (Values In Practice) Award winners

A Matron, the Paediatric Team and a member of our Web Development Department are some of the latest winners of the Trust's VIP Awards.

Vanessa Roberts, Matron for Emergency at PRH, members of the Paediatric Team, which is based in the Women and Children's Centre at PRH, and Sam Parker, who is part of our Web Development Team, received their awards at recent meetings of our Trust Board.

The awards were presented by Trust Chair Professor Peter Latchford.

FEBRUARY

Vanessa won the award for February. She was nominated by Rebecca Houlston, Centre Manager for Emergency, who said: "Vanessa is a true asset to the Emergency team and to the Trust and is a great advocate for patients and her staff."

"She always goes above and beyond and is a valued and respected member of the team."

February's Care Group winners were: Jordan Griffiths (Scheduled Care); Vanessa Roberts (Unscheduled Care); Derryn Dacre (Support Services); Sharon Ferriday (Corporate Services); Lynn Goddard (Women and Children's).

MARCH

Sam was the March VIP Awards winner. He was nominated by several people, including Communications Manager John Kirk who said: "Sam is an absolutely fantastic member of the team - he embodies everything that is

great about an employee at SaTH. Cheerful, enthusiastic, helpful and dedicated to providing the best service he can.

"Sam's commitment was emphasised over Christmas. He oversees our new website, where people can submit e-cards for patients. One such card was submitted for a very poorly patient on Boxing Day.

"Sam didn't want to leave it until the next working day to deliver the card as the patient was so ill, so he came in on Boxing Day to hand deliver the card to the patient."

March's Care Group winners were: Michelle Elliot (Scheduled Care); Joanne Holingmode (Unscheduled Care); Pharmacy Procurement (Support Services); Sam Parker (Corporate Services); Ludlow MLU (Women and Children's).

APRIL

The Paediatric Team won the award for April. The Children's Ward has been described as "friendly, welcoming, approachable" with staff who have a "can do attitude".

Feedback from parents included comments about how caring staff are and how they are willing to explain at a level they understand.

The Healthwatch Telford and Wrekin Enter and View team visited the ward and observed great interactions between staff and their patients.

Lynn Atkin, Lead Nurse for Women and Children's, said she was personally very proud of the team, and that she believed they wholeheartedly deserved to win the



TOP LEFT: The Paediatric Team win the April VIP Award

TOP RIGHT: Trust Chair Professor Peter Latchford presents the February VIP Award to Vanessa Roberts

ABOVE: Sam Parker, of the Web Development Team, receives his VIP Award from Peter Latchford.

monthly VIP Award.

April's Care Group winners were: Theatre 9 Team at RSH (Scheduled Care); Karen Thompson (Unscheduled Care); Josh Game and Sharon Garcia (Support Services); Shaun the Carpenter and Roy the Painter (Corporate).

Nominate a member of Team SaTH for a VIP Award at

www.vipawards.org.uk

More VIP Award winners will be announced in the next edition of Safest and Kindest



Deirdre Fowler (pictured) is the new Director of Nursing, Midwifery and Quality at The Shrewsbury and Telford Hospital NHS Trust (SaTH). She replaces Sarah Bloomfield who recently left the Trust.

Colin Ovington, who was interim Director of Nursing and Quality for a short period, will remain with SaTH until August 2017 reporting into the Chief Executive to support the Trust's quality improvement programme and Transforming Care work.

New Director of Nursing, Midwifery and Quality

I'm delighted to have joined SaTH as the new Director of Nursing, Midwifery and Quality.

I'm really passionate about making improvements for patients, their families and hearing their stories. Our patients should be the centre of all our decision-making.

I am both a nurse and a midwife and I am incredibly proud of my professional identity. I registered as a nurse in Dublin in 1988 and subsequently as a midwife in South London in 1994. My most recent role since 2014 was Director of Nursing, Midwifery and Quality at Hinchingsbrooke Health Care NHS Trust.

I want to strengthen the voice of nurses and midwives at SaTH and to empower our staff and their

teams to get involved in shaping our future. The current climate is ripe for us to seize the moment and think about the direction of nursing and midwifery and how we can all respond creatively to the increasing challenges of staffing and care provision. This is something I'm really enthusiastic about and I'd be keen to hear people's thoughts about how we can rise to these challenges as we take SaTH forward to a sustainable future that provides the safest and kindest care to our patients.

I'd also encourage our nursing and midwifery teams to lead by example and help to forge the future for yourselves by getting involved in service redesign and reconfiguration and innovations in care delivery for our patients.

I know from people I've already met and comments I've read on social media that people in Shropshire, Telford & Wrekin and mid Wales are proud of SaTH. It's really important that we strengthen public confidence in our services by ensuring we maintain high standards.

May gave us a fantastic opportunity to celebrate the excellent work our nurses and midwives do, with International Day of the Midwife on 5 May and Nurses Day on 12 May. On both days I managed to get out and about to talk to many of our staff as I was really interested to learn what their views are about responding to our patients' needs and further developing high professional standards.

Ensuring best treatment for cancer patients

SaTH hit all of its performance targets for cancer waiting times in 2016/2017.

Dr Sheena Khanduri, Lead Clinician for Cancer Services, said: "We really can't underestimate what a huge achievement this is and I hope it will reassure anyone referred to our hospitals with a suspected cancer diagnosis that they will receive prompt, effective, patient-centred care from staff who ensure our patients are at the heart of all they do."

During 2016/17, 85.9% of patients received their first treatment within 62 days of an urgent referral (the national target is 85%).

GPs referred more than 20,000 patients with a suspected cancer diagnosis to SaTH during 2016/17, with 94.2% of these patients being seen within the two week wait national standard of 93%. Further improvement in the future."



The Shrewsbury and Telford Hospital NHS Trust is going smoke-free



The Shrewsbury and Telford Hospital
NHS Trust

NO BUTTS ABOUT IT

We are committed to making our hospitals a smoke-free environment for patients, staff and visitors by 31 December 2017 as part of our mission to be the healthiest half million population on the planet



For more information about us having smoke-free hospitals visit

www.sath.nhs.uk/smoking



NHS
The Shrewsbury and Telford Hospital
NHS Trust

Charity Fun Day

Saturday 22 July 2017

Run, Walk or Cycle charity event

Range of distances to cycle, walk or run to the Royal Shrewsbury Hospital, from 8am. To register, visit www.shropshirecharityevents.co.uk

Summer fete and family fun day

12pm- 4.30pm at the Shropshire Conference Centre at the Royal Shrewsbury Hospital
FREE ENTRY
(Car parking charges apply)

In aid of our Live Well With Dementia Appeal

shropshire conference centre. Live Well With Dementia Shrewsbury and Telford Hospital NHS Trust walk run ride Radfield Home Care Kindness • Dedication • Respect

Health Lecture

The Trust's next Health Lecture will be on the 100,000 Genomes Project.

The Health Lecture, which is being coordinated by Helen Moore, Clinical Trials Manager and Lead Research Nurse at SaTH, will take place at the Shropshire Conference Centre at RSH on September 14 at 6.30pm.

The Genomes Project will sequence 100,000 genomes from around 70,000 people. Participants are NHS patients with a rare disease, plus their families, and patients with cancer.

The aim is to create a new genomic medicine service for the NHS – transforming the way people are cared for. Patients may be offered a diagnosis where there wasn't one before. In time, there is the potential of new and more effective treatments.

The project will also enable new medical research. Combining genomic sequence data with medical records is a ground-breaking resource. Researchers will study how best to use genomics in healthcare and how best to interpret the data to help patients.

The Health Lecture will explain how the project will benefit patients, how the Trust will benefit and where the Trust is currently up to with the project.

■ The lecture is free. To book your place contact the Membership Office on 01743 261 473 or email members@sath.nhs.uk

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