

Safest & Kindest



The Shrewsbury and Telford Hospital
NHS Trust

Newsletter for patients, staff, visitors and volunteers

Edition 1: Spring 2017



Thankful patient leaves **£235K** to cancer unit



Is it love or is it Sepsis? Find out how we are transforming patient care

Two vibrant hospitals for today and future generations

Shorter waiting times, fewer cancelled operations, more clinical spaces and two vibrant hospitals for the next 20 years and beyond.

These are just some of the benefits of our plans to ensure we have two vibrant hospitals for today and future generations.

SaTH is clear that “doing nothing is not an option” and we are keen for you to be fully aware of our proposals before moving to public consultation.

But it’s important to be aware no decisions have been made and all proposals will be subject to a full public consultation. We believe the public should have the opportunity to help shape the future of healthcare for future generations without any further delay.

All of the options are currently still with the NHS Future Fit Programme Board and there has not yet been a final decision.

Our preferred option, following extensive engagement would be to have a Planned Care site at the Princess Royal Hospital (PRH) in Telford and an Emergency Centre at the Royal Shrewsbury Hospital (RSH).

- The Planned Care site would have approximately 350 beds (240 for inpatients

including frailty and elderly care, rehabilitation, planned orthopaedic surgery and a single breast service and 110 for day case patients) together with specialist centres for cancer and bariatric surgery. There would be Maternity Services (Wrekin Midwife-Led Unit, Early Pregnancy Assessment Service [EPAS], Antenatal Care, Outpatients and Maternity Scanning) and Children’s Services (Outpatients and appointments services).

- The Emergency Site would have approximately 510 inpatient beds for a variety of services including critical care, acute stroke, coronary care, women and children’s, orthopaedic trauma, acute medicine and complex planned surgery.

It’s about ensuring we have two vibrant hospitals for the future, together with a sustainable workforce for the 21st century.

It is a great opportunity for us to ensure the future of both our hospitals for at least the next 20 years and to ensure we provide the safest and kindest care to our patients.

The creation of two 24-hour Accident and Urgent Centres (one at RSH and one at PRH) and one brand new state-of-the-art Emergency Centre.

We need your help planting trees

Get involved, see page 7



Get connected . . .



Read more about our plans for two vibrant hospitals on pages 2-4





Where services would go under our preferred option



The Planned Care site

24-hour Accident and Urgent services (A&U): The majority of patients, including children, who arrive at our current A&E departments would continue to be seen at an A&U.

Elective and day case surgery: The majority of planned inpatient surgery would take place at this site, as well as most adult day surgery.

Endoscopy: Examinations of the inside of the body will take place.

Centres of Excellence: The Trust aspires to create Centres of Excellence in Bariatric Services and Breast Services, which would be housed at PRH.

Medical beds: There would be medical beds available for ongoing acute care and rehabilitation.

Maternity Services: Wrekin Midwife-Led Unit, Early Pregnancy Assessment Service (EPAS), Antenatal Care, Outpatients and Scanning.

Children's Services: Outpatients and appointments services.

Outpatients: Outpatient appointments, including a Fracture Clinic, would still take place at PRH meaning patients would still have their appointment at their local hospital.

Diagnostics: Facilities, such as X-Ray, Ultrasound, CT and MRI scanning would continue to take place.

Inpatients: Approximately 350 inpatient and day case beds. This would include beds for Elective Orthopaedics, Breast Service, Frailty and Elderly Care, rehabilitation and ongoing medical care.

Day Case Renal Unit: Kidney dialysis treatment available for patients at their local hospital.

Cancer Centre: Patients needing treatment such as Chemotherapy would get this from their local hospital.



"By separating serious emergencies from planned care, it will mean patients who attend our hospitals for planned operations, such as hernia repairs, gall bladder surgery and hip replacements, won't have their care affected by the need to prioritise seriously ill or injured emergency patients."

Mr Joe McCloud, Consultant Surgeon



The Emergency Site

Emergency Centre: A new 24-hour single Emergency Centre would be provided to treat the most serious emergencies. It would be far larger than our current small A&Es helping to attract more Consultants to ensure a sustainable workforce for the future.

Critical Care Unit: Intensive Therapy Unit and High Dependency Unit would be provided alongside the Emergency Centre.

24-hour Accident and Urgent Services (A&U): The majority of patients, including children, who arrive at our current A&E departments would continue to be seen at an A&U.

Specialist wards: Cardiology (including a Coronary Care Unit), Endocrinology, Gastroenterology, Nephrology, Neurology, Stroke, Respiratory and Acute Medicine to provide acute inpatient care.

Trauma: Including orthopaedics and unplanned and complex surgery.

Maternity Services: Inpatient facilities for women, including Obstetrics, Neonatal Services, Early Pregnancy Assessment Service (EPAS), Antenatal Care, Outpatients and Scanning, as well as a Consultant-Led Maternity Service. The Shrewsbury Midwife-Led Unit would remain.

Children's Services: Inpatient and Outpatient facilities for children, including Children's Assessment Unit, Oncology and Haematology.

Outpatients: Outpatient appointments, including a Fracture Clinic, would still take place at RSH meaning patients would still have their appointment at their local hospital.

Diagnostics: Facilities such as X-Ray, Ultrasound, CT and MRI scanning would continue to take place here.

Inpatients: The hospital would have approximately 510 inpatient beds, and a dedicated Ambulatory Care Unit to accommodate 49 patients.

Day Case Renal Unit: Kidney dialysis treatment available for patients at their local hospital.

Cancer Centre: Patients needing treatment such as Chemotherapy would be able to get from their local hospital.



"There is substantial evidence that shows that treatment at the right time, in the right place, by the right person can be most safely and effectively provided without requiring that quickest (or nearest) is always best."

Dr Edwin Borman, Medical Director

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



Accident and Urgent Services would be at both hospitals

New Accident and Urgent Services (A&U) in Shropshire would be open 24-hours-a-day, seven-days-a-week and be available to treat the majority of patients in the same hospital as they visit now will be developed if proposals to improve emergency and critical care services in the county go ahead.

The A&Us would also provide patients with access to the many services they might need, such as X-Ray and MRI scans.

The majority of patients who visit the county's A&E Departments at the Royal Shrewsbury Hospital (RSH) and Princess Royal Hospital (PRH) in Telford do not need the life-saving intervention that an A&E provides – and in the future these

A&Us would be able to diagnose and treat their conditions, if plans to create them become a reality.

The Shrewsbury and Telford Hospital NHS Trust proposes creating two new A&Us – open 24-hours-a-day, seven-days-a-week – one at RSH and one at PRH under proposals which would also see a new single site Emergency Centre created for the region.

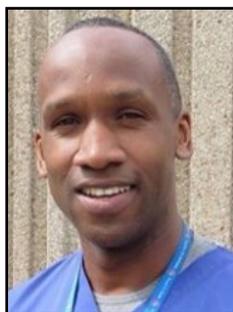
The proposed new A&Us would be able to treat the majority of patients who currently attend A&Es in the county.

In 2014/15 over 115,000 patients arrived at A&E departments in Shrewsbury or Telford believing they needed immediate access to health care. The majority of these



"We know, as clinicians, we can provide the best quality patient-centred care to the people we serve by dedicating emergency services on one site. The doctors, the nurses – the people on the ground, working in the hospitals – we see on a daily basis individual cases where care could have been provided to a much higher standard if the patients were treated in a single emergency centre."

Mr John Loy, Consultant Surgeon



"Don't think of the proposal as closing an A&E but rather the creation of two 24-hour Accident and Urgent Centres (one at RSH and one at PRH) and one brand new state-of-the-art Emergency Centre. The majority of people will continue to receive their treatment at an A&U and only people with life-threatening injuries, more often than not under blue lights, will be taken to the Emergency Department."

Hezron Ottey, A&E Staff Nurse

patients (about 75,000) were not in need of life-saving intervention and could be more appropriately seen in an A&U.

New 24-hour A&Us could treat conditions including:

- Simple fractures
- Cuts requiring stitches
- Moderate respiratory complaints
- Some abdominal and chest pain
- Many sporting injuries, such as sprains
- Simple eye complaints
- Minor limb injuries
- Minor illnesses like chest infections

More serious conditions, such as injuries caused by car crashes or people suffering acute stroke, would be treated at the proposed new Emergency Centre.

In addition, the Trust would aim to bring the treatment for victims of most heart attacks back into the county. Currently patients need to travel to hospitals out of the county for such treatment.

Our plans describe potential solutions to the challenges of Accident & Emergency and Critical Care provision in the region.

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

Consultants learning from other hospitals

Consultants have shared how they have explored the benefits and pitfalls of transforming emergency care from other organisations which have been through similar experiences.

The Shrewsbury and Telford Hospital NHS Trust (SaTH) proposes creating a single Emergency Centre at either the Royal Shrewsbury Hospital (RSH) or Princess Royal Hospital (PRH) in Telford with Planned Care provided on the other site.

Most patients would still go to their local hospital to receive treatment through 24/7 Accident and Urgent Services. Only life and limb-threatening conditions, some of which are currently transferred outside of Shropshire, may be treated at the new single

Emergency Centre.

Mr Mark Cheetham, a Consultant Surgeon at SaTH, said: "I, and colleagues, have visited Northumbria, where a brand new specialist care hospital opened in 2015, and we learnt that consolidating emergency admissions on one site allows a consultant-delivered service 24/7 which ultimately improves patient care.

"Our experience locally, and our visit to Northumbria, confirms that a large proportion of patients going to A&Es now do not have a life or limb threatening injury or illness so don't need to be treated in an Emergency Centre – they could be treated through other Accident and Urgent services at either of our hospitals, which is



■ Consultants from The Shrewsbury and Telford Hospital NHS Trust visited Northumbria Healthcare Foundation Trust to learn from an organisation that has been through a similar process.

what we're proposing in Shropshire. Northumbria have learnt from experience that having these other services alongside an Emergency Centre is key and are looking to adapt their model. Their new model is consistent with what our doctors are proposing for Shropshire.

Mr Cheetham said that Northumbria had also shown things that wouldn't work in Shropshire.

He said: "There have been suggestions that we should open a brand new hospital, somewhere between Shrewsbury and Telford. "But this was ruled out early on in our discussions and didn't make the shortlist of proposals.

"We already provide a number of additional services not present in Northumbria, such as Vascular Surgery, Urology, Radiotherapy, Renal Dialysis and inpatient Paediatrics, so we are continuing with the very best of what we have, whilst learning from other hospitals on how we can improve.

"In short, I think we can learn

from the experiences of Northumbria. Our model has been developed by doctors and other frontline staff and it's time that we go to public consultation for people to have their say and help us to refine our proposals so that we can move forward."

■ For more information visit www.sath.nhs.uk/sustainable-services



"The easiest thing in the world would be to do nothing. That would be dangerous. These plans are about ensuring patients now and in the future have the best access to the best medical staff in the best place when they need it, and I fully support that move."

Mr Mark Cheetham, Consultant General and Colorectal Surgeon



"Doing nothing is not an option as the current situation is not sustainable. The proposed model will allow us to keep services in the area rather than see them move to bigger centres in Stoke or Wolverhampton. We must ensure patients now, and in generations to come, have the best services possible."

Mr Subramanian Kumaran, Consultant and Clinical Director for Emergency Medicine

Have your say!

- No decisions have been made and the proposals will be subject to a full public consultation.
- We believe you need to have this opportunity to help shape the future of healthcare for future generations without any further delay. Please let us know your views about any further delay to the public consultation by emailing haveyoursay@sath.nhs.uk
- NHS Future Fit has the full list of options. To view these visit: www.nhsfuturefit.org/

Patients advised to use alternatives to A&E

Doctors are advising people to consider using alternatives to accident and emergency units as local hospitals face an increase in demand for services.

There has been a large increase in demand locally, and leading doctors are advising people suffering from minor illness or injuries to use more appropriate health services and allow hospitals to focus on those people with serious conditions, who need to be seen urgently.

Alternative sources of care for non-critical ailments are:

- Go to a local pharmacy – they can provide advice and treat a range of minor illnesses and conditions.
- NHS 111 – Call 111 for free from any phone 24 hours a day 7 days a week, and you can quickly access appropriate health information and advice
- Minor Injuries Units around the county can treat a range of minor

conditions without the need to travel to an A&E department

- You can also book urgent appointments at GP practices, often for the same day or if you are poorly out of normal working hours, you can call Shropdoc, the GP Out-of-Hours service, on 0333 222 66 55.

Dr John Jones, a Consultant Gastroenterologist and Deputy Medical Director at The Shrewsbury and Telford Hospital NHS Trust, said: "Our hospitals continue to face incredibly high levels of demand, as are hospitals across the country.

"We know that for some, a journey to A&E is essential; but we also know that there are many people who do not need the specialist care that our A&Es provide.

"We would ask people to please think carefully about alternative local services. These do not provide less of a service for non-urgent conditions, but can help people avoid a visit to hospital."

Hospital kitchens get Five star hygiene ratings



Caffé Bistro at the Princess Royal Hospital (PRH) in Telford and the main kitchen at the Royal Shrewsbury Hospital (RSH), including the Mytton Restaurant, have been awarded five star hygiene ratings. Environmental Health Officers (EHOs) gave the ratings in February and inspections are due to take place for the main kitchen at PRH, including the Apley Restaurant, and Coffee City at RSH in the near future.

New cancer App to be showcased at prestigious health conference

Shropshire's acute hospitals will showcase its innovative Cancer App at a prestigious national health conference later this year.

The web App has been developed by The Shrewsbury and Telford Hospital NHS Trust (SaTH), which runs the Royal Shrewsbury Hospital (RSH) and the Princess Royal Hospital in Telford, to help patients understand and monitor the side effects of chemotherapy treatment and the long-term follow-up of prostate cancer.

The App, which was funded by the Lingen Davies Cancer Fund, was launched at RSH last month and those behind the technology will now promote the ground-breaking digital health solution at the International Digital Health and Care Congress event in London on July 11 and 12.

Dr Sheena Khanduri, Clinical Leader for Cancer Services at SaTH, said: "We are delighted to have the opportunity to promote the App at the Digital Health and Care Congress, a really prestigious conference that focuses on enabling patient-centred care through information and technology.

"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."

The exciting digital health solution is being



produced as a result of extensive consultation with patients and clinicians about the way SaTH can improve the way in which people with cancer can access services.

Dr Khanduri added: "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."

Dementia-Friendly café opens

A new café for people living with dementia has been set up at the Princess Royal Hospital (PRH) in Telford.

The Precious Times café operates in the Recourse Room on Ward 15 at PRH on the last Tuesday of every month from 2pm until 3.30pm.

Karen Breese, Dementia Clinical Specialist at SaTH, said: "The Precious Times café is open to patients, carers and members of the public and is the chance for people to meet others living with dementia and talk about their experiences."

The café is 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."

There are also plans to start a similar café at the Royal Shrewsbury Hospital (RSH) in the future, but more volunteers are needed.

Anyone who is interested in volunteering should email karen.breese@sath.nhs.uk

The Precious Times café is the latest initiative by SaTH to improve care for patients living with dementia.

Other Dementia initiatives include:

- The Butterfly Scheme, which uses a butterfly symbol to quickly and discreetly identify patients with dementia or confusion.
- The Carer's Passport, encouraging carers to visit and stay with patients living with dementia in order to provide reassurance, support, and help with eating and drinking and other day-to-day activities.
- This Is Me, a leaflet that people living with dementia can use to tell staff about their needs, preferences, likes, dislikes and interests.
- Twiddlemuffs, thick hand muffs with bits and bobs attached to the inside and out which are designed to provide a stimulation activity for restless hands for patients with dementia.

Organisers hope to top £100,000 for charity in six years with latest hospital-to-hospital fundraiser

Organisers of an annual Shropshire hospital-to-hospital fundraiser have announced plans for their biggest event yet – amid hopes it could help them top the £100,000 mark for money raised for charity since it began.

The Butterfly Effect will take place between the Princess Royal Hospital (PRH) in Telford and the Royal Shrewsbury Hospital (RSH) on Saturday 22 July 2017.

It will be the sixth hospital-to-hospital fundraiser which organiser Nick Holding has held, with around £82,000 raised for good causes since the event began in 2012. Entrants can choose to run, walk or cycle between the two hospitals to raise money either for the house charity or a charity of their choice.

Nick, a Senior Kaizen Promotion Office (KPO) Specialist working in transformation as part of the partnership with the Virginia Mason Institute at The Shrewsbury and Telford Hospital NHS Trust (SaTH) which runs RSH and PRH, said: “We’re hopeful that we will raise enough this year to have raised in excess of £100,000 for good causes throughout the six years of the event.

“The event is open to everyone so it would be great to see SaTH staff and people from the local community or further afield taking part. Why not sign up, get into training?”



Butterfly Effect participants can choose to take part in:

- 18-mile walks, runs or bike rides
- A 35-mile bike ride
- A 50-mile bike ride
- 9-mile walks, runs or bike rides
- 5K walks, runs or bike rides

Participants can choose to take part in: 18-mile walks, runs or bike rides; a 35-mile bike ride; a 50-mile bike ride; 9-mile walks, runs or bike rides; 5K walks, runs or bike rides.

The 18-mile and 35-mile events will start at 10am at PRH. The 9-mile events will begin at 12pm in Upton Magna and the 5K event and 50-mile bike ride will start at the Shropshire Conference Centre. All events will finish at the Shropshire Conference Centre at RSH.

This year’s house charity is SaTH’s Living Well With Dementia Appeal which aims to raise £2.6million to improve the facilities and environment for patients living with dementia at RSH and PRH.

Nick added: “This is our biggest fundraising event yet with the most events we’ve ever run and a chance for people to choose exactly what distance and time of event they want to do.

“It costs £10 to sign up, all of which goes to our house charity, and then people can choose to raise sponsorship for either the Living Well With Dementia Appeal or a charity of their choice.

“It’s a fantastic day which always attracts lots of people not just from SaTH but from across Shropshire, and even from other parts of the country.

“We’re hoping this year’s will be as big a success as previous events. To sign up and for more information please visit www.shropshirecharityevents.co.uk”

Julia Clarke, Director of Corporate Governance at SaTH, said: “We are delighted this appeal has been chosen as the house charity for this always popular hospital-to-hospital fundraiser.

“With an estimated 6,000 people in our local communities living with dementia, and a quarter of our hospital beds occupied by patients with some form of dementia or confusion, it is really important that we provide the best

experience possible for patients and their families.

“The Trust needs as many people as possible from the community to help us with this appeal. So if you think you can help, no gesture is too small. Your donations will help make our wards and outpatients areas dementia friendly (e.g. signage, specialist clocks, reminiscence items, cutlery, ward activities etc.), and the development of Dementia Cafes at both sites. If you would like more information on this appeal please contact the Governance and Membership Office on 01743 261473 or members@sath.nhs.uk”

The Trust will also host its second annual fun day from 12pm on 22 July at the Shropshire Conference Centre with fun for all the family.

More details of the fun day and AGM will be revealed in the future.

To sign up for The Butterfly Effect and for more information please visit www.shropshirecharityevents.co.uk





The Shrewsbury and Telford Hospital
NHS Trust

family

FUN

day



Saturday

22 July

SaTH will host its annual fun day from 12pm on 22 July at the Shropshire Conference Centre at the Royal Shrewsbury Hospital

More details to be revealed soon!

www.shropshirecharityevents.co.uk

SAVE THE DATE



Help us plant 2,000 trees

As part of our NHS Sustainability Day celebrations, we are working in partnership with the Shropshire Wildlife Trust to plant 2,000 trees at the Princess Royal Hospital and the Royal Shrewsbury Hospital.

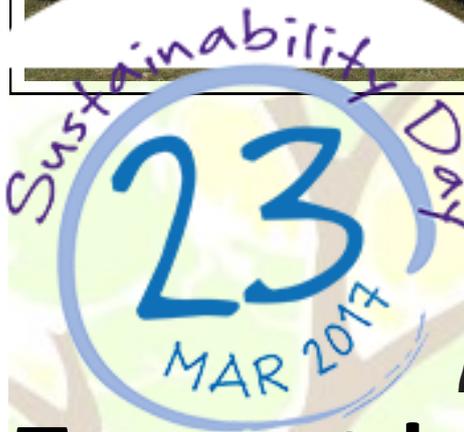
We need your help to plant trees at both of our hospital sites. We are holding tree-planting days on the following dates:

- **Wednesday 22 March 2017 – Princess Royal Hospital, Telford**
- **Thursday 23 March 2017 – Royal Shrewsbury Hospital**

If you can spare a few hours or a full day to get involved in this community activity then please contact us to book your place.

This free event is open to all individuals aged 16 and over.

To book your place please contact the Volunteer Office on 01743 261473 or email members@sath.nhs.uk



Julia Clarke, Director of Corporate Governance, explains what our Trust is doing to help protect, enhance and promote the environment we live in

Two outdoor gyms, 2,000 trees and host of community activities

We all have a part to play in helping to protect the environment, and at The Shrewsbury and Telford Hospital NHS Trust we take our responsibility seriously and are always looking for ways that we can make a difference and reduce our impact on the environment.

Our approach as a Trust is to “think globally, act locally” by promoting sustainability, supporting local businesses, engaging with our communities, reducing waste and costs, and improving the physical and emotional wellbeing of our patients, staff and visitors.

Each year we take part in NHS Sustainability Day to share some of the work we’re doing and to encourage staff and the local community to get involved and play their part in making a difference by reducing their own impact on the environment.

This year is no exception and we have some fantastic events planned to mark NHS Sustainability Day on 23 March.

One of the main events of the day will be the launch of an outdoor gym at the Royal Shrewsbury Hospital (RSH). The gym will be created on the grassed area near the Transforming Care Institute after we won a £10,000 grant from Tesco’s Bags of Help scheme.

Our scheme was chosen following a public vote

in the Shrewsbury store and the multi-gym will feature a range of exercise equipment.

I’m also delighted to reveal that we will be creating a similar outdoor gym at The Princess Royal Hospital (PRH) in the near future, after we successfully secured £10,000 in funding from the Big Lottery Fund. We’re firming up plans for the gym at PRH so watch this space!

We are also working in partnership with the Shropshire Wildlife Trust to plant 2,000 trees at PRH and RSH.

We need your help to plant trees at both of our hospital sites (*see dates above*).

If you can spare a few hours or a full day to get involved in this community activity then please contact us to book your place. This free event is open to all individuals aged 16 and over.

To book your place please contact the Volunteer Office on 01743 261473 or email members@sath.nhs.uk

We will also have stands outside the Apley Restaurant at PRH on 22 March and Mytton Restaurant at RSH on 23 March which will feature information about sustainability including

Warpit—where staff can offer items they don’t need to colleagues.

There will also be a chance to find out how staff can become Health and Wellbeing Champions and help shape health and wellbeing in our workplace.

On the same days we will also be visited by Dr Bike, who will carry out bike health checks and the police who will be providing security marking for bicycles.

NHS Sustainability Day promises to be an excellent opportunity to showcase some of our initiatives.

If you’re able to get involved on the day, it would be fantastic to see you.



BEQUEST: From left, Dr Stephen McKew, Christine Hayward, Anne Winn and Dr Nigel O'Connor.



Patient leaves £235,284 to The O'Connor Haematology Unit

Improved facilities for cancer patients are to be created at RSH thanks to a £235,284 bequest.

Bernadette Roberts, of Shifnal, was diagnosed with cancer in 2008 and regularly attended The O'Connor Haematology Unit prior to passing away in December 2015.

The 69-year-old was so grateful for the support and friendship she received during those seven years that she decided to leave almost a quarter of a million pounds to the unit.

Dr Nigel O'Connor, Consultant Haematologist at RSH, said: "Bernadette was a marvellous lady, and it was a delight to see her in clinic. Everyone on the unit got to know her extremely well and became very fond of her.

"The Day Unit needs to be extended and altered because of increasing

patient numbers. Specific changes include increasing the size of the waiting room, changing a store-room into a procedure room and adding more treatment chairs, all of which will prove very expensive – so this bequest will go a long way towards meeting the costs, and to show our gratitude it has been agreed to name the new waiting room after Bernadette.

"To leave the unit so much money is extremely generous and we are all incredibly grateful. The bequest will allow us to improve the experience we offer to future patients and we will take great pride in naming the extension to the waiting room after Bernadette. This is a massive boost to us and all the patients we serve in Shropshire, Telford and Wrekin and Mid Wales."

"Dr O'Connor and his team were fabulous"

Bernadette's sisters, Christine Hayward and Anne Winn, met with Dr O'Connor and Dr McKew, Clinical Director for Oncology and

Haematology, at RSH last week to present the cheque and find out how the money will be spent.

Ms Hayward said: "Dr O'Connor and his team were fabulous from the very first day Bernadette was diagnosed with Multiple Myeloma in 2008. The unit at RSH became like a second home and Bernadette got to know all the fabulous staff very well.

"It is very touching to hear of plans to name the extended waiting room after Bernadette and I know she would be extremely happy to hear how the bequest will help other cancer patients in the future."

RIGHT: Bernadette Roberts



'Even chopping veg can be a problem for me'



February was Raynaud's Awareness Month, so we caught up with Claire Miller, Research Sister in the Clinical Trials Team at the Princess Royal Hospital in Telford, who explained the everyday problems she and her son face

"My fingers will go white and numb. It's usually the same two that go first and if it's bad they'll all go. If it's particularly bad, it's extremely painful and they'll go blue and then red.

"There's quite a lot of pain when the circulation does return. You just have to sit and wait for it, you can't do anything about it, and it can take up to an hour for that to come back."

Claire, who also has two younger boys, knows what can trigger an attack.

"A problem I always have is putting washing out on the line. Whatever time of year it is, that's always really hard because the clothes are cold coming out of the wash and, if there's a bit of a cold breeze, by the time you've done it you can't feel your fingers," she said.

"Chopping veg is also a problem; I try to get the vegetables out in plenty of time to warm up to room temperature, particularly things that take a lot of peeling. If you mess that up, you're liable to lose a finger!"

For more information, visit Scleroderma and Raynaud's UK at www.sruk.co.uk



We've all had numb fingers this winter, but for people with Raynaud's, this can happen at almost any time.

Raynaud's is a condition in which the small blood vessels in the extremities are over-sensitive to changes in temperature and spasm, restricting the flow of blood, causing the fingers to go numb and throb.

When the bloodflow returns it can be extremely painful — just ask Claire Miller, a Research Sister in the Clinical Trials Team at the Princes Royal Hospital in Telford.

"This is the worst time of year for me," says Claire, 35, "but spring and autumn are pretty bad as well because they're the times you maybe don't have the gloves or the extra layers to cope when the temperature suddenly drops.

"A lot of the problems I have tend to be when it's wet and windy, and you get that wind chill. I have to have gloves in every coat, every fleece and hoodie that I own. As soon as they get a bit damp then that's just horrendous.

Recognising the importance of birth choice for women

Women whose births are considered low-risk in Shropshire will continue to have choice about where to give birth in the future, Head of Midwifery Sarah Jamieson has vowed.

Sarah made her comments following a highly successful "Better Births" Shropshire and Beyond conference hosted by the Shrewsbury and Telford Hospital NHS Trust in February. The conference looked at how the national "Better Births" Maternity Review could be implemented in Shropshire and Powys.

Sarah said: "Times have changed and we have seen a shift in where women are choosing to give birth. We need to be bold and imaginative to keep abreast of these changes, to listen to our communities, to engage with our users and our Commissioners to enact the changes necessary to implement 'Better Births'.

"Our aim, when implementing the recommendations of the review, is to maintain choice for all low-risk women, giving them the option of giving birth at home, at a Midwife Led Unit or at our Consultant Led Unit.

"We will soon be going out to meet people in our communities to gather the views of users and other key stakeholders to explore the possibilities of how we might begin to implement the recommendations of the Maternity Review.

"This is a great opportunity to take our service forward whilst ensuring we provide birth choice for women in the county and beyond."

Hospital Trust launches greetings card competition

How would you like to brighten up a patient's stay in hospital?

Now you can – by designing a greetings card for patients at the Royal Shrewsbury Hospital and the Princess Royal Hospital in Telford.

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is running a competition for people to create new designs for its popular eCards.

eCards are electronic greetings cards which can be created online and which are then delivered by volunteers to patients staying on

our Wards. They are free, but anyone sending a card also has the option of adding a donation to SaTH's charity which will help improve the lives of patients living with dementia.

Julia Clarke, Director of Corporate Governance at SaTH, said: "The eCards are very popular, and a great way for someone to let a friend or relative who is in hospital know that they are thinking of them.

"We recently re-launched our website with a fresh new look and, at the same time, took the opportunity to freshen up the designs of our

eCards. We would like you to send us your photos, animations or designs for a new eCard. The winners will then be included as choices on our website.

Entries will be grouped into two categories: ages 5-16 years and ages 16+. Information about how to enter can be found on our website at www.sath.nhs.uk/patients-visitors/ecards/ecard-competition/

Entries close at 4pm on Wednesday 15 March 2017 and winners will be announced on Wednesday 29 March 2017.



Cathy Smith, Kaizen Promotion Office Lead (KPO) at The Shrewsbury and Telford Hospital NHS Trust (SaTH) explains how staff at Shropshire's two acute hospitals are transforming care through the Trust's partnership with the Virginia Mason Institute in Seattle, USA



Journey to provide the safest

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is on a journey to provide the safest and kindest care in the NHS, and a number of positive changes have already been delivered through our partnership with the Virginia Mason Institute (VMI) and the introduction of lean methodology.

By developing our own lean methodology - our Transforming Care Production System (TCPS) - we have proved, with the support of VMI, it is possible for patients at the Royal Shrewsbury Hospital (RSH) and the Princess Royal Hospital (PRH) in Telford to receive life-saving medication faster than ever before.

This was done during one of our Rapid Process Improvement Workshops (RPIWs) when staff were challenged to improve the processes for Sepsis patients on the Surgical Assessment Unit (SAU) at RSH.

By taking a step back from what most staff traditionally call 'the day job' and asking staff to look at ways to eliminate waste and quality defects we managed to reduce the time it took for patients to receive treatment from more than five hours to less than one hour. The

results have been sustained for patients on SAU, and now the challenge going forward is to roll the methodology and potential solutions out to benefit far more patients at our hospitals.

During a different RPIW, which this time took place on the Acute Medical Unit at PRH, we challenged staff to improve the screening and recognition of Sepsis. The work done during this week was really impressive - an information leaflet created by our staff has



been shared with the UK Sepsis Trust – and there have been significant improvements made to patients' privacy and dignity.

There are around 150,000 cases of Sepsis in the UK every year and approximately 44,000 deaths. Sadly, in our hospitals, approximately six patients die from Sepsis each month, hence we want to reduce that number by increasing awareness of the condition and shortening recognition and treatment times.

During the first year of our partnership with VMI, the Trust has also carried out RPIWs that looks at ways to improve care for Respiratory patients.

Again, what our staff have achieved in a short amount of time has been really impressive. For example, through the introduction of lean methodology, all patients on Ward 9 at PRH are now provided with written confirmation of their expected discharge date within the first hour of arriving on the ward. This is really important for our patients as often the first thing they ask is 'when can I go home?' and going forward we will look to implement what we have done into other areas of our hospitals.

Roses are red, Violets are blue, if you're unsure about Sepsis, we'll give you a clue!

The Shropshire and Telford Hospital NHS Trust (SaTH) used Valentine's Day to help spread important messages about Sepsis.

It was a fun way of talking about a serious condition - there are around 150,000 cases of Sepsis in the UK every year and, sadly, at least 44,000 deaths—and making the symptoms easily memorable for staff.

SaTH working to improve treatment for patients with Sepsis using techniques it is developing as part of its work with the Virginia Mason Institute in Seattle.

Dr Edwin Borman, Medical Director at SaTH and Executive Sponsor for the work the Trust is doing on Sepsis, said: "When you look at some of the symptoms of Sepsis, they are remarkably similar to some of the things we associate with being in love, so we thought using Valentine's Day would be a good way of helping to spread the message of what to look out for.

"We produced posters which have been put up around the hospitals and I sent a special Valentine's Card to all Wards asking them to think about Sepsis and the signs of Sepsis."



and kindest care in the NHS

Before making that step we always ask the team to present their findings after 30 days, 60 days and 90 days to ensure the work is sustainable.

Each of our Value Streams are carefully chosen to help deliver the organisational priorities. This is clearly demonstrated in our third Value Stream - Recruitment.

SaTH, like many other Trusts, faces difficulty recruiting medical and nursing staff, resulting in the use of expensive agency staff and unsustainable pressures on our own staff.

The work of the first RPIW in the Recruitment Value Stream has resulted in a 50% reduction for the pre-employment check lead time and a dramatic reduction in the turnaround time for references.

Recently, staff involved in the Outpatient process for Ophthalmology clinics launched our fourth Value Stream – Outpatients.

In March we will hold the first RPIW for this Value Stream and this will be the first in SaTH that includes external suppliers. The confidence to include patients and contracted companies



in this work demonstrates the maturing process that our Trust has in the methodology.

In a short space of time we have come a long way, and in September 2016 we reached another milestone with the launch of our Transforming Care Institute (TCI) aimed at supporting our managers to become 'lean leaders'.

We knew when we started our partnership with Virginia Mason that we would take over the ownership of the work —to make it SaTH's way of doing things.

With that in mind, we set ourselves a first year

target of sharing with 1,000 of our people the work and having 100 people directly involved in it. To date, we have exposed more than 1,450 people to the work and have had nearly 400 colleagues directly involved. We set ourselves ambitious targets, but we have exceeded them.

The establishment of our Transforming Care Institute is a significant step in our work of improvement. It is our opportunity to say: 'This is our work, the TCPS, is not a VMI programme, it's the way our staff make improvements every single day for the benefit of our patients'.

We don't want anyone to feel that this is a fad; we won't be throwing away the methodology if results aren't always what we want. We will hold true to this course and have faith in our staff.

By the time we get to year five, we at SaTH will be all doing our own work and improving every day. It will be natural to us and part of making sure we are going in the right direction in our ambition to be the safest and kindest organisation in the NHS.

For more information visit www.sath.nhs.uk/about-us/transforming-care

Your views

Email your thoughts to communications@sath.nhs.uk

Follow us on Twitter @sathNHS and on Facebook at The Shrewsbury and Telford Hospital NHS Trust

Wonderful staff

The partner of a patient who was taken to A&E at The Royal Shrewsbury Hospital (RSH) following a car crash said: "Words will never explain how wonderful the A&E staff at your hospital were."

Good experiences

The mother of a patient who attended A&E at the Princess Royal Hospital (PRH) in Telford said: "Thank you to all the staff who were really lovely with us. There is a lot in the media about NHS services not being up to standard but I completely disagree. I've only ever had really good experiences."



Second to none

A patient who contacted the Trust after being taken to A&E at RSH said: "The attention I received was second to none; in fact, fantastic."

Excellent treatment

A patient who has been treated by SaTH three times in recent weeks, said: "I am writing to express my gratitude for the excellent

treatment which I received from all three of my visits to your hospital. The staff (doctors, nurses and support staff) were all both technically competent and caring and you should all be congratulated for the excellent service which you provided."

Exemplary

A patient who attended our Ophthalmology Department said: "The NHS has been the subject of a lot of adverse publicity but from my experience this is wholly unjustified. The treatment I received and the professionalism of the staff was exemplary."



Editor's top picks from social media

I am currently on Ward 27R; the care I am getting and the attitude of the staff is second to none. *Via Twitter*

In @sathNHS with appendicitis. Not much fun but a first class service. *Via Twitter*

Just wanted to thank all at Shrewsbury Hospital for the amazing care you guys are giving to my granddad right now. He is End of Life after living a successful and happy 92 years. As a family, your nurses and staff are going above and beyond to help guide and support us all, so once again...thank you x *via Facebook*

@sathNHS 8yr old seen PRH A&E tonight, T&O appt for Monday. Amazing care, fabulous staff. *Via Twitter*

Just got a wave off our baby during our scan at @sathNHS. All looking good. Thanks to the v attentive staff. *Via Twitter*

Thank you @sathNHS A&E for getting me triaged, X-rayed and treated within 2hrs this morning. Excellent care at every stage. *Via Twitter*

Thanks to all staff @sathNHS for their great help & patient care: outstanding. #thankyouNHS *Via Twitter*

Family give Lowe-down on 'magnificent' hospital care

The family of a football fan who suffered a cardiac arrest inside the ground of Shrewsbury Town Football Club have praised the "amazing" care they received at the Royal Shrewsbury Hospital (RSH).

Brian Allen was taken to RSH by ambulance ahead of Shrewsbury Town's 2-1 victory against Bury, where he received life-saving treatment at A&E before being transferred to the Intensive Care Unit (ITU).

One of the first people to get in touch was current Bury and former Shrewsbury Town star Ryan Lowe.

Bryan's son David, who was at the match with his dad and travelled inside the West Midlands ambulance with his father, said: "Everyone has been incredible, I don't know where to start, the staff at the Royal Shrewsbury Hospital have been amazing."

"When dad was out of the woods and in a stable condition, and talking to myself, my mum Paula and my brother Jon, the first thing he wanted to know was the football result. None of this would be possible without the magnificent treatment he has received since being admitted to the Royal Shrewsbury Hospital and the treatment he received prior to arriving in hospital from the ambulance staff, first aiders, stewards in the ground and the fans."

"The NHS gets so much negative publicity but I can honestly say the treatment we have received at the Royal Shrewsbury Hospital has been second-to-none. It's a miracle he is still with us and a lot of that is down to the wonderful Doctors, Nurses and all the other really caring healthcare professionals we've met."

"Everyone at the hospital is so caring, it is obvious they are all really proud of the job they do and that they strive to provide the best care possible, while also being really considerate to family members."

"The way we have been looked after has been incredible; we have been able to stay with dad in a relative's room and have constantly been kept in the loop with his



Footballer sends messages of support

progress. We have really appreciated the honesty of all the staff and the calm and caring fashion they deliver news that is often difficult to hear."

Not long after Brian suffered a cardiac arrest, he received messages of support from his favourite footballer, Ryan Lowe.

Lowe, who made 171 appearances for Shrewsbury Town between 2000 and 2005, and has played in more than 100 matches during three stints at Bury, used social media site Twitter to track down Brian's son David to pass on his best wishes.

David said: "Ryan has won promotion twice for Bury so he is already a legend in our house, and in my father's eyes he is a far bigger star than David Beckham."

Ryan Tweeted to his 18,300 followers: "Thoughts are with the Bury FC fan who suffered a heart attack at the game today. Hope he makes a full recovery."

Following the Tweet, Ryan Lowe and David Allen have been in constant communication with regards to Brian's recovery through a series of Direct Messages on Twitter. Once out of hospital, Brian intends to get back to watching his beloved Bury and hopefully watch them escape relegation with the help of the player-coach... Ryan Lowe.



Meet our latest VIP (Values In Practice) Award winners

A Consultant Surgeon who “always goes above and beyond” and a Speech and Language Therapist who was “amazing” over the festive period are the latest winners of The Shrewsbury and Telford Hospital NHS Trust’s monthly VIP Award.

Emily Davies, Speech and Language Therapist at the Royal Shrewsbury Hospital (RSH), and Mr Farhan Ahsan, Consultant Head and Neck Surgeon at the Princess Royal Hospital in Telford, won the awards for December and January respectively.

The monthly award follows the success of the Trust’s annual VIP Awards, which were held for the first time in October 2016. They recognise the fantastic work that our staff and volunteers do to support patients and their families every single day.

Emily was nominated by Amanda Taylor, Physiotherapist Manager at RSH.

Amanda said: “Emily was amazing over the Christmas and New Year period. She managed a cross-site caseload due to colleagues being off due to sickness. By doing so she embodied the four Trust Values – Proud To Care, Make It Happen, We Value Respect and Together We Achieve – without quibble or complaint.

“She is an asset to the team, the organisation, the profession as a whole and the NHS.”

Mr Ahsan was nominated by Donna Jelf, Healthcare Assistant at PRH.

Donna said: “He is passionate, driven, extremely focused and always goes above and beyond. He often takes on things outside of his remit to assist colleagues from other departments to help ensure we achieve the best outcome for patients.”



ABOVE: Victoria Maher (Workforce Director) presents Emily Davies with her awards for December.

RIGHT: Peter Latchford (Chairman) presents Mr Farhan Ahsan with his award for January.

She added: “He is seen regularly attending to patients on the wards during his days off and while on annual leave. I recently finished a busy outpatient clinic with him and was moved to tears by his enthusiasm and commitment.”

Every month, each care group at the Trust will put forward their own monthly VIP Award winner from all those nominated, and each of these will be considered for the overall monthly award.

Care group winners for December were: Ward 26 Urology (Scheduled Care), Joanne Gough (Unscheduled Care), Emily Davies (Support Services), Shrewsbury Midwifery Team



(Women and Children’s Department) and the Temporary Staffing Department (Corporate).

Care group winners for January were: Mr Farhan Ahsan (Scheduled Care), Jo Hollingmode (Unscheduled Care), Tracey Eardley (Support Services) and the Paediatric Epilepsy Team (Women and Children’s Department).

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

New interim Director of Nursing and Quality

The Trust which runs Shropshire's two acute hospitals has appointed a new Interim Director of Nursing and Quality.

Colin Ovington (pictured) has been a Director of Nursing with four organisations, enjoying considerable experience with over 38 years in nursing.

Colin, takes over from Sarah Bloomfield, and joined the Trust on 6 March for a period of six months.

Colin said: "I am delighted to be joining the Trust as Interim Director of Nursing and Quality.

"I got a real sense from the staff I have met of the compassion and a desire to make things better for patients.

"My experience as a nurse spans 38 years in the NHS, and whatever job title I have had, my job has always been to make sure that patients are safe and well cared for. This is a philosophy I try to drive into my work with others, as I genuinely believe that the care of patients is everyone's job."

Colin has spent 11 years of his career working at Board level in four nurse director posts in acute trusts.

His career started in the North East, followed by training in Cumbria and Leeds, and jobs that took him to Derbyshire, Nottingham, London, Bedford, Stafford and Birmingham.

He said: "I enjoy the diversity of the roles but very importantly I enjoy being with people, supporting staff, talking to patients; essentially finding out how best to help serve effectively."



'If I carried on the way I was going I probably wouldn't have made it to 45-years-old'

A man lost almost 10 stone in weight and has been given a new lease of life - thanks to bariatric surgery at the Royal Shrewsbury Hospital.

Father-of-two Jim Findler had life-changing gastric bypass surgery at in October 2015. Previously he was extremely unhappy with his weight and appearance and unable to lead an active life with his children.

"The surgery has given me a new lease of life. My confidence and my outlook on life are both so much better now. I'm happy and content in how I look now," said the 40-year-old.

"If I carried on the way I was going I probably wouldn't have made it to 45 but now I hope to live into my 80s or 90s.

"I can enjoy so much more with my children

and go walking, swimming and bike rides with them and we also play football. They absolutely love the change in me.

"The surgery was carried out by John Loy and I feel I owe him everything. I owe him my life."

Jim, who recently got engaged to partner Jayne Allen, was fit and active, regularly going to the gym. But in his mid-20s he put on a lot of weight unexpectedly. His GP told him he had metabolic insulin resistance.

"It meant my body stored the sugars and fats every-time I ate, which meant I put on a lot of weight," said Jim, who runs his own property services firm.

Over the coming years Jim tried diets and was given a food diary to monitor what he ate but his weight continued to grow.

He hoped to have bariatric surgery but it was never approved for him.

Jim, who has a nine-year-old daughter, Lily, and eight-year-old son, Jacob, said: "In 2014 it was the last straw for me. I went for a routine appointment with the hospital I was with at the time and they wouldn't carry out the surgery unless I had lost weight when I saw them at two appointments.

"I had lost weight the first time I saw them but by the second time I had put weight back on. It meant I'd have to wait another three months to see if I lost my weight. I felt that if I had the surgery it would work for me but without it I might continue to put on weight.

"I saw a psychiatrist who agreed to put me forward to a meeting where they would

■ Continued on page 15



Crutch amnesty

Throughout March, SaTH is holding a “crutch amnesty” so that you can return unused and unwanted crutches and walking aids.

The Trust which runs Shropshire’s two acute hospitals is urging former patients to return unwanted crutches and walking frames.

Emergency teams get through hundreds of pairs of crutches every year and many are never brought back to hospital.

Unreturned equipment can cost the NHS thousands of pounds a year.

Crutches are only used for a short period of

time, however, they are designed to be used over and over again. Many patients simply forget to return them to hospital once they are no longer needed.

Even those that can’t be used can be recycled, so now The Shrewsbury and Telford Hospital NHS Trust (SaTH) is launching an appeal asking members of the public who have crutches and other walking aids in their homes that they no longer need to bring them back to either the

Royal Shrewsbury Hospital (RSH) or the Princess Royal Hospital (PRH) in Telford.

SaTH’s ‘crutch amnesty’ will run throughout March. During that time equipment can be returned to the Plaster Rooms in A&E at either hospital.

Dropping off unwanted equipment at our A&E receptions could not be easier as parking at the hospitals is free for the first 30 minutes.



Jim Findler lost 10 stone through Bariatric Surgery



determine if I could have the surgery and Mr Loy was there. He offered to take me on and I’m incredibly grateful to him for that.”

Jim had the surgery in October last year and since then he has lost 9.5 stone (60 kilos) – with his weight falling from nearly 25 stone (157 kilos) to just over 15 stone (97 kilos).

“My weight affected my state of mind. I wore clothes that didn’t fit me because I tried to hide how I looked. I had bad skin and was heavily depressed and would get very upset,” he said.

“I had sleep apnoea which meant I didn’t get much sleep and had trouble breathing. I’d go downstairs while my family was asleep and sit with pains in my chest, struggling to breathe

and wondered if this was it for me and I was going to have a massive heart attack.

“Since the surgery I’m really happy with life.”

A gastric bypass uses special surgical staplers to create a small pouch at the top of a person’s stomach. This pouch is then connected directly to a section of their small intestine, bypassing the rest of the stomach and bowel.

This means it takes less food to make a person feel full and they also absorb fewer calories from the food they eat.

Mr John Loy, a Bariatric Surgeon at The Shrewsbury and Telford Hospital NHS Trust which runs the Royal Shrewsbury Hospital, said: “It has been a real privilege to be a part of Jim’s weight loss journey. He has shown what can be achieved through motivation to change along with having a gastric bypass.

“He’s an inspiration and I’m delighted at how happy he has become since having the surgery.”

Recruitment events

Staff Nurse recruitment events will take place at the Royal Shrewsbury Hospital (RSH) and the Princess Royal Hospital (PRH) in Telford during March.

The events will take place at RSH on March 22 from 10am-3pm and at PRH on March 13 from 10am until 3pm.

There will also be a Staff Nurse Recruitment Open Day for Unscheduled Care at PRH on March 25 from 10am-3pm.

There will be a similar recruitment event for Healthcare Assistants on March 27 from 10am-3pm.

For further information and details of how to book onto the events please visit www.jobs.sath.nhs.uk

Staff on a Ward at the Royal Shrewsbury Hospital (RSH) have launched a campaign which is designed to help patients recover more quickly – by simply maintaining their daily routine.

The campaign, called *#endPIparalysis*, has been launched by staff on Ward 32 at RSH.

Zoe Day, Ward Manager, said: "We want our patients to feel that they don't have to wear their pyjamas all day, every day just because they are in hospital.

"We want to encourage them to feel better and sometimes something as simple as a wash and a change of clothes does just that."

The campaign has already been used successfully by other NHS Trusts and is backed by the Emergency Care Intensive Support Team (ECIST), which helps

Health Lecture

Respiratory Consultant Dr Graham Heyes will be holding a Health Lecture on Asthma in May.

The Health Lecture, which takes place at 6pm at The Shropshire Conference Centre at the Royal Shrewsbury Hospital on Thursday 18 May is free for anyone to attend.

Anyone interested in attending this fantastic event should contact the Volunteer's Office on 01743 261473 or email members@sath.nhs.uk



We need you

We need members of the public to review the environment of our hospital sites and make suggestions on how we can improve our facilities.

We particularly need volunteers to review our Midwife Led Units at Ludlow, Bridgnorth, Oswestry, Shrewsbury and Telford

To get involved, email members@sath.nhs.uk

New scheme to get patients home sooner



urgent and emergency care staff across England to deliver improvements in quality, safety and patient flow by using solutions that are proven to work.

Zoe added: "Patients want to be at home, not in hospital, and we believe that through this scheme, we can help them to get home sooner."

30 minutes free parking

Discounted parking is available for some patients using Shropshire's acute hospitals – and parking is free of charge for up to 30 minutes.

The free 30 minutes gives people picking up and dropping off patients or visitors to the Royal Shrewsbury Hospital (RSH) or Princess Royal Hospital (PRH) in Telford an option to do so without paying if they are onsite for less than half an hour.

Parking charges at SaTH are still among the lowest in the country, with people able to park for up to 30 minutes without charge, and paying only £3.50 for five hours or more.

Patients receiving dialysis, radiotherapy or chemotherapy and people visiting hospital for issues connected with bereavement are able to park for free. Anyone needing to attend hospital regularly can buy a discounted 10-visit ticket for £8.

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