

*Safest &
Kindest*

NHS

The Shrewsbury and
Telford Hospital
NHS Trust

Newsletter for patients, staff, visitors and volunteers

Issue 4



INSIDE: Birthday plans revealed

FOREWORD

The demand currently facing our two hospitals and, indeed, the wider NHS locally and nationally, has been well reported on.

What is not so well reported is the incredible commitment of our staff during times like this. During this incredibly busy winter we have seen colleagues voluntarily staying behind after their shift has ended to ensure that patients are being looked after with as much care and kindness as possible. We have had people coming into work when they are not on the rota to help with shortage on night shifts.

I also want to thank our patients, who have been incredibly understanding if they have had longer waits in the hospital or if we have, unfortunately, had to postpone their elective operations. Where we have postponed procedures, staff have been reallocated to work in other areas, and I would like to say a big thank you to them for being so flexible with their working arrangements.

Although the situation is very challenging for us, it also shows what incredible people work in our hospitals and in the NHS. I am very proud of our teams here at SaTH and want to publicly extend my heartfelt thanks to each and every one of them for their amazing care, kindness and dedication and such a difficult time.

As this is the first edition of Safest & Kindest in 2018, I also want to quickly look ahead to what will be the 70th anniversary of the NHS.

2018 promises to be an exciting year as not only do we have lots of plans to celebrate the 70th anniversary—as you will read in this newsletter—we look forward to the positive step of beginning public consultation regarding the future of our services. This is a critical conversation and I am keen to hear from you and our communities, because, like any change, the

reconfiguration of our services will be challenging. However, it will also represent an important step in our journey. We must secure our future!



Record number of staff called our Flu Busters!

A record number of frontline healthcare workers at The Shrewsbury and Telford Hospital NHS Trust have had their flu jab this winter.

More than 75% of doctors, nurses and other healthcare professionals at the Trust have had the jab since the 'Who Ya Gonna Call? Flu Busters!' campaign was launched.

Last year the Trust vaccinated 70.84% of all frontline staff and the year before the uptake was just 42%. The plan is to keep improving the figure year-on-year.

Victoria Maher, Workforce Director at SaTH, said: "This is a truly exceptional response from our staff as we know that by immunising ourselves against the flu we are reducing the chances that we can pass it on to our patients."

The campaign has been nominated for an Innovation Award at this year's annual NHS Flu Fighter Awards.

One innovation that has proved hugely successful is the promise that SaTH will donate £1 to the Trust's 'Living Well With Dementia Appeal' for every member of staff who has the jab.

Karen Breese, Dementia Clinical Specialist at SaTH, said: "A hospital environment can be confusing and disorientating for people with dementia so the funds will be gratefully received to help us continue developing positive relationships with patients. Specifically we will be looking to

use the money to create additional 'This is Me' passports to improve the culture of compassionate care and memory boxes to help us engage in meaningful activities on the wards."

Numerous flu drop-in clinics have taken place over the winter months, while the



Trust also trained a group of peer vaccinators to travel around the hospital and give the jab to colleagues while on duty.

Victoria added: "It was a mammoth effort from our 25 peer vaccinators and I'd like to express my thanks to them all. However, while it is important to congratulate ourselves it is important that we focus our efforts on improving our campaign and having even more of our frontline staff vaccinated next winter."

Flu is much more than just a cough or a cold, it has the potential to keep even the fittest person in bed for up to a week with symptoms ranging from aching muscles and a fever to severe fatigue and generally feeling weak. While it's usually more unpleasant than it is life-threatening, flu can prove particularly dangerous for more vulnerable people, such as pregnant women, the elderly and those with existing medical conditions, such as asthma and diabetes.

The free flu jab will continue to be available to all Trust staff until the campaign comes to an end in March 2018.



Stylish new coffee shop at RSH

A contemporary coffee shop has opened at RSH.

Caffé Bistro has replaced Coffee City which opened in the hospital more than a decade ago.

Caffé Bistro provides improved, more accessible facilities for patients, staff and visitors. On offer is a wider menu of takeaway food and drink, including barista-style coffee.

SaTH's first Caffé Bistro opened in the atrium of the Women and Children's Unit at PRH and has proved popular since opening in 2014.

Nick Parkin, Senior Catering Manager at SaTH, said: "Coffee City opened its doors for the first time 11 years ago and quickly became a popular outlet. However, the came for us to refurbish Coffee City into



■ Nick Parkin (Catering Manager) and Simon Wright (Chief Executive).

our new successful brand, Caffé Bistro. This is a very exciting development for the Trust, and one that is already benefiting our patients, visitors and our staff.

"Not only does it provide high quality food and drink, Caffé Bistro is also self-funding, paid for by the revenue it generates – so any extra income made goes directly back into Trust funds."

Hospital praised by young people and patients in national survey

Staff at our hospitals provide excellent, friendly care for children and young people.

That is the finding of the latest Children and Young People's Survey published by the Care Quality Commission (CQC).

Both acute hospitals scored 8 out of 10 or higher in almost 80% of questions in the survey. The results included scores of more than 9 out of 10 from both young people (aged 8-15) and the parents of children (aged 0-7) for the questions: "Were staff friendly?" and "Were you (or your child) well looked after in the hospital?"

SaTH also scored 'better' than other trusts in two categories: "Did the hospital change your child's admission date at all?" and "Was your child given enough privacy when receiving care and treatment?". There were no areas where SaTH performed worse than other trusts.

Other highlights from the report include a score of 9.9 for children being treated on the most appropriate ward, a score of 9.6 from young people saying staff had answered their questions and scores of 9.7 for questions about whether staff explained what would happen before an operation or procedure and whether staff gave parents enough information about their child's medication.



Themed 70th birthday Fun Day

SaTH will celebrate the 70th birthday of the NHS with a specially themed fun day this summer.

The event will be held in the grounds of the Shropshire Conference Centre at RSH on Saturday 7 July.

The NHS turns 70 on 5 July. It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions and to thank the extraordinary NHS staff – the everyday heroes – who are always there to greet, advise, and care for us.

Julia Clarke, Director of Corporate Governance at SaTH, said: "Planning is still at an early stage, but there will be stalls and attractions, as well as a fundraising element in the form of a 5km circular charity walk or run and a separate cycle ride to raise money for SaTH Charity, dementia and end of life care.

"This will be a real community celebration and we would love to see as many people there as possible. This is a great way to say thank you to the countless doctors, nurses, midwives, pharmacists, paramedics, scientists, porters, cleanliness technicians and other NHS staff who have looked after us for the last 70 years."

● Anyone who would like to get involved in the Fun Day can contact the organising team via www.sath.nhs.uk/NHS70



Unique sculpture to celebrate 70 years of the NHS

A unique sculpture to mark the 70th year of the NHS will be unveiled at SaTH's annual Fun Day – thanks to a special partnership with the British Ironwork Centre.

The Centre, which is based near Oswestry, has agreed to make a striking sculpture using obsolete hospital equipment to celebrate 70 years of the NHS.

Old pieces of equipment that can no longer be used or repaired include: obsolete blood pressure monitors, parts of hospital beds, surgical hands, microscopes, a former anaesthetic machine, a broken dialysis machine and wheelchairs.

Members of the public were asked to come up with designs for the sculpture, with the winning idea being completed over the forthcoming months before being unveiled at the Charity Fun Day.

Clive Knowles, Owner and Chairman of the British Ironwork Centre, said: "We are delighted to be working with SaTH to create a stunning sculpture to mark the 70th anniversary of the NHS.

"We want to create something that stands the test of time and not only reflects our love for the NHS but also the kind, caring and hard-working people who work in the organisation throughout Shropshire.

"A couple of years ago I was diagnosed with cancer and became seriously ill, and although I have now put that behind me it has given me great empathy with the NHS and with hospitals generally. I was in hospital for three months – first at the Royal Shrewsbury Hospital and then at The Christie in Manchester – and I will always be grateful for the care I got from our National Health Service."

Julia Clarke, Director of Corporate



■ Student Nurses in Shropshire who studied between the years of 1948 and 1951.

What does 1948 mean to you?

As part of our plans we want to hear from anybody who was working in the health service when the NHS was formed – or anyone who was born in 1948, following the creation of the National Health Service on 5 July.

We want to record people's memories of life in the NHS for future generations.

It is hoped this will form part of the centrepiece of SaTH's celebrations – an NHS70-themed fun day which will take place at RSH on 7 July.

Julia Clarke, who is overseeing the fun day and NHS70 celebrations, said: "Our plans to celebrate the 70th anniversary of the NHS are quickly taking shape.

"A key part of that will be hearing the stories of those who were there at its inception.

"If there is anyone living in Shropshire, Telford & Wrekin or Powys who worked in the health service in 1948 and witnessed the creation of the NHS first hand, we would love to hear and share their stories.

"Equally, we would love to hear from anyone who was born into the NHS when it was first created. You never know, we might even find the first baby born in the NHS in Shropshire!"

■ Anyone who would like to share their story should email communications@sath.nhs.uk

Governance, who recently met with Mr Knowles to discuss the project, said she was extremely grateful for the British Ironwork Centre's support in agreeing to make the sculpture free of charge.

She said: "To have a sculpture created, with input from the people we serve, is really very special. It is also great that the

sculpture will make use of obsolete hospital equipment which otherwise would be sent to scrap. SaTH takes its environmental responsibilities very seriously and therefore I am delighted we are recycling old equipment and reducing the amount of waste that potentially goes to landfill.

"We will announcing the design soon and then unveiling it on 7 July."

TOP LEFT: Clive Knowles (Owner and Chairman of the British Ironwork Centre), Ian Morris-Jones (Logistics Manager at SaTH) and Nigel Watkinson (Medical Engineering Manager) with some of the obsolete hospital equipment..



Roy Lilley praises ‘Fab’ changes to end of life care

“Dying matters and we only get one chance to get it right.”

These are the words of Jules Lewis, SaTH’s End of Life Care Facilitator who, along with a band of volunteers, has transformed the way our hospitals care for people who are dying.

In recent years the Trust has drastically improved facilities for people during their final days, as well as the care and support it offers for loved ones during this difficult time.

SaTH now has 10 Swan Rooms – quiet non-clinical looking rooms that provide privacy and dignity for patients at the end of their life – and each one is decorated using relaxing colours and featuring tranquil artwork on the walls, soft furnishings and mood lighting.

Jules said: “Helping patients and their families at their time of greatest need is hugely important to us.”

The improvement to End of Life Care at



SaTH were recently praised by Roy Lilley, NHS commentator and founder of The Academy of Fabulous NHS Stuff, during a visit of the Trust’s Bereavement Suite, which includes Swan Rooms and a Cygnet Suite for children.

Roy, who was shown before and after photographs of the Bereavement Suite during his visit, said: “The changes are fantastic and the Swan Rooms are very clever, caring and compassionate.”

■ Continued on page 7



INITIATIVE: With the new Swan Vouchers, from left, Lynn Rowley and Nick Parkin, Catering Manager.

Other initiatives recently launched to improve end of life care include:

- End of Life Care Volunteer scheme – volunteers will work closely with the End of Life Care Team to support patients and their families by offering companionship to patients who have few or no family.
- Swan vouchers – these entitle people staying with their loved ones at the end of their life to a free hot drink and a slice of cake to encourage people to take a short break and look after themselves.
- Swan Bags – building on the idea of a Swan Box, which is given to families of patients that have an end of life plan in place, Swan Bags have been introduced for unexpected deaths and contain items such as a bereavement booklet, a pen, paper, jewellery bag and tissues.
- Sympathy cards – the bereavement team have introduced a new sympathy card, as well as a coping with grief leaflet.

The new volunteer role works closely with the End of Life Care Team to support patients and their families by offering companionship to patients who have few or no family members available to visit. The first cohort were awarded with a 'Fab Hero' badge from Roy Lilley.

Roy said: "The End of Life Care Volunteer Scheme is a fabulous idea and one that works very well. It's great the first cohort have gone through their training and to hear that more are queuing up to get involved. It was great to visit SaTH and to witness the enthusiasm their people have for improving patient care."

Health Lecture

A Health Lecture on End of Life Care will take place at the Shropshire Conference Centre at RSH at 6pm on 15 May.

The Health Lecture, which will be led SaTH's End of Life Care Facilitator Jules Lewis and Clinical Lead for End of Life Care Elin Roddy, will focus on the importance of ensuring patients have a good death and the improvements implemented at SaTH in recent years.

The health lecture is free to attend but booking is essential. To book your place please contact SaTH's membership office by emailing members@sath.nhs.uk or call 01743 261 473.

Our SaTH Charity has been re-launched

SaTH Charity has been re-launched—making it more visible among our staff and more recognisable to our supporters and our patients.

As part of the facelift we will be making it easier to get involved, fundraise and donate.

SaTH Charity is a registered charity that is making a real difference to our patients, affected friends and family, and members of staff in our hospitals.

In addition to the fantastic support we receive from the Lingen Davies, the League of Friends at RSH and the Friends of PRH, as a Trust we rely on our charity to pay for equipment, patient comforts, staff education and research, which go above and beyond the funded services that are provided by the NHS.

SaTH Charity manages almost 100 funds covering nearly every area in our hospitals; a full list is on our website. In addition we have our Development and Improvement fund which is used to support the most needed projects.

■ For more information or to get involved check out our website www.sath.nhs.uk/charity and please do raise awareness of SaTH Charity, it will help us to help you to help our patients.



Trust receives Silver Award

SaTH has been presented with a coveted Silver Award as part of the Employer Recognition Scheme.

The Armed Forces presented 15 supportive employers, including SaTH, at a special ceremony.

■ Brigadier Richard Carter presents SaTH representative Kevin Eardley, with the award.

Team of volunteers pla

In a few weeks time visitors to Telford's PRH will be welcomed by a stunning walkway of purple crocus flowers.

The bulbs were planted by a team of volunteers, including 40 youngsters from a Shropshire secondary school, back in October 2017 and we expect a sea of purple flowers to appear either side of the footpaths from the car park down to the main hospital entrance sometime in March.

The pupils and staff from Hadley Learning Community in Telford joined members of the Rotary Club of Telford Centre to plant the thousands of little corms in the hospital grounds.

The turf was dug up in preparation for the planting before the youngsters from Year 7 were given buckets filled with hundreds of bulbs, supplied by the Rotary Club, to gently plant into the soil. The turf was then rolled back into place – with the crocuses expected to push through the ground and bloom each and every spring.

The planting project was part of Rotary International's Purple4Polio campaign to raise awareness of their fight to eradicate polio around the world.

Purple is the colour of the dye placed on the little finger on the left hand of a child to show they have been immunised



against polio, hence the name Purple4Polio. With millions of children to vaccinate, this makes it easier to see who

has been protected and who has not.

Sonia Roberts, President of the Rotary Club of Telford Centre, said: "It has been a great pleasure to work with SaTH and the students of Hadley Learning Community. Creating a spring flowering purple crocus walkway in the grounds of PRH will benefit both staff and patients, as well as highlight the need to continue supporting the drive to eliminate polio once and for all.



Plant 10,000 crocus bulbs



"I would particularly like to thank the students from Hadley Learning Community who did such an outstanding job and we look forward to seeing the results of their labours."

Julia Clarke, Director of Corporate Governance at SaTH, said: "It is a wonderful project and we were delighted to work with Rotary to deliver it."

"We are so grateful for the help of the pupils and staff at the Hadley Learning Community who have done such a fantastic job."

"The sea of flowers will completely transform the entrance of the hospital both for visitors and staff."



PLANTING: Pupils from Hadley Learning Community Centre in Telford joined members of the Rotary Club of Telford to plant thousands of crocus bulbs.

Ben Reid OBE appointed new Chair

NHS Improvement has confirmed the appointment of Ben Reid OBE as Chair of SaTH.

Mr Reid, a qualified accountant, is Group Chief Executive of the Mid-Counties Co-operative—a position he has held for 30 years. He is a former Director of the Co-operative Group and a former Director of the Co-operative Banking Group.

He has held Non-Executive appointments including Chair of Walsall Healthcare NHS Trust (2004-2016) and most recently, Chair of Dudley and Walsall Mental Health NHS Trust. He is currently Deputy Chair of Wolverhampton University and a Board Member of the International Co-operative Alliance. Mr Reid's previous Board roles include West Midlands Chair of the



Learning and Skills Council, Chair of West Midlands Regional Assembly and Chair of various regeneration bodies.

Mr Reid said: "I am delighted to be given the opportunity to Chair the Trust at this exciting time. There are a range of challenges ahead of us, but it is clear that the Board and Management are determined to develop the service to

ensure the population we serve get the quality of provision they deserve. I look forward to being part of that team and using my previous experiences to help steer us through to our shared objective."

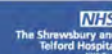
Non-executive appointments to NHS Trusts made by the NHS Improvements are subject to the Code of Practice of the Commissioner for Public Appointments.

Mr Reid has been appointed from 1 February 2018 until 31 January 2021 and is entitled to receive a remuneration of £32,158 per annum, for which he is expected to devote two to three days per week for his duties as Chair.

Mr Reid takes over from Professor Peter Latchford OBE, who was Chair from October 2013 until December 2017.

Saving lives through sepsis success

Find out about the serious danger posed by sepsis, the factors that improve the chances of successful treatment, and the steps The Shrewsbury and Telford Hospital NHS Trust have taken to save lives.



PREVENTING DEATH FROM SEPSIS

The most significant factors in diagnosing and treating sepsis successfully:

Speed of recognising symptoms of sepsis

Speed of diagnosing sepsis

Speed of treatment

The greatest chance of successful treatment occurs if patients are treated within the 'golden hour'

For each hour of delay in treatment, mortality increases by 8%.



IMPROVING THE TREATMENT OF SEPSIS AT SaTH



40+

number of staff involved in development of new sepsis processes

Improvements made:

New sepsis trolley

The team introduced a bespoke sepsis trolley to store all of the items required to provide timely treatment for patients who are diagnosed with sepsis.

Sepsis box

Similar to the trolley, the box placed all the items required in one place in order that a diagnosis can be obtained quickly.

Early assessment tool

The tool provides the Clerk with an easy-to-use reference at the first point of contact with the patient, and gives the opportunity to raise the alarm if the patient is showing signs of sepsis.

Revised sepsis screening tool

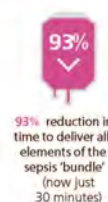
The previous version was not being used, as the teams did not find it user-friendly. A revised version was created by the frontline team, which increased compliance to 100%.

SUCCESSSES AT SaTH

Faster diagnosis



Faster treatment



SEPSIS IS A MAJOR KILLER

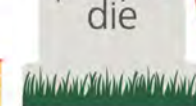
150,000 people get sepsis every year



100,000 of which are admitted to hospital



44,000 people die



12,500 the number of deaths the UK Sepsis Trust feel can be prevented every year



Sepsis kills more people than bowel + breast + prostate cancer combined

Health Lecture on improvements to Sepsis treatment

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

Sepsis arises when the body's response to an infection injures its own tissues and organs. It leads to shock, multiple organ failure and death, especially if not recognised early and treated promptly.

Early recognition and screening for Sepsis is vital to ensure timely and effective treatment. With this in mind, our second area of work as part of our partnership with the Virginia Mason Institute focuses on the early recognition and treatment of Sepsis.

Dr Edwin Borman, Medical Director, will

give a free Health Lecture about the improvements we are making at SaTH on 30 April at 6pm. Booking is essential.

To book your place at the event, which takes place at The Shropshire Conference Centre at RSH, contact our membership office by emailing members@sath.nhs.uk or call 01743 261 473.



World's leading cervical cancer doctors learn from SaTH experts

Medical experts from across the world descended on SaTH recently as part of their mission to eradicate cervical cancer globally.

The Trust is recognised as one of the UK leaders in the field and recently healthcare professionals from SaTH shared their expertise with doctors from the other side of the globe.

Dr Rachel Masch, from New York, and Dr Karla Alfaro, from El Salvador, are leading members of Basic Health International, an organisation whose vision is a world where no women die of cervical cancer. They visited Dr Jane Panikkar, Consultant Obstetrician and Gynaecologist at SaTH.

Dr Panikkar said: "It is fantastic to welcome such esteemed colleagues to our Trust. I am so proud of the medical, nursing and administrative staff in the SaTH colposcopy service.

"At SaTH we are passionate about cervical screening, treatment and prevention of cervix cancer. Our colposcopy unit is one of the leading units in the UK in thermoablation techniques to pre-cancer cells of the cervix. Many

women from Shropshire, Telford & Wrekin and Mid Wales have benefited from this technique. The unit has many peer reviewed publications and presentations locally, nationally and internationally.

"If, by sharing our knowledge and expertise with Rachel and Karla, it helps more women across the world survive cervical cancer then we are obviously very happy to do so.

It was also really helpful to tap into their

knowledge so we can further develop our skills for the population we serve."

Dr Alfaro said: "SaTH are experts in this field and we want to learn from the very best. I travelled across the world, via four airports, to be in Shropshire for just three days as the doctors here are that good.

"Cervical cancer is a really big public health problem in low and middle income countries so our challenge is to take our learning from SaTH and work out ways the equipment can be adapted to make to make it more portable and less expensive."

Dr Panikkar added: "By having the likes of Rachel and Karla at SaTH we are able to share our skills and expertise with them while also tapping into their significant knowledge. This in turn can only be a fantastic thing for the people of Shropshire, Telford & Wrekin and Mid Wales."

TOP: From left, Dr Karla Alfaro, Dr Rachel Masch and Dr Jane Panikkar (of SaTH).

LEFT: Dr Rachel Masch practices a technique shown to her by SaTH's Dr Panikkar.



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

Teddy and milkshakes

I just want to say a huge thank you to all the staff we met during our visits. We went to A&E suspecting my 8-year-old had broken her arm. She was given a teddy by the triage nurses and taken to a private bay quickly. We were then moved to the Children's Ward and all the nurses were so lovely, we all were given strawberry milkshakes! Thankfully no operation was needed and we got to go home on Christmas Eve. My daughter was given a big bag of toys—a lovely surprise.

We have been back to have the plaster changed, the service is brilliant. Within two hours she was seen by a doctor, plaster changed,



X-rayed and back to the doctor. Every member of staff we met was amazing and really helped my daughter to be at ease. Thank you all so much for making a scary situation a fun and almost enjoyable for her.

Nicola Peake

"Fantastic" care

A big thank you to the staff in the AMU for the care I had in the last two days, it was fantastic.

My love to you all.

Lydon Brazier

Thank you all

I left PRH following a shoulder replacement by Mr Doddenhof and a stay on Ward 17. I cannot offer sufficient praise and thanks for my care and treatment throughout my stay, from the moment I arrived on the Day Surgery Ward. Difficult and perhaps a little unfair to single people out for particular praise, but I must mention Staff Nurse Sharon on Ward 17 and Ann and Catherine, whose care was second to none and made my time with you so much easier. Thank you all - Surgeon, Doctors, Nurses, Radiographer, cooks and cleaners alike.

Kathy James

Footballer rushed to hospital after on-the-pitch clash



Editor's top picks from social media

Massive and everlasting thanks to @UHNH_NHS, @sathNHS and Mytton Oak Surgery, Shrewsbury for basically probably saving my life over the past week. Wonderful professionalism, care, technical expertise and kindness—Graydon Radford (Shrewsbury Morris Dancers) via Twitter

A massive thank you to all the staff at PRH especially to Annie in A&E, the staff on Ward 17 Head and Neck, Mandy and Gina, Mr Ahsan and his wonderful team and very special thanks to the recovery staff. You are all heroes, the care for my husband was second to none—Sharon Smith via Facebook

Had to use the emergency side of the RSH three times last year (once for me!) and the staff were consistently excellent. On a very frightening day their professionalism and compassion were outstanding—Martin George via Twitter

My husband was taken twice to A&E on beginning of December and stayed for few days on Ward 4. Just want to thank you very much for looking after my husband well and have to say staff were absolutely brilliant—Daniela Lunn via Facebook



MAIN PICTURE: Video shows Josh Cullen's injury.

INSET: Josh is caught in the face by Shrewsbury Town captain Abu Agogo.

'Hammered' footballer thanks hospital staff

Premier League footballer Josh Cullen has thanked our hospital staff for their efforts to save his tooth, after he lost it when he was kicked in the face during West Ham United's FA Cup clash with Shrewsbury Town.

The midfielder had a front tooth knocked out after an accidental boot to the face from Shrewsbury Town captain Abu Ogogo in the third round first-leg 0-0 draw in January.

West Ham's first-team doctor Richard Weiler placed the tooth in a cup of milk and after the game Josh was driven to PRH by a member of the Shrewsbury Town ground staff. Hospital

staff in the Maxillofacial Department replaced the tooth and held it in place with a splint.

Josh said: "The Doctor found the tooth and put it in a cup of milk as the calcium in there helps to keep the tooth alive and as healthy as possible.

"A member of the Shrewsbury ground staff took me to hospital straight after the final whistle, so I'd like to thank them, as well as the medical staff at the hospital for being top-class when I got there.

"They put the tooth back in and fitted me with a little brace to keep it in place."

Men's screening service gets glowing report

SaTH's Abdominal Aortic Aneurysm (AAA) Screening Programme has passed its Quality Assurance with flying colours.

Public Health England carried out the Quality Assurance of the screening service and found it to be "well organised" and "patient centred" with all key performance indicators being met.

An abdominal aortic aneurysm (AAA) is a swelling in the aorta – the main blood vessel that runs from the heart down through the chest - and can be dangerous if not detected early enough. It can get bigger over time and could burst, causing life-threatening bleeding. Men aged over 65 are at the most risk of AAAs, which is why they are invited to screening.

Screening is delivered by SaTH's technicians in community settings such as GP practices, clinics and at both RSH and PRH. A simple ultrasound test is performed to detect AAA, which is quick, painless and non-invasive - and the results are provided straight away.

The Quality Assurance report also said: "The workforce is committed and motivated."



Jessica Smith, SaTH's AAA Programme Co-ordinator, said: "We are absolutely delighted with the findings which show that we are running a very high quality service."

Mr Tim Sykes, Vascular Consultant for SaTH, added: "This report clearly highlights

that the Shropshire AAA screening service has a dedicated, hardworking team that is able to offer screening in over 60 centres across the county.

"It is very pleasing to see that this excellent achievement has been recognised and praised in the QA report."

Staff looking after elderly patients get gold award for protecting mealtimes

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

The ward that looks after frail and elderly patients scooped a Gold for Protected Mealtimes during an unannounced audit.

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

Good nutrition and hydration are of vital importance for individuals recovering from illness, or for those who are at risk of malnutrition.

The purpose of SaTH's Protected Mealtime's policy is to protect mealtimes from unnecessary and avoidable interruptions, providing an environment conducive to eating and supporting good patient hydration and nutrition.

Elaine Minta, Ward Manager, said: "I am so proud of my ward team for achieving



this award. The whole team embraced the importance of adhering to Protective Mealtimes so the patient's nutrition and hydration needs are fully met."

The ward's achievements included a red tray system for assisting patients with their meals, including providing red non

slip mats, and matching colour coded lids on water jugs; introducing small boxes for storing patients personal items which has de-cluttered the bedside tables so the meal tray to be placed in a safe and comfortable position; and developing the role and confidence of the Protected Mealtime co-ordinators.

New Chief Operating Officer appointed

Nigel Lee has been appointed as SaTH's new Chief Operating Officer, replacing Debbie Kadum who retired in December.



Nigel, who took up his role in February, began his career as a helicopter pilot in the Royal Air Force, serving in Northern Ireland, the Falkland Islands and Iraq.

His experience in healthcare began as hospital director for the BUPA hospital on the Wirral, before Divisional Director roles at Alder Hey Children's Hospital and Aintree University Hospital. He has had senior operational roles with the Cheshire and Merseyside Major Trauma Network, as well as with a range of service configuration developments in the Merseyside area. He joins SaTH from his role as Director of Secondary Care for the North Wales Health Board, where he was responsible for three hospital sites, Women's Services and the Specialist Cancer Centre.

Nigel said: "I am really looking forward to working with everyone at SaTH. It is a challenging time for us all in the NHS, but I am keen to be part of building successful services at the hospital sites with all the teams at the Trust."



CONGRATULATIONS: The PRH catering team receives their certificates.

Success for SaTH's catering department

Eleven members of SaTH's catering team are celebrating after passing their food safety exams with flying colours.

The managerial and supervisory staff, who work at the RSH and PRH all achieved the Level 3 Supervisory Food Safety Qualification. They completed a two day course, followed by an extensive two hour exam to pass the qualification from the Highfield Awarding Body for Compliance.

The successful candidates were Senior

Catering Manager Nick Parkin; PRH Site Catering Manager Kate Teece and PRH Supervisors Pauline Evans, Dee Corbett, Julie Schofield, Joe Warwick and Chris Coulson.

From the RSH were: Supervisors Julie Holmes, Brian Bowers, Patrisha Young and Sarah Downing.

The candidates were presented with their certificates by SaTH's Director of Corporate Governance, Julia Clarke.

Cheque point!

Nearly £22,000 has been presented to SaTH following a mammoth fundraising effort launched by an estate agent after he was diagnosed with cancer.

Stephen Powell launched the Stephen Powell Cancer Research Fund when he was diagnosed with Gastro-Oesophageal cancer in 2012, to help others if they were ever diagnosed.

Stephen, who was a well-known auctioneer and estate agent for Halls in Oswestry, lost his battle in 2014. He had raised more than £16,000. Fundraising efforts continued for the Fund, and this week his sister Julie Powell, who is a nurse at SaTH, helped to present a cheque for £21,191.74 to the Trust's Endoscopy Unit, where Stephen was treated.

Julie said: "My brother was diagnosed in



2012, and the first thing that he did when he was diagnosed was start the Stephen Powell Cancer Research Fund. He underwent radical treatment but unfortunately lost his battle on December 1, 2014. Stephen wanted to help the people of Shropshire and Powys so if they were ever diagnosed with Oesophageal cancer, the money would go towards diagnosis/treatment."

The cheque was presented to Trust

Consultant, Dr Mark Smith by Julie along with Ann Edwards, Sarah Evans and Hayley Jackson of Halls.

Dr Mark Smith said: "The endoscopy team very grateful for all the work the Stephen Powell Cancer Research Fund has done in his memory to raise this spectacular sum of £22,000. This will be invaluable in helping us develop new services for patients with upper gastrointestinal problems, such as swallowing difficulties."



Lisa wins VIP Award

Our latest VIP Award winner is Lisa Butler - Ward 11 Ward Manager at PRH.

Lisa was nominated for the VIP Award by Ceri Adamson, who said: "Ward 11 recently moved from Ward 4 and Lisa was pivotal in the move. She provided stability and enthusiasm – working towards great improvements with patient care being at the centre."

On receiving her award at Trust Board, Lisa paid tribute to her team and thanked everyone for their support.

Nominate a member of Team SaTH for a VIP Award at www.vipawards.org.uk



New finger food for patients with dementia

Our hospitals are introducing finger foods specially designed for patients with dementia.

The launch of the Butterfly Finger Foods is the latest innovation from SaTH.

People with dementia often experience problems with eating and drinking. Eating a healthy, balanced diet is important as it can help them maintain their physical and mental wellbeing. In the later stages of dementia the most important thing is making sure the person living with dementia takes on a higher-calorie diet as appropriate to their need.

To help with this Karen Breese, Dementia Clinical Specialist at SaTH, has teamed up with the Trust's Catering Department to create small packs of finger food, which will be available to patients at any time of the day or night.

Karen said: "The idea behind the snack boxes is to provide small amounts of fresh food over a

24-hour period to supplement regular meal times.

"The packs contain things like small, bite-sized sandwiches and small pieces of pork pie which a patient can pick at when they are hungry.

"Patients with dementia often experience problems with eating and drinking, so we wanted to provide something that is available whenever they need it.

"For instance, a patient may be awake for much of the night, so having snacks available then is a real boost.

"We want to increase the calorie intake of patients in our care who have dementia by 500 calories a day, and this is the first step towards that."

The snack boxes are the latest in a series of innovations introduced by SaTH.

Zero tolerance warning over anti-social behaviour

SaTH has issued a warning to those who behave anti-socially at its two acute hospitals – it will not be tolerated.

Warning letters are always sent to those found intentionally acting in anti-socially way, while those being physically abusive could face prosecution.

The Trust continuously works and supports local police with on-going investigations and prosecutions into anti-social and/or aggressive behaviour. Recent prosecutions include criminal damage and disorderly behaviour.

The letters are issued to those who have been verbally abusive or physically aggressive to staff in the course of their duty. They warn the recipients that they could have non-life threatening or routine treatment withheld if they repeat their behaviour. In 2016/2017, 50 letters were sent and, as a result of those, no-one who returned for treatment repeated their behaviour.

The number of intentional incidents of anti-social behaviour in 2016/2017 was recorded at 109 – 45 at the RSH and 64 at PRH. Of those, 31 involved physical contact and 78 were non-physical.

Simon Wright, Chief Executive, said: "Our staff deserve to be able to go about their duties without fear of aggression – verbal or physical.

"Anyone who behaves anti-socially should be warned that it will not be tolerated. It could result in prosecution, or the risk of non-urgent treatment being stopped."



First cohort graduate from SaTH's People's Academy

Over the past few weeks and months, you will have heard a lot being said about how important it is to involve the public—the people we serve—in conversations about the services we provide.

In January we completed the final session for the first cohort to go through our newly-launched People's Academy.

The Academy was set up to help people get more of an insight into the NHS and how it works in Shropshire, Telford & Wrekin and mid Wales.

The first 17 'graduates' from the Academy can now go on to pursue a number of avenues for further involvement in the Trust, including

volunteering or becoming Public Involvement Champions. The latter position will allow them to get involved in a number of areas, including our improvement work with the Virginia Mason Institute, becoming a representative at Trust meetings, being part of a group that monitors our performance or supporting the recruitment of staff.

The Academy is not just open to people outside of SaTH—members of staff are more than welcome to get involved. You can find out more at www.sath.nhs.uk/working-with-us/academy/

There has been a lot of positive feedback about this first round of sessions. We will now be reviewing

all of the comments ready for the second cohort, who will come on board in March. The plan is to hold the second set of sessions in Telford before we embark on a third round in June.

The next People's Academy dates are:

- Tuesday 3 July: 9am – 12.30pm; Syndicate Room 7, SECC, RSH.
- Tuesday 10 July: 9am – 12.30pm; Syndicate Room 7, SECC, RSH.
- Tuesday 17 July: 9am – 12.30pm; Syndicate Room 7, SECC, RSH.
- Tuesday 24 July: 9am – 12.30pm; Syndicate Room 7, SECC, RSH.

Could you be a patient assessor?

As part of the patient-led assessments we carry out we want your feedback.

We want to know: how clean you think our hospitals are, your thoughts on the condition of our buildings, how well our buildings your needs, the quality and availability of food and drinks, how well our hospitals support people with dementia and how well we support people with a disability?

The assessments take place between March and June. Patient assessors make up 50 per cent of the assessment team.

We will train assessors, arrange and plan the assessments, provide a manager to facilitate the assessment and a scribe to complete the paperwork.

We need as many Patient Assessors as possible to take part in multiple assessments across PRH, RSH and our three MLUs at Oswestry, Ludlow and Bridgnorth.

• Anyone who needs further information or is interested in taking part in these assessments please contact Sue Hambleton on 01473 261450.

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