

# Safest & Kindest



The Shrewsbury and Telford Hospital  
NHS Trust

Newsletter for patients, staff, visitors and volunteers

Issue 6



Full story page 6

## Mum has tongue rebuilt



Full story page 7

## Creative team invent a 'wash table'

## CQC inspectors rate Trust 'Good' for care

# Challenges lie ahead but improvements are under way

The Care Quality Commission (CQC) has published its report following its most recent inspection and rated SaTH as 'inadequate'.

The Trust has recognised that this rating will cause concern for patients, staff and the wider public, but has already started work to improve in areas identified by the Commission.

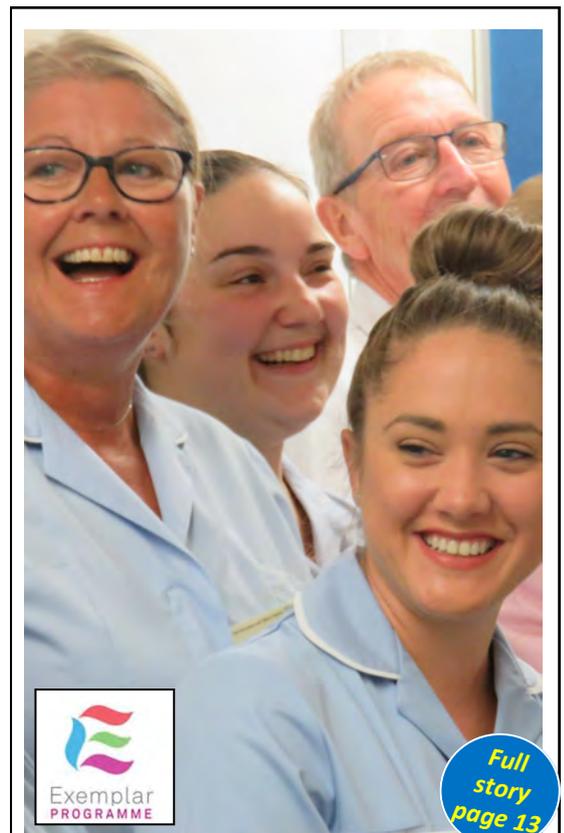
One area highlighted by inspectors for praise was the care given by staff which was rated Good overall. Care was rated as Good in all but one area across both hospitals.

Simon Wright, Chief Executive, said: "The rating is, of course incredibly disappointing and painful to hear, especially for our hard-working staff who are dedicated to providing the best possible care to our patients, day-in-day-out.

"It is, therefore, gratifying that almost across the board, our services were recognised as caring.

"We recognise that there is work to do to improve our services and we are sorry that this is taking longer than we initially envisaged."

[More about our CQC report on pages 2, 3, 4 and 5](#)



Full story page 13

## Three areas of hospital crowned with a diamond

## FOREWORD

Our CQC report makes difficult reading. You cannot be unaffected by a report like this and I'm sorry and disappointed that we have not made as much progress to tackle the issues and challenges that the Trust faces as we would like.

However, I would urge people not to lose sight of the many things the Trust does not just well but better than many other trusts.

We exceed the national Referral To Treatment target, ranking 18 out of 126 trusts.

Our diagnostic waiting times are among the best in the country with 99.69% of patients received a diagnostic test within six weeks. Our cancer performance sees us ranked 51 out of 131 trusts in England.

In the NHS Friends and Family Test, almost 98% of inpatients, 96% of outpatients, more than 96% of A&E attendees and almost 99% of maternity users would recommend our hospitals.

You can read about many of the great things happening at SaTH further on in this newsletter.

In the CQC report, almost all services were rated as Good for 'Caring' while areas of outstanding practice were found in Postnatal Maternity Care as well as many in End of Life Care. I know how hard our staff are working, how passionate they are about what they do and the care they provide.

We are now one of 20 trusts in England in 'special measures'. We absolutely welcome the extra support that comes with this.

Since the inspection the Trust has secured doctors and nurses needed to keep the A&E at the Princess Royal Hospital (PRH) in Telford open 24/7.

Work is continuing to improve our maternity services. For the last 10 weeks staff have been providing the CQC with additional information so the safety and effectiveness of the

maternity service can be assured for the mothers and babies using it.



**Simon Wright,**  
Chief Executive

# CQC: A&E stays open



## A&E doctors and nurses recruited

**Since the CQC inspected SaTH's A&E departments, the Trust has secured the doctors and nurses needed to keep the department at the Princess Royal Hospital (PRH) in Telford open 24-hours-a-day, seven-days-a-week.**

With nine middle grade doctors arriving by December and a further two in January, the Trust will have 21 middle grade doctors - more than at any time in the last seven years

By mid-February there will be an extra three substantive A&E consultants, bringing SaTH's total number of A&E consultants to 10 (seven and three locums) – the highest number for many years.

Work continues to recruit middle grade doctors into substantive permanent roles, with a number of new starters expected to join the trust in March next year.

Simon Wright, Chief Executive, said: "This is fantastic news. We had said all along that we didn't want to close either of our A&Es overnight, but that we simply couldn't keep both open because of the staff shortages in our A&E Departments.

"The news of the £312 million investment for the reconfiguration of SaTH has helped the Trust recruit more consultants, including in A&E.

Dr Ed Rysdale is an A&E consultant who recently re-joined SaTH after spending six years at the trauma centre in Stoke-on-Trent, due to the potential reconfiguration of services through the NHS Future Fit programme.

He said: "We have a chance to develop emergency medicine in Shropshire. We are going through a very challenging time at the present but I wouldn't have come back unless I thought we had the opportunity to make emergency services in the county among the best in the country.

"My family all live in Shropshire and, although I hope not, they might one day require the emergency services provided at SaTH. Therefore, I want to be part of the reconfiguration and make sure the services we provide are the very best they can be."

Since the inspection team visited SaTH in August, a new £3 million A&E facility has opened at PRH to provide extra space for walk-in patients and a better working environment, including urgent care facilities.

Meanwhile, the Trust is further improving its offer to emergency medicine doctors by developing a Fellowship Programme with Wolverhampton University and the CESR scheme with Royal Derby Hospital.

# CQC: Maternity addresses concerns



**“There has been a great deal of focus on our maternity service, with intense scrutiny on what we are doing to improve and ensure the service is safe.**

The CQC rating of ‘inadequate’ for the service in terms of whether it is safe will lead some to conclude that this is a service and a Trust that is not learning.

We have acknowledged that there will always be work to do in this area, but there has been an enormous amount of work going on behind the scenes to make our services as safe as they can be and to reassure regulators that this is the case.

Some of the areas the CQC report focuses on formed the enforcement notice that the Trust received in September.

The CQC asked the Trust to review the processes around escalating women who are at high risk so that any presenting at a Midwife Led Unit or Day Assessment Unit received a medical review without delay. This is something the Trust acted on immediately following the notification from the CQC to ensure assessments take place at the Consultant-led unit, along with weekly reporting and follow-up of high-risk women with reduced fetal movements who decline or are unable to attend PRH triage in a timely manner.

The CQC also asked the Trust to review its policy on reduced fetal movement to ensure clear pathways for midwives and sonographers to follow. This again is something we put into place following the enforcement notice and has been

returned to the CQC as part of our weekly reporting commitment.

The CQC report also requests SaTH to ‘take account of the report from the Royal College of Obstetricians and Gynaecologists (RCOG) review of current practice in maternity services and formulate action plans to improve the service’.

In its report, published on our website in July this year, RCOG concludes: ‘The members of the Women and Children’s Care Group...conveyed a genuine commitment to improving patient safety and this commitment is reflected in their achievements. The Care Group has clearly worked hard on tackling the concerns raised by the assessors following their site visit in July 2017. All recommendations have been addressed and the majority are now implemented. The Head of Midwifery should be commended on their current leadership style and appears to have pulled the team together. The Care Group remains focused in improving provision of care within the maternity and neonatal services.’

Another area highlighted by the CQC is the review of staffing levels to ‘meet the needs of women and keep women and babies safe’. The Royal College of Midwives (RCM) says there should be an average midwife to birth ratio of one midwife for every 28. At SaTH, our ratio is around 1/30. Although we have sufficient midwives at the Trust, we have been faced with a situation where some of those

midwives have been staffing empty buildings – our rural Midwife Led Units – where often there are no women giving birth.

With the vast majority of births taking place at our Consultant-led unit, SaTH has taken the decision to temporarily suspend inpatient services, including births, at the rural MLUs until a full consultation is undertaken by our commissioners on a long-term model for maternity care. This has been done to ensure the safety of mums and babies and to maintain the choice for women to have a birth at the Consultant led unit, at one of our MLUs at Shrewsbury and Telford or a home birth.

Improvement work is continuous at SaTH. This week we were recognised by NHS Resolution for meeting all 10 targets in its maternity incentive scheme. NHS Resolution’s maternity incentive scheme rewards trusts meeting 10 safety actions designed to improve the delivery of best practice in maternity and neonatal services. The 10 actions were agreed by the national maternity safety champions, Matthew Jolly and Jacqueline Dunkley-Bent, in partnership with NHS Resolution’s Collaborative Advisory Group (CAG). Members of the group include: NHS England, NHS Improvement, Royal College of Obstetricians and Gynaecologists, Royal College of Midwives, MBRRACE and the CQC.”

**Deirdre Fowler, Director of Nursing, Midwifery and Quality**

# CQC: SaTH rated GOOD for caring

**“We know it will be hard for our staff to hear the Trust rated as ‘inadequate’ by the CQC. I know from experience how personally many will feel it because to them, this is so much more than a job, it is who they are.**

It is, therefore, gratifying that something that shone out to inspectors throughout their visit was just how caring our staff are.

Every day I witness examples of the great care and compassion our staff deliver, so I am pleased that this has been reflected in the report, which said things like ‘Staff cared for patients with compassion’; ‘Staff provided emotional support to patients to minimise their distress’; ‘Staff involved patients and those close to them in decisions about their care and treatment’.

This is the SaTH that I know and see and hear about every day. This is why 98% of inpatients, 96% of outpatients and 96% of A&E attendees would recommend our hospitals.

It is why we regularly receive feedback like this, from a patient at RSH: ‘Many thanks to everyone in Ward 33, SAU and Operating Theatres. Everyone was so kind, attentive and reassuring. I could not have had better treatment.’

Or this from a patient at PRH: ‘Had the best treatment ever today. Thanks to you all - great job.’

We know we have work to do to address concerns the CQC has raised. But we must never lose sight that, at the end of the day, we are in the business of caring. If we keep that as our focus, we will do the best for our

patients and their loved ones, and they will recognise that.”

**Deirdre Fowler,**  
Director of Nursing,  
Midwifery and Quality



# CQC: Board strengthened

**SaTH has moved to strengthen its leadership following a ‘hard to receive’ well-led rating by the CQC.**

Two new directors will join the Board at SaTH as the organisation continues to face a number of challenges and opportunities over the coming months.

A Director of Clinical Effectiveness and a Director of Strategy and Transformation will join the Board, which has already been strengthened this year with the addition of two new Non-Executive Directors two new Associate Non-Executive Directors.

Simon Wright, Chief Executive said: “It is hard to receive a rating of ‘inadequate’ for our services being well-led. It is something I and the Board take very seriously. Not just because it reflects on us personally, but because we want to develop great leaders across our Trust in all areas.

“Ultimately, though, I recognise that the buck stops with the Board and with me and we recognise that there is more that we need to do, and that our colleagues want us to do, in this respect.

“We have already taken steps to add resilience to the Trust Board, with the creation of two new posts – a Director of Clinical Effectiveness, filled by our previous Medical Director Dr Edwin Borman—and a Director of Strategy and Transformation. Adverts for the latter post and the now vacant Medical Director post will be going out next week and we will also be using specialist agencies to support the search.

“In response to the CQC’s findings over gaps in the ‘fit and proper person test’, we will be revisiting the private files of every member of the Board to ensure they match the criteria set out in the test.

“As I have said, we want to develop great leaders across the Trust and this week we are writing to all 287 leaders at SaTH describing the process ahead. This will include a formal training programme starting in January through our Leadership Academy.

“When I say that we recognise that there is more to be done, these are not just words. I am pleased that the CQC themselves recognised in their report that directors and our Chair ‘acknowledged that work was required urgently to address the trust culture and there was a vision for where the Trust wanted to be’.

“It is also pleasing that inspectors heard that our staff had confidence in our Freedom to Speak Up Guardians, which is one of the actions we have taken to address concerns of our colleagues.



“The CQC also recognised that we engaged with our staff, as well as patients, the wider public and local organisations, in planning and managing our services. This is an important aspect as we develop those services for the future, as is the promotion of training, research and innovation, which was also highlighted.

“I have said before that SaTH is on a journey of improvement. It might seem like a strange thing to add given these findings, but that remains the case. That improvement starts at the top, with our leaders, which includes me and my Board colleagues. It has been said that leadership and learning are indispensable to each other and we will never stop learning the lessons we need to improve.”

Overall rating for this trust		Inadequate ●
Are services safe?	Inadequate ●	
Are services effective?	Requires improvement ●	
Are services caring?	Good ●	
Are services responsive?	Requires improvement ●	
Are services well-led?	Inadequate ●	

# CQC: Areas of outstanding practice

## ■ End of Life Care Volunteers



**“It is, of course, incredibly disappointing and painful to hear our Trust rated ‘inadequate’ by the CQC, especially for our hard-working staff who are dedicated to providing the best possible care to our patients, day-in-day-out. It is, therefore, gratifying that almost across the board, our services were recognised as caring.**

Clearly, we do not want to hear any parts of our service being described as ‘inadequate’. It is interesting to note, however, that this description applies to 19% of our services while 33% of our services were rated as ‘good’.

And it is also important that we recognise that the CQC identified areas of outstanding practice across the Trust.

In maternity, inspectors saw outstanding practice on our Postnatal Ward, which was the first Diamond Exemplar Ward in the Trust. This was achieved by meeting high standards in areas including caring for women and babies, medicine management, leadership, safety and record-keeping.

Our Exemplar Ward programme was highlighted by the CQC for the improvements undertaken by our critical care service and its staff as part of their journey to achieving diamond status.

There were also many examples of outstanding practice from our End of Life Care team:

- SaTH has been selected as one of eight trusts to work with NHS Improvement and Hospice UK on the End of Life Care in Hospital Inpatients project, to improve end of life care in the emergency and acute setting.



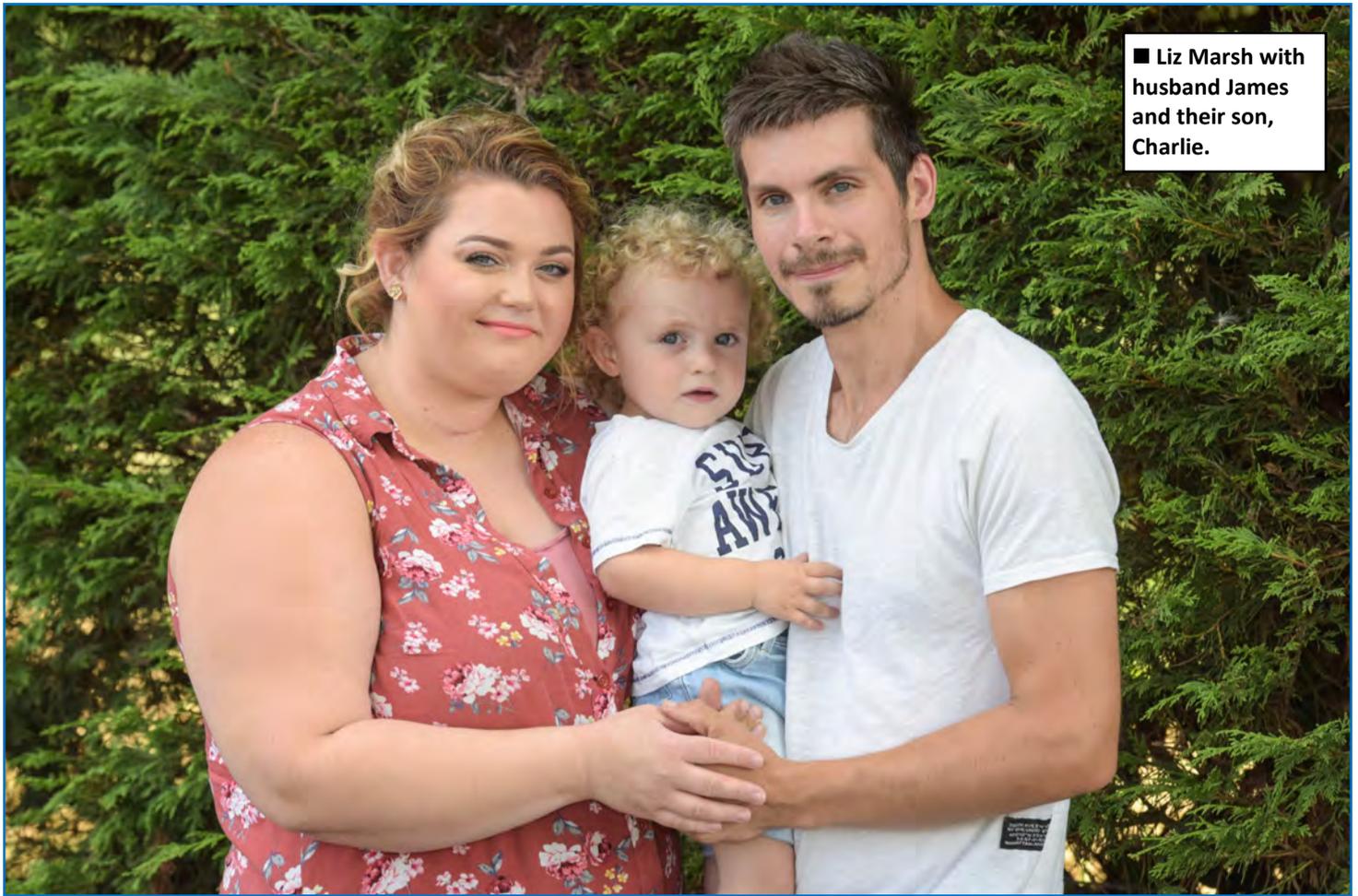
■ The Postnatal team were the first team to be awarded Diamond Exemplar Status—a programme praised by the CQC.

- The End of Life Care Team and bereavement service has introduced a bereavement visit lanyard for staff to wear when accompanying relatives on bereavement visits. This was implemented as learning from an incident in which a member of staff accompanying a bereaved parent was approached by a colleague inappropriately because they had not identified the nature of the situation.
- The CQC recognised a ‘demonstrable, sustained drive to improve the sensitivity of the delivery of care by all staff in the hospital’. This included the introduction of bereavement cards and the supply of more personal clothing to replace standard-issue hospital items.
- End of Life Care champions and volunteers have attended ‘touch training’ that enables them to provide hand-holding therapy during the final

hours of life. This helped to reduce anxiety and had received positive feedback from relatives.

- A photographer is available on demand to take memento photographs of hand-holding in the last moments of a patient’s life. The photographer provides photographs within one hour of taking them and they are delivered them if relatives have left the hospital by the time they are ready.
- The CQC said there was a ‘significant drive’ from staff to engage colleagues, the Trust and the public in discussions of end of life care.
- SaTH had recognised teams in the acute medical unit and in the emergency department with awards for their work to improve the care and experience of patients at end of life.”

**Simon Wright, Chief Executive**



■ Liz Marsh with husband James and their son, Charlie.

# Mum has tongue rebuilt after cancerous mouth ulcer

**A young mum has undergone surgery to rebuild her tongue using muscle and skin from her arm after a cancerous ulcer was found in her mouth.**

Liz Marsh, 28, was referred to PRH by her dentist after an ulcer in her mouth had tripled in size. She was diagnosed with mouth cancer.

Mr Sunil Bhatia, Consultant Oral and Maxillofacial surgeon at SaTH, performed urgent surgery to remove the ulcer

After having skin, muscle arteries and veins taken from her arm, Mr Bhatia and his team removed a third of Liz's tongue and rebuilt it within the same 14 hour surgery.

Despite having to re-learn to talk, eat and smile, Liz couldn't be happier she has beaten the aggressive form of cancer.

Mother-of-one Liz said: "I was shocked when surgeons explained that skin, muscle, veins and nerves from my arm would rebuild my tongue.

"Thankfully my consultant was amazing and he reassured me that I could be fixed.

"For months after my surgery I struggled to smile as my mouth felt numb but now I am embracing my imperfections."

Liz had the ulcer on her tongue alongside 58 lymphnodes in her neck removed to ensure the cancer hadn't spread.



Liz was initially diagnosed with mouth cancer in October 2016 but has since undergone further surgery.

She added: "It has been over 18 months since my first diagnosis and I have opened up on social media about how it has affected me mentally.

"I hope being open with my story helps others seek help, if it saves one person's life then it's worthwhile. If you have an ulcer, white patches or a lump in your mouth then make sure you get it checked.

"I currently have check-ups every eight weeks but this will be extended the longer I'm in remission. I'm so thankful to have a second chance and I know my positive attitude has helped ensure I beat cancer."

Mr Sunil Bhatia (pictured left) said: "The procedure was a complete success and I am delighted Elizabeth is making a full recovery. We are still in touch with one another and it's great to see her doing so well."



# Wash table invention helps provide independence

**Patients needing a high level of care are being given back their independence thanks to a creative team at the Royal Shrewsbury Hospital (RSH).**

Susie Price, a Healthcare Assistant (HCA) on the Intensive Therapy Unit, was caring for a patient when she had what she describes as a 'light bulb moment' that has resulted in a standard bedside table being adapted into a standalone unit that means patients can now wash themselves without assistance.

With the help of one of the hospital's resident carpenter Sean Roberts, holes have been cut into a bedside table and different sized wash basins have been slotted into positions so patients no longer have to ask for help washing, shaving and brushing their teeth.

The first patient trialled the new invention today (Thursday 1 November) and described it as "marvellous".

Mr Anthony Dukes, of Llanymynech, near Oswestry, said: "I am now able put a flannel in the water and wash my face without risk of knocking the bowl over.

"Being able to brush my teeth and have a shave just makes me feel so much better.

"It's always said that the simplest ideas are the best ideas and this is proof of that, and so typical of the excellent care I have received while on the ITU."

## Fertility Centre moves to state-of-the-art new facility

**The Shropshire and Mid Wales Fertility Centre has opened the doors at its new home – one of the most modern, state-of-the-art facilities in the UK.**

The centre, one of the top IVF clinics in the country, has moved to the Severn Fields Health Village on Sundorne Road, Shrewsbury.



The facility delivers the latest assisted conception methods and technology to both NHS and private patients.

It has been designed by the multi-professional fertility team to provide scope for more advanced fertility treatments, such as pre-implantation genetic diagnosis, to be offered in the future; and further improve the centre's success rates, which are already the highest in the West Midlands.

Jason Kasraie, Consultant Clinical Embryologist and Andrologist, and Head of Fertility Services, said: "We outgrew our previous facility because we had originally designed services for 100 IVF cycles a year, and now we are doing up to 650. Also the technology and the science has rapidly advanced, we needed a 21st century facility to keep pace and ensure we continue to offer the highest quality care to our patients."

## Future Fit building work could start in 2020

**Building work as part of the NHS Future Fit reconfiguration programme could begin as early as 2020.**

Public consultation has now come to a close—with more than 17,500 people responding to the survey over the options for planned and emergency care.

The preferred option is for RSH to be the main emergency care centre with the PRH as the main centre for planned care.

It will now take between time to collate all the information, which will then go forward to a joint committee —likely to be in February 2019.

Subject to no further delays in the process, it could mean that building work around the reconfiguration starting at our hospitals in the 2020/21 financial year.

Simon Wright, Chief Executive, said he welcomed such a large number of responses to the survey.

"From a SaTH perspective, I always welcome public involvement. It will help us to get the best possible answer for all of our population," he said.

# Getting patients up and moving

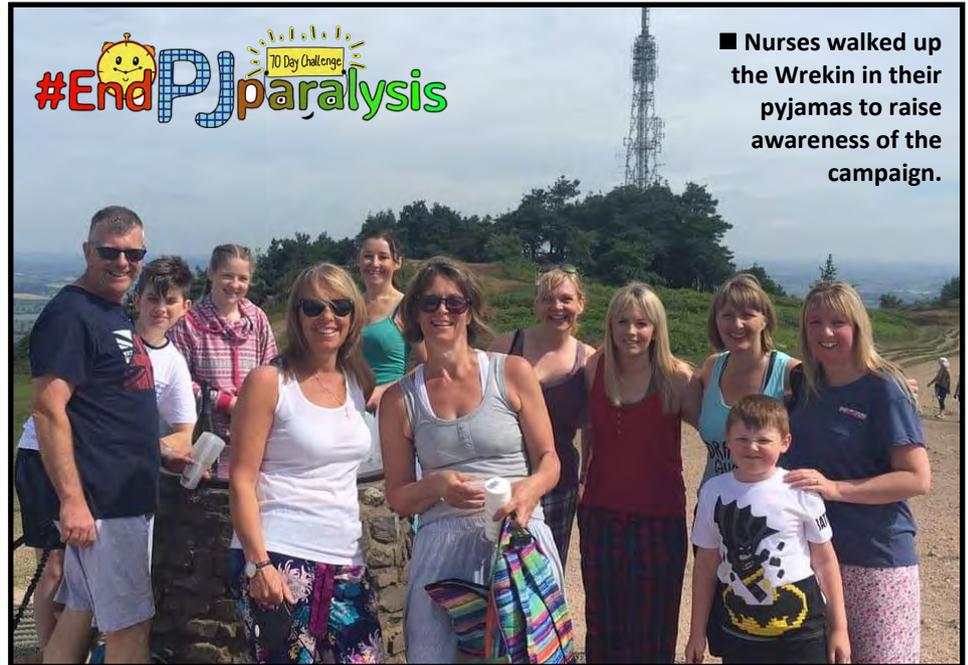
SaTH recently took part in a challenge to get patients up, moving and out of their pyjamas—and finished among the best hospital trusts in the country.

The challenge—known as End PJ Paralysis—saw SaTH named the sixth best trust in the UK for getting patients up and moving and the seventh best for getting patients dressed into their clothes.

Ruth Smith, Matron, said: “This shows a great achievement from the ward staff across SaTH in doing what is right for our patients and avoiding deconditioning or harm.

“Being dressed in normal clothes while in hospital enhances patient dignity and experience, while promoting mobility and activity reduces deconditioning and can make the difference between dependence and independence.”

During the challenge staff at the Trust came up with unique ways of getting patients up and moving, including getting patients to dance to Elvis, playing balloon tennis and even asking a Disco Beat



■ Nurses walked up the Wrekin in their pyjamas to raise awareness of the campaign.

Instructor to take exercise classes on a ward.

And to help raise awareness of the campaign, 23 nurses from SaTH climbed to the top of the Wrekin, near Telford, in their pyjamas.

The challenge has now officially ended but the teams at SaTH are continuing to ‘End PJ Paralysis’.

**WATCH:** Find out more about how we are Ending PJ Paralysis at <https://www.youtube.com/watch?v=V8thzat7Vac>

■ Patients and staff play balloon tennis on Ward 24 to improve mobility.



■ Board games have been introduced on Ward 15.

## Echo services among best in country

**A team that performs thousands of heart scans every year has enhanced its reputation for high quality and innovation.**

Cardiac ultrasound scanning – echocardiography or simply echo – is the most frequent specialist cardiac investigation.

The echo department at SaTH performs more than 10,000 of these scans every year.

The department recently obtained the highest level of accreditation from the British Society of Echocardiography (BSE),

and last month, every patient the department saw received an echo within the national six week target.

The echo department, based at the Princess Royal Hospital in Telford, has also been recognised and accredited by the School of Health Care Science as a training centre for Health Care Scientists.

An echo is an ultrasound scan which provides clinicians with information about the size, shape and function of the heart and valves – without any risk to the patient.



■ Corrin Dorsett receive the Inspirational Leader of the Year Award from Deirdre Fowler, Director of Nursing, Midwifery and Quality.



■ Dr Nicos Vrahimis and Nurses Kirsty Bennett and Beckie Nock receive the Patient Experience Award from Victoria Maher, Workforce Director.

# SaTH's staff awards winners

A team of doctors and nurses who “provided strength, confidence and calmness” for a toddler during the “darkest hours of her life” were among the winners at our annual staff awards.

Dr Nicos Vrahimis and Nurses Kirsty Bennett and Beckie Nock, claimed the Patient Experience Award at the Trust’s Values in Practice (VIP) Awards after they were nominated by the mother of two-year-old Bethany.

Bethany’s mum said: “I am simply in awe of those who can work tirelessly in such emotionally charged situations.

“They were a shining light during the darkest hours of Bethany’s life and I will remember each one of them for the rest of my life. Bethany still has the small yellow hospital blanket and she still takes it to bed with her every night.”

The awards ceremony, which took place at RAF Cosford, rewards staff who have made a positive difference to the lives of patients and their families.

Simon Wright, Chief Executive, said: “To sit in a room full of so many brilliant members of staff was truly inspiring and it is of huge importance that we celebrate the fantastic work that takes place at SaTH every single day.”



■ The A&E Team collect their VIP Award from Ben Reid, SaTH Chair.



■ Simon Wright, Chief Executive, presented the MRI Scanner team with the Team of the year Award.

## Roll of Honour 2018

**Rising Star Award:** Alex Griffiths-Brown

**Team of the Year Award:** The MRI Scanner Team

**Volunteer of the Year Award:** The End of Life Care Volunteers

**Improvement of the Year Award:** The Gynae Ambulatory Care Team

**Inspirational Leader of the Year Award:** Corrin Dorsett

**Learner of the Year:** Urvasee Patel

**Behind the Scenes Award:** Vic Davies

**Patient Experience Award:** Dr Nicos Vrahimis, Kirsty Bennett and Beckie Nock

**VIP of the Year:** Procurement Team and A&E Teams at RSH & PRH.

## Mums enjoying skin-to-skin with newborn babies

**Almost every mother at SaTH has had skin-to-skin bonding with their newborn babies, the latest figures show.**

Immediate skin-to-skin contact between mother and baby has “lasting benefits” for both, according to experts, including protecting babies from infection and encouraging them to breastfeed.

The latest year-to-date figures show that 2,327 of the 2,334 (99.7%) of mothers who have babies at SaTH this financial year have enjoyed this important bonding time.

Matron Jill Whitaker said: “We are very proud that we are supporting new mothers to have skin-to-skin contact with their newborn babies.

“At such an important time in their lives we want to ensure new mothers and their partners feel confident and empowered.”

## Swan Fund raises more than £20,000

**A fund set up to benefit patients at the end of their life, and their families, has raised more than £20,000 in the three years since it was launched.**

The Swan Fund was set up at SaTH in July 2015 and since then the fund has grown thanks to generous donations from groups and individuals.

Money from the fund has paid for many of the improvements which have taken place at RSH and PRH, including the development of 20 Swan Rooms that provide privacy and dignity for patients at the end of their life.

The fund is also supported by The League of Friends of the RSH and the Friends of PRH through Swan Memory Boxes, which can be used by relatives and loved ones to keep special items.

Jules Lewis, End of Life Care Facilitator, said: “I would just like to say a huge thank you to everyone for their kindness.

“All donations are used very wisely to improve end of life care at the Trust.”



## Lean working brings about big savings

**Huge financial savings have been made at SaTH as part of a partnership with the USA’s ‘Hospital of the Decade’.**

Now three years into the partnership with the Virginia Mason Institute (VMI) in Seattle, the Trust is reaping the rewards of its own Transforming Care Production System (TCPS) with the procurement team making savings of £1.8 million in the last financial year.

Paula Davies (pictured), Head of Procurement, said: “To have saved such a significant amount of money, which can now be put into improving patient care, is an amazing achievement.

“I wish we had started the process years ago as it is radically improving the way we deliver healthcare to patients.

The savings have been achieved by using lean methodology to help reduce waste and reduce the value of stock held in store rooms.

Paula added: “We have itemised all the products that we order and have put the details into a catalogue, much like you would find in a store such as Argos.

“It’s not rocket science, but it does mean clinicians are able to spend more time with patients opposed to ordering stock.”

As well as making financial savings, SaTH, has made significant improvements to patient care over the past three years by embedding a culture of quality improvement, and a potentially life-saving piece of work done by the Stroke Services Team was recently being nominated for a HSJ Patient Safety Award.

**Improvements in other areas, as a result of SaTH’s TCPS, include:**

- Two day reduction in the length of a hospital stay for respiratory patients
- The introduction of sepsis trolley and sepsis boxes to help provide timely treatment for patients who are diagnosed with sepsis
- A 13% reduction in non-clinical agency staff
- Major improvements to SaTH’s Ophthalmology Department—thanks to patient involvement—include visual controls and better training for staff
- The introduction of Patient Safety Huddles to ensure all patient safety incidents are discussed within 24 hours
- 60% reduction in the number of A&E patients who don’t have a speciality review within 30 minutes of arrival.



## Reducing time in hospital for hysterectomy patients

**A new surgical technique is being offered by SaTH for women needing a hysterectomy for fibroids.**

Women with the condition can now undergo keyhole surgery instead of conventional surgery.

It means they can go home same day instead of spending up to five days in hospital. Recovery time is also quicker.

The technique also helps to minimise the inadvertent spread of any undiagnosed cancer.

## App to help women with gestational diabetes

**Pregnant women with gestational diabetes in will soon be able to manage their condition remotely by using a smartphone app.**

The app will be used by SaTH from December 2018 and means that women will be able to better manage their condition, and potentially reduce the number of visits they need to make to hospital.

Mums-to-be will be able to download the app which will connect to their blood glucose monitor and collect their readings in real time.

Their data will then be uploaded to a secure website to be reviewed by the midwifery team at SaTH, who will be immediately alerted if any reading is abnormal.

Gestational diabetes is high blood sugar that develops during pregnancy. Around 350 women that use SaTH's midwifery service have the condition.

# Midwife Georgina is trained by the midwife who delivered her!

**It was purely by chance that two Shropshire midwives found themselves working together – and they couldn't believe it when they found out what uniquely connected them.**

Oswestry midwife Tracy Jones has delivered hundreds of babies over the last three decades; and she was stunned when she discovered that one of those babies, Georgina Peate, was now training alongside her as a student midwife.

Now 20, Georgina was born on March 20 1998, delivered by Tracy at the very unit where they now work.

Georgina said: "I knew that I had been born at Oswestry Midwife-Led Unit, but I had absolutely no idea that Tracy had actually delivered me. One quiet afternoon we got out the old registers and had a look and neither of us could believe it when we found out. When I told my mum and showed her a picture, she recognised Tracy straight away, it was brilliant.

"For me to be able to train as a midwife is something that I have always wanted to do since I was very little – but to be able to train alongside Tracy who delivered me, it's special."

Tracy said: "It is like we have come full circle. I was there helping when she was born and now I

am helping her to pursue a career in midwifery. I have had lots of student midwives working with me over the years, and it is always special – but this is extra special."

Tracy became a midwife around 32 years ago having first started her career as a nurse, and has been based in Oswestry for the last 22 years.

"I always knew that I wanted to be a nurse, and it was when I was working on a mother and baby unit that I felt a pull to midwifery, and that is what I have done ever since," said Tracy.

"I have helped to deliver hundreds of babies over the years and when I go out in Oswestry I am always being stopped by people saying that I delivered their baby, or a relative's. It is wonderful really."

Georgina will finish her midwifery training next year when she is hoping to further her career in Shropshire as a midwife with SaTH.

Sue Oliver, Ward Manager at Oswestry MLU, said: "It was fantastic when we found out that we had a student working at the unit who was delivered here; and it is quite unique and special that she is being mentored by the very midwife who delivered her."

# Your views

Email your thoughts to [communications@sath.nhs.uk](mailto:communications@sath.nhs.uk)

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

## Emotional support

My recent experience of the Maternity Ward and Women and Children's Centre was absolutely outstanding. I suffered serious complications after my labour and the level of expertise and skills of the midwives and doctor ensured I recovered safely. Not only that but the care and emotional support of every person we came across was phenomenal. No-one could help us more or make us feel more supported. I can not thank everyone enough for all they did for us. They should make the NHS very proud.

Cassie Milan



## Great Kindness

I came to A&E with an injured foot on the evening of 15 September. I was treated promptly, efficiently and with great kindness even though the staff were having a very busy

night. I came back on the 17th when more X-rays were taken. Again I was treated efficiently and with great kindness. I can't speak too highly of your A&E staff.

Gillian Pritchett

## Angels in Disguise

Many, many thanks to the wonderful nurses and doctors that have looked after my mum, such amazing care! In particular a huge thank you to nurses Maggie and Rebecca on Ward 28. Your kindness and care was much appreciated. You really are angels in disguise!

Angelina Green

## First class service

I would like to thank you all for looking after me. The service you provide is first class and long may it continue.

Rey Ismet



## Editor's top picks from social media

My daughter broke her wrist quite badly and had surgery the following day. From the paramedics and A&E staff to the wonderful nurses on ward 19 they made what was a scary time bearable, even when I fainted in A&E! Ruby also educated various members of staff on K-pop even if nurse Julie doesn't get it! Louise Kozrya via Facebook

Thank you to all the staff on SAU at RSH for their excellent care yesterday afternoon. Arrived in agony at lunchtime and was able to go home later in the day once my pain was under control. Sarah Burbridge, via Twitter

I spent 3 days on the SAU ward last week. The care and attention I received from some of the nursing staff and especially the radiologist when having my scan was second to none. Dawn Greatrex via Facebook

I was treated for a heart attack recently by @sathNHS and the immediate, urgent and later care I received was completely outstanding. They saved my life. @ShrewsMorris via Twitter



**A 29-year-old who is currently being treated at RSH following a road accident in July has donated a coffee machine to the staff treating him on Ward 22 as a way of saying 'thank you'.**

The patient, who wishes to remain anonymous, said: "I have been here for a number of weeks and I have seen how hard all the staff work.

"The patient interaction, how they have got to know me, is one of the biggest benefits that I have had while in hospital. It really does make a difference.

"The nurses cherish their breaks and I thought that if they had a coffee machine, they could simply press a button and have extra time off their feet to sit down. I am just so grateful for the care that I have received."

The patient is not the only one who has thanked the nurses for his care; his 10-year-old daughter baked cookies for the nurses, individually labelling them all with a personal thank you for making her father better.

Helen Williams, Ward Manager, said: "We are very grateful. We were all so touched to be given the coffee machine and the cookies."

# More wards crowned with a diamond

SaTH now has three Diamond Exemplar Wards after the Intensive Therapy Unit (ITU) at RSH became the most recent department to be crowned with the highest possible status.

ITU at PRH and the Postnatal Ward at PRH also have obtained Diamond status, while Ward 16 and the Neonatal Ward have Gold status.

The Exemplar Ward scheme is part of the Trust's vision to provide the safest and kindest care in the NHS.

To achieve Exemplar Ward status, the team on a ward must meet high standards in a number of key areas from caring, medicine management, leadership, nutrition and hydration to cleanliness, safety and record-keeping.

There are three levels of award – silver, gold and diamond.

Corrin Dorsett, ITU Ward Manager at RSH, said: "I am very proud of the whole team whose commitment to our patients is second to none. We are absolutely thrilled to achieve Diamond status, which is testament to the hard work put in by each and every member of staff who works on the ward."



**ABOVE:** ITU at RSH get their award.



**LEFT:** ITU at PRH with their award.

## Innovative Swallow Kit Box for stroke patients nominated for safety award

SaTH had two finalists at the prestigious HSJ Patient Safety Awards.

The creation of a kit box to improve swallow tests for stroke patients was nominated for a 'Best Innovation for Patient Safety Award' while the continued development of the Trust's interactive Cancer App was nominated for a 'Cancer Care Award'.

The kit box includes everything a nurse needs to give a stroke patient a swallow assessment at the moment they first arrive in the Emergency Department.

Debra Holland, Data Analyst and Assurance Co-ordinator at SaTH, said: "Almost 50% of people who have a stroke will experience swallowing difficulties and therefore an early assessment to see if they can swallow safely within the first few hours of being in hospital is vital.

"By having the Swallow Test Kit Box readily available it has reduced the time it takes



to complete a test from seven hours and 33 minutes to just 66 minutes – meaning we are now achieving the national target and proving much better care to our patients."

Meanwhile, SaTH's interactive Cancer App continues to win plaudits having won at the HSJ Patient Safety Awards last year.

Although not a winner in 2018, the continued development of the App ensured it was shortlisted for the final.

The App, which was funded by the Lingen Davies Cancer Fund, helps patients understand and monitor the side effects of chemotherapy treatment and the long-term follow-up of prostate cancer.

## Breast imaging appointments within two weeks

SaTH are combating a national shortage in Consultant Radiologists to ensure women who need a referral to the breast service are receiving their first appointment within two weeks.

The Breast Surgery and Breast Imaging teams at have been working closely to address the issues following the retirement of two experienced Consultants.

As well as proactively recruiting to the vacant consultant positions, SaTH has redesigned its patient referral form in order to narrow down the type of imaging a patient needs and cutting down waiting times.

Sheila Fryer, Clinical Support Services Care Group Director, said: "The work of the teams means the Trust is able to again book first Outpatient appointments for breast imaging within the national two-week standard.

"We have also redesigned the patient referral form so that we can be more specific about the type of imaging a patient requires, and this has allowed us to bring the waiting time back down.

"We want to secure the sustainability of this important service in Shropshire and we are therefore investing in the development of advanced practice for our already skilled Radiographers."

## Diagnostics targets hit

More than 99 per cent of patients needing a diagnostic test at SaTH received one within six weeks, it's been confirmed.

This key target has been met every single month since February 2017, with the latest figures revealing that 99.69% of patients received a diagnostic test within six weeks.

This is an improvement of 0.15% on the previous month, with the Endoscopy Department ensuring the target was achieved 100% of the time while seeing more than 1,500 patients.



## Tranquil white garden provides place to reflect

**A White Garden has been created at RSH to provide a tranquil setting for our patients, families, visitors and staff.**

The development of the garden follows a pledge by the SaTH Board to create a legacy for Ella and Lola—twin baby girls who died at the RSH in 2014—and all families who have suffered a tragic loss.

Mum Kelly Jones, said: "I went to the Board with a dream of a memorial garden being created and in less than nine months the White Garden was officially opened to give peace and tranquillity for all those who need a safe space."

Two white roses have been planted next to each other in the garden in remembrance of Ella and Lola, while the garden also features a pebble trail made

from stones hand painted by pupils from Crowmoor Primary School in Shrewsbury.

The idea to involve the youngsters came from Kelly, as her children Madison and Sophie attend the primary school.

Other features include white flowers, white butterflies and white garden furniture, including a rose arch and a pergola as the centrepiece.

Julia Clarke, Director of Corporate Governance, said: "So much thought has gone into every detail of the garden; and we are particularly grateful to Kelly who has worked with us to create something that we believe is very special.

"I would also like to thank everyone else who made the garden possible."

## SaTH scoops environmental award

**SaTH has scooped an international environmental award for recycling surplus hospital equipment and furniture, making savings of £80,000.**

The Trust has won a Green Apple Award – Gold Level - as part of the recognised International Green Apple Environment Awards for Environmental Best Practice for its work using Warp-it, a national online re-distribution network which aims to reduce waste.

Instead of going to landfill or spending unnecessarily on new items, hospital staff have been using Warp-it to seek and provide a new home for surplus items - from paper clips and filing trays to

cabinets, desks and chairs.

Alex Ford, Sustainable Travel Plan Co-ordinator at SaTH, said: "It is fantastic to win an award that recognises the efforts that we are making to make the Trust more sustainable, and reduce waste.

"Warp-it is an innovative idea that our staff have really embraced, and it is just one of the methods that we are using to reduce our environmental footprint. It also means that instead of spending money, we are saving it."

The International Green Apple Awards for Environmental Best Practice 2018 were presented in the Houses of Parliament in London, earlier this month.



# A&E Doctor thanked for saving wedding

**A&E Doctor Adrian Marsh has been praised for helping a bridesmaid get to her sister's wedding on time after she was rushed to hospital with a suspected broken ankle.**

When Charlotte Nutting got out of her chair after having her hair done on the morning of the wedding, she turned on her ankle and it immediately began to swell.

Charlotte, who works as a nurse in Nottingham, knew her ankle could be broken and that a trip to A&E would be necessary. She also knew that might mean missing her sister's wedding.



Charlotte quickly made her way to A&E, telling her sister that she might not make it back in time for the wedding.

But thanks to the quick actions of Dr Adrian Marsh (pictured) she was treated, reviewed and discharged just in time to see her sister say 'I do'.

Charlotte said: "I was at the point where I thought I wasn't going to make it when I saw Dr Marsh. As we were chatting, he asked what I was up to and I told him about the wedding.

"On hearing this he personally took me to the X-ray department and made sure I was next in the queue. As soon as he got the X-ray back he reviewed it, established it wasn't broken, patched me up and got me on my way."

Charlotte phoned her sister to say she was on her way and the Registrar held the ceremony for 15 minutes while Charlotte arrived.

## Patients praise staff for care during cancer treatment

**Patients who were diagnosed and received treatment for cancer at SaTH felt they were treated with dignity and care, according to a report.**

The survey, commissioned by NHS England, saw patients give SaTH an improved overall care rating of 8.9 out of 10—the national average was 8.8.

Those surveyed were asked 52 questions—and 32 of them scored higher than the national average.

## £43,000 donation for new microscopes

**The League of Friends of the Royal Shrewsbury Hospital has made a fantastic donation of £43,000 enabling SaTH to purchase two new microscopes, which are already helping patients.**

The Olympus and Nikon consultant grade microscopes were bought for the Cellular Pathology Team; and both have integrated cameras which will help with teaching and presentations to multidisciplinary teams.

Amanda Rainbow, Deputy Head BMS Cellular Pathology, at SaTH, said: "Two microscopes have been very generously funded by the League of Friends. Cellular Pathology is a laboratory-based specialty which is fundamental to the diagnosis of cancer and its treatment."



# Trust in top 20

**SaTH is among the best in the country for making sure patients wait no longer than 18 weeks between seeing their GP and having treatment at hospital.**

The Trust has hit the hit national 92% referral to treatment (RTT) for 13 of the past 14 months.

In October, 92.7% of SaTH's patients received planned operations or planned care within 18 weeks of being referred to hospital – above the 92% target and the national average of 86.7%.

SaTH is ranked 18 out of 126 hospital trusts in

the UK for ensuring patients have planned operations and care within 18 weeks of referral - putting them in the top 15%

Nigel Lee, Chief Operating Officer, said:

"Tackling this issue has been one of our top priorities and continuing to hit this milestone is great for our patients and marks a fantastic achievement for our staff. We are very proud of the good standards of care we continue to provide."

The 92% RTT target is one of the government's key access targets.

■ Melissa Compton during her open water swim. RIGHT: Gary Lansdale.



Donating to SaTH Charity couldn't be easier

# By supporting SaTH Charity you will be part of something special

**Fundraisers have raised a thousands of pounds for SaTH Charity over recent months.**

Gary Lansdale raised a fantastic £7,500 by running Market Drayton 10K in full police uniform.

He took part in the 10k to support a family friend who was undergoing treatment for ovarian cancer at the RSH.

Melissa Compton raised hundreds of pounds for SaTH Charity by swimming the English Channel as part of an open water relay team.

She endured seasickness,

hypothermia and fatigue and even swam in the dark - yet Melissa and her relay team completed their incredible swim in approximately 17 hours.

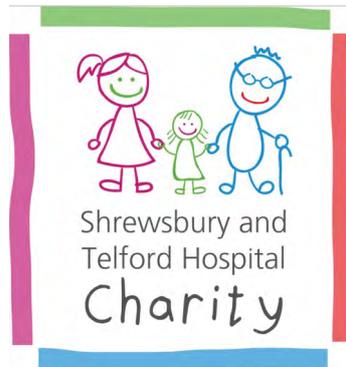
And Dr Jay Makan, a heart doctor at SaTH, ran Shrewsbury Half Marathon in aid of SaTH Charity—a registered charity that makes a real difference to the patients, affected friends and family, and members of staff.

In addition to the fantastic support we receive from the Lingen Davies Charity, the League of Friends of 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. The Trust relies on its charity to help fund equipment, patient comforts, staff education and research, which go above and beyond the funded services that are provided by the NHS.

You can be assured that by choosing to donate to SaTH Charity you are helping to improve the health, comfort and hospital experience of local people every day.

For more information about and to find out ways you can donate or raise funds, please visit [www.sath.nhs.uk/charity](http://www.sath.nhs.uk/charity)



## Get your Safest & Kindest newsletter delivered to you

Support your local hospitals by becoming a member of The Shrewsbury and Telford Hospital NHS Trust

Sign up online at [www.sath.nhs.uk/patients-visitors/become-a-member](http://www.sath.nhs.uk/patients-visitors/become-a-member) and you will receive this newsletter for free via email. Alternately contact the Membership Office using the details below

 To give feedback about this newsletter please contact the Membership Office (see contact details below). Please also contact us if a relative, friend or neighbour would like to become a member.

 If you would like to receive your copy of Safest and Kindest by email please contact the Membership Office on 01743 261473 or by email to [members@sath.nhs.uk](mailto:members@sath.nhs.uk)

 **Are your contact details up to date?** If your contact details have changed please contact the Membership Office. Please have your previous details (name, address and post code) and Membership Number to hand.

 The Shrewsbury and Telford Hospital NHS Trust



@sathNHS  
@SATH\_CEO

Visit our website:  
[www.sath.nhs.uk](http://www.sath.nhs.uk)

### SaTH wins CHKS Top Hospitals Award

**SaTH has been named one of the CHKS Top Hospitals for 2018.**

The award considered all trusts in England, Wales and Northern Ireland.