Why do we Engage?

We have a legal duty to involve:

National Health Service Act 2006

Each relevant English body must make arrangements, as respects health services for which it is responsible, which secure that users of those services, whether directly or through representatives, are involved (whether by being consulted or provided with information, or in other ways) in:

(a) the planning of the provision of those services,

(b) the development and consideration of proposals for changes in the way those services are provided, and

(c) decisions to be made by that body affecting the operation of those services.

We engage with our communities because listening to people helps us to deliver the best care we can.
Our first 12 months

From our pilot Academy in January 2018, to the final course in November, the SaTH People’s Academy has been a great success!

In 2019, we have 6 People’s Academy courses and 5 Young People’s Academies planned.

We have welcomed people from across Shropshire, Telford & Wrekin and Mid Wales into our Trust to learn more about what we do, and find out about how they can become involved with us.

<table>
<thead>
<tr>
<th>In Numbers</th>
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<tbody>
<tr>
<td>Academy Courses</td>
<td>5</td>
</tr>
<tr>
<td>Young People’s Academy Courses</td>
<td>2</td>
</tr>
<tr>
<td>People’s Academy Attendees</td>
<td>62</td>
</tr>
<tr>
<td>People’s Academy Graduates</td>
<td>40</td>
</tr>
<tr>
<td>Young People’s Academy Attendees</td>
<td>41</td>
</tr>
<tr>
<td>Young People’s Academy Graduates</td>
<td>41</td>
</tr>
<tr>
<td>Departments involved</td>
<td>10</td>
</tr>
</tbody>
</table>
Between July and December 2018 we had **11** requests for public representatives to support work within our Trust, and **11** Academy graduates have come forward to work with us, some on more than one project.

Opportunities included:

- Observe and Act training, through the Patient Experience team
- An accessibility survey for the new Fertility clinic
- Support for the Transforming Care Institute with both RPIWs and Sponsor Teams
- Support for the Living with and Beyond Cancer team
- Support for the Phlebotomy scoping exercise
Volunteering

There are currently 948 active volunteers working across both hospital sites.

In addition, we have:

<table>
<thead>
<tr>
<th>Volunteers in progress</th>
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<tbody>
<tr>
<td>18+ Scheme</td>
<td>23</td>
</tr>
<tr>
<td>16 – 18 Scheme</td>
<td>35</td>
</tr>
</tbody>
</table>

The Trust receives an average of 20 applications/week from members of the public wanting to volunteer with us.
Engagement across the region

October – December 2018

Events we have attended:
• Community Connectors, Oswestry, Market Drayton, Whitchurch and Bridgnorth
• Shropshire Deaf and Hard of Hearing Forum
• Shropshire Disability Network
• TACT Service User Group
• VCSA Board
• Carers Health & Wellbeing Fayre
• Powys Community Health Council

Upcoming events
• Community Connectors, Oswestry, Market Drayton, Whitchurch and Bridgnorth
• Life Outside Caring Group
• VCSA Board
• Maternity Voices
• Shropshire Disability Network
• Telford College
• Powys Community Health Council

Community Working Together meetings

Community Listening Events
In Quarter 3, our team have provided support for:

• **Potential overnight closure of one ED**
  – Identification of affected populations
  – Support for planning meetings
  – Community meetings

• **Ophthalmology**
  – Support for engagement plan and patient survey

• **Phlebotomy**
  – Support for patient survey and EQIA

• **Shropshire Anticoagulation service**
  – Support for patient survey
Community Events

The team attend Community Connector meetings in Whitchurch, Oswestry, Bridgnorth and Market Drayton. These have generated additional requests to attend community meetings and events.
Merry Christmas!

Our engagement team hosted Cllr Raj Mehta, the Mayor of Telford & Wrekin, when he came into Princess Royal Hospital to meet some of our staff and give them mince pies.
Kate, our Community Engagement Facilitator, was given a box of plush dinosaurs at an engagement event, and delivered them to both A&E departments and the Children’s Ward. 

Thank you Kraft Foods!
Sarah Voice works as a specialist nurse in the Anticoagulation Team and is taking on a half marathon to raise money for a specialist piece of equipment which can avoid the need for a child to give a blood sample and avoid a trip to hospital.

“My initial aim was to raise enough money to buy one machine, but I am now hoping that I will be able to raise enough to buy two, which will be donated to children who need them and be able to improve the quality of life for both the child and their families.”
New mums at SaTH have been given an extra special treat thanks to a generous donation of baby toiletries from the award-winning brand Childs Farm.

ABLEWORLD contacted the SaTH Charity office and wanted to support by providing shoe boxes filled with gifts for our elderly patients.

Halls, an independent firm of estate agents, chartered surveyors, auctioneers and valuers donated £4,000 to the Dementia Team to roll out its Droplet scheme.

Bevan was launched in the summer with a limited edition run of 1,948 to celebrate the year the NHS was formed. Up until December Bevan had raised £2,500 for SaTH Charity.
Doctor’s Houses at PRH

A joint community project with Telford and Wrekin Council and the local community

An open house on 14th February 2019 2pm-4pm
Engagement Plans for Quarter 4

- SLT session on our Section 242 duties in March
- February People’s Academy at Princess Royal Hospital
- March People’s Academy at Royal Shrewsbury Hospital
- Young People’s Academies on both sites
- Bespoke Young People’s Academy in February as part of relationship with Shrewsbury College
- Continuing support for public engagement around service redesign in Ophthalmology, Phlebotomy, Cancer Information and Anticoagulation services.
- Community Working Together Events in Telford and Shrewsbury
- Attending community meetings across Shropshire, Telford & Wrekin and Mid Wales
Priorities for 2019

• The People’s Forum

We are finalising plans for the People’s Forum, similar to a Board of Governors in a Foundation Trust, and hope to start recruitment in the spring.

• Specialised Academy sessions

Sessions in development for Adults with Learning Difficulties and primary school age children.