

Community Engagement Quarter 1 Report

Julia Clarke

Director of Corporate Governance

July 2019



Proud To **Care**
Make It **Happen**
We Value **Respect**
Together We **Achieve**

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**



The People's **Academy**

In Numbers

| | Q1 | YTD |
|----------------------------------|----|-----|
| Academy Courses | 1 | 1 |
| Young People's Academy Courses | 0 | 0 |
| People's Academy Attendees | 8 | 8 |
| People's Academy Graduates | 7 | 7 |
| Young People's Academy Attendees | 0 | 0 |
| Young People's Academy Graduates | 0 | 0 |
| Departments involved | 12 | 12 |

In Progress

Summer Young People's Academies

We offered this opportunity to young people from the age of 14 with 25 young people attending our Young People's Academy at Princess Royal Hospital. They took part in new Behind-the-Scenes tours to Pharmacy and Medical Engineering as well as Pathology and Radiology.

The course at Royal Shrewsbury Hospital is fully booked and courses running in September and October are also filling up fast



In planning

Academy for Adults with Learning Disabilities



First workshop held in July with:

SaTH staff Community Engagement
Dementia Team
Patient Experience Team
KPO Team
Cleanliness Team

Telford & Wrekin Council
Derwen College

Outcomes:

- Pilot Academy September 2019
- Support from T&W
- Focus on visit to RSH Outpatients
- Collaborative working across SaTH departments



Working Together

Between April and June 2019 we received **4** requests for public representatives to support work within our Trust, and **13** Academy graduates have come forward to work with us.

Opportunities included:

- RPIW Surgical Consent
- HEE Patient Leaders training, hosted at RSH
- TCI National Sharing Event
- Stakeholder panel for Head of Communications

The Engagement team continue to support Ophthalmology, Upper GI, and the STP Engagement and Communications work stream

Volunteering

There are currently 945 active volunteers working across both hospital sites.

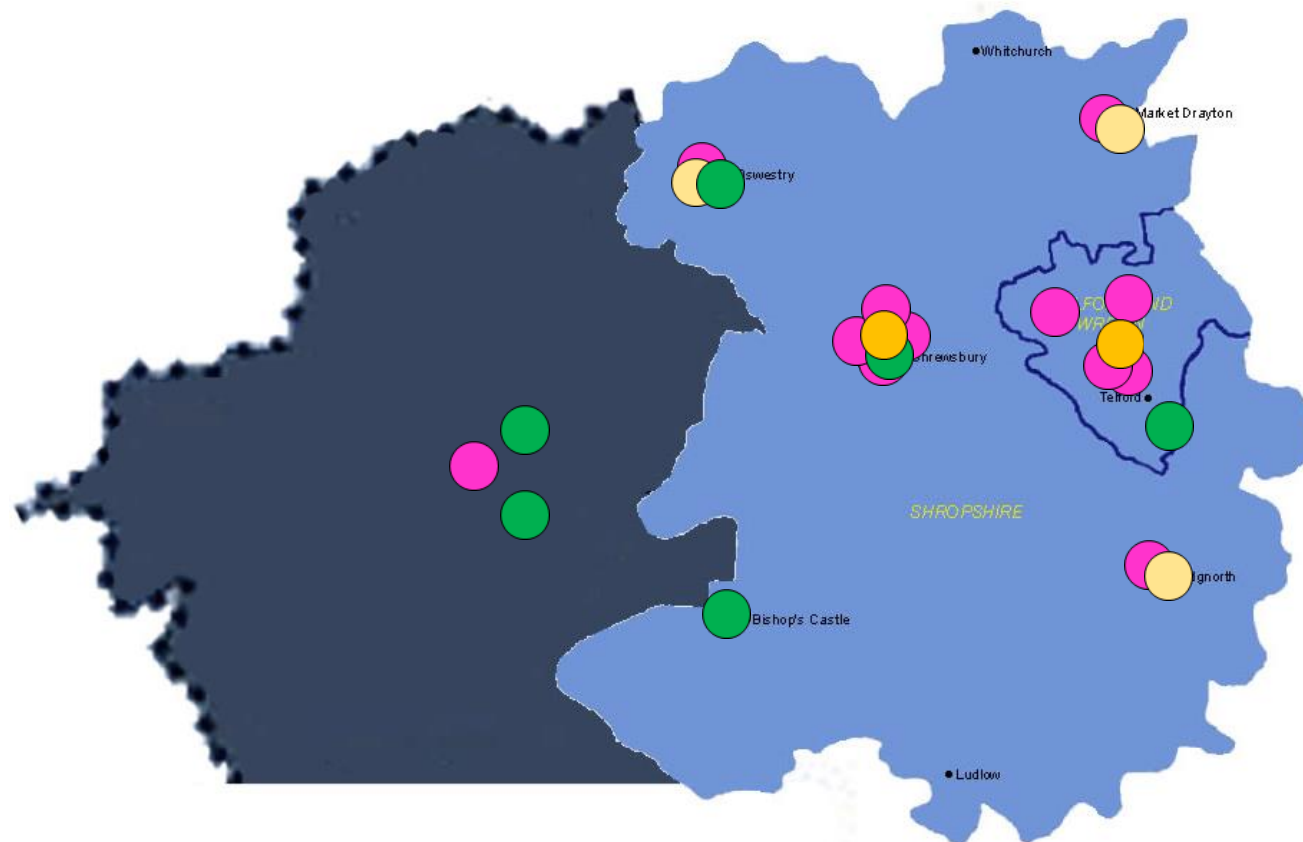
In addition, we have:

| Volunteers in progress | |
|------------------------|----|
| 18+ Scheme | 8* |
| 16 – 18 Scheme | 41 |

*Please note the next cohort of 20 Young Volunteers are processed (references, DBS checks etc) and ready to start in September 2019

Engagement across the region

April – June 2019



- Events we have attended:**
 - Community Connectors, Oswestry, Market Drayton, and Bridgnorth
 - Telford Patients First
 - Shropshire Patient Group
 - Powys Community Health Council
 - Telford Visually Impaired Group
 - Young People's Health and Wellbeing Event, Shrewsbury JCP
 - VCSA Board
 - Maternity Voices, PRH & RSH
 - See Hear Event
 - Polish Heritage Day Celebrations
 - International Children's Day event

- Upcoming events**
 - Newtown Market
 - Coed-y-Dinas Garden Centre
 - Bishop's Castle, Oswestry Community Connectors
 - Shrewsbury Flower Show
 - Ironbridge Coracle Regatta

- Community Working Together meetings**

- Community Listening Events**

Public Engagement

In Quarter 1 we attended 14 engagement events across the county which included:

- Telford Patients First and Shropshire Patient Group
- Polish Heritage Day in Donnington, Telford
- International Children's Day in Monkmoor, Shrewsbury with Maternity Voices



Community Engagement Facilitator, Kate Ballinger with Deputy Mayor of Shrewsbury, Cllr Nic Laurens at the International Children's Day event



Community Fundraising



The Priory School presented a cheque for £3,732.32 to SaTH for its Swan Fund this week.

The Trust—led by the End of Life Care team—intends to use the money to create a new Swan Room which allows patients and their families to have privacy and dignity at the end of life, as well as other end of life care improvements.

The Mayor of Great Dawley presented a cheque for £1,355 to Julia Clarke, Director of Corporate Governance, and Lisa Gilks, Children's Ward Manager. SaTH Charity is one of Councillor Malcolm Randle's two chosen charities and he specifically requested funds are spent for the benefit of patients on the Children's Ward.

The money was raised through community events, raffles and a Mayor's Day.



Fundraising Update



SaTH has been successful in securing a charity place for the 2020 London Marathon.

The place has been provided for next year's event, which will take place on Sunday 26 April.

The Staff Lottery was launched on 3rd May.

First salary deductions were taken in June, and the first draw took place in July 2019



Charity Fun Day - Saturday 5 July 2019



Upcoming Events



Shrewsbury Flower Show
Friday 09 and Saturday 10 August

**Ironbridge
Coracle Regatta**
Monday 26 August



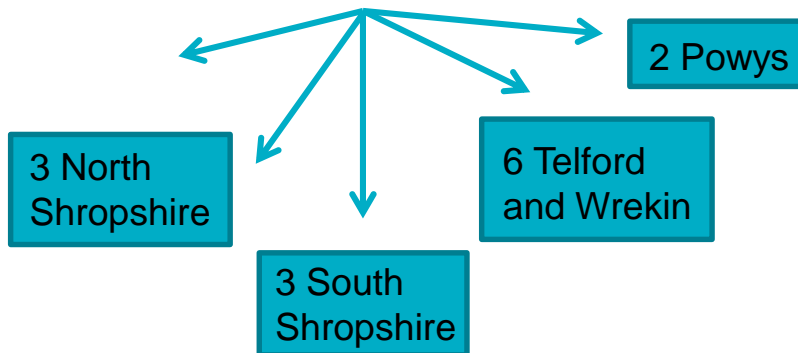
In planning - The People's Forum

Chair – Non Executive Director

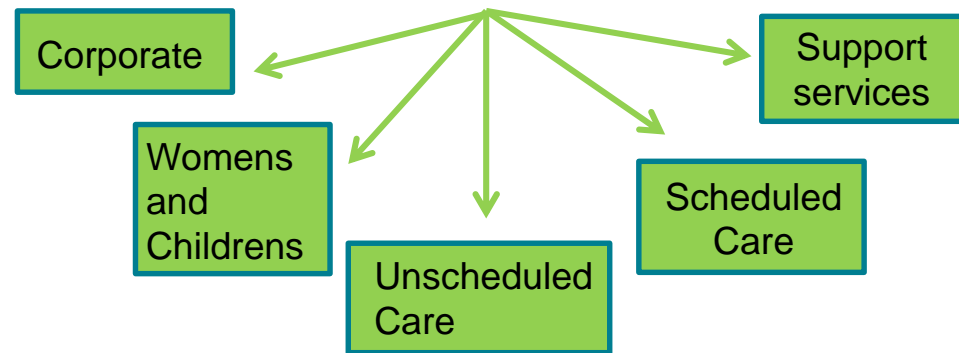
Lead Director – Julia Clarke



Public Representatives



Care Group Representatives



What will the Forum do?

The Forum will 'voice' of our local community who will represent the interests of our different constituencies. Functioning similarly to a Council of Governors in a Foundation Trust the representatives will provide a public voice to our organisation.

The People's Forum and it's members may be involved by:

- Helping us set our strategic direction
- Having an ambassadorial/connector role with our local community
- Representing the Trust at local events
- Involvement in recruitment processes including, stakeholder panels.
- Report to the Board quarterly as part of the wider Community Engagement update

NEXT STEPS:

1. Consolidate Terms of Reference for the People's Forum
2. Agree recruitment process for the People's Forum

Engagement Plans for 2019/20

- Quarterly SaTH hosted Community Meetings in Telford and Shrewsbury
- Supporting the Trust in meeting its Section 242 duties
- Regular attendance at external community meetings



Community
Connectors



Telford Patients First
Telford Patients First



SHROPSHIRE AND TELFORD & WREKIN
Maternity Voices
Working in partnership to improve maternity services



Shropshire, Telford & Wrekin
Sustainability and Transformation Partnership

