

Community Engagement Quarter 2 Report

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Director of Corporate Governance

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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	Q2	YTD
Academy Courses	1	2	3
Young People's Academy Courses	0	3	3
People's Academy Attendees	8	13	21
People's Academy Graduates	7	10	17
Young People's Academy Attendees	0	66	66
Young People's Academy Graduates	0	66	66
Departments involved	12	14+	14+

In Progress

LD Academy

In September, we ran a workshop session for this project, supported by the My Options team in Telford and Wrekin.

We were given some really helpful suggestions for future delivery, and are now planning for a second Academy session looking at the Pre-Operative Assessment clinic at Princess Royal Hospital in December.

Apple crumble and custard was definitely a hit in the Mytton Oak restaurant!



In planning

Bespoke Academy for Telford Jobcentre

The Engagement team is working with colleagues from Workforce and Telford Jobcentre to create a bespoke Academy session for Jobcentre customers.

Sessions will include:

- The NHS
- Routes into NHS Careers, including how to apply for NHS vacancies
- Dementia Friends Awareness
- Food Sampling
- Opportunities to meet some of our teams and see what they do (careers advice)



**Pilot
Academy
January
2020**



Working Together

Between July and September 2019 we received **2** requests for public representatives to support work within our Trust, and **20** Academy graduates have come forward to work with us.

Opportunities were:

- Clinical Audit Patient Representatives
- PLACE inspections

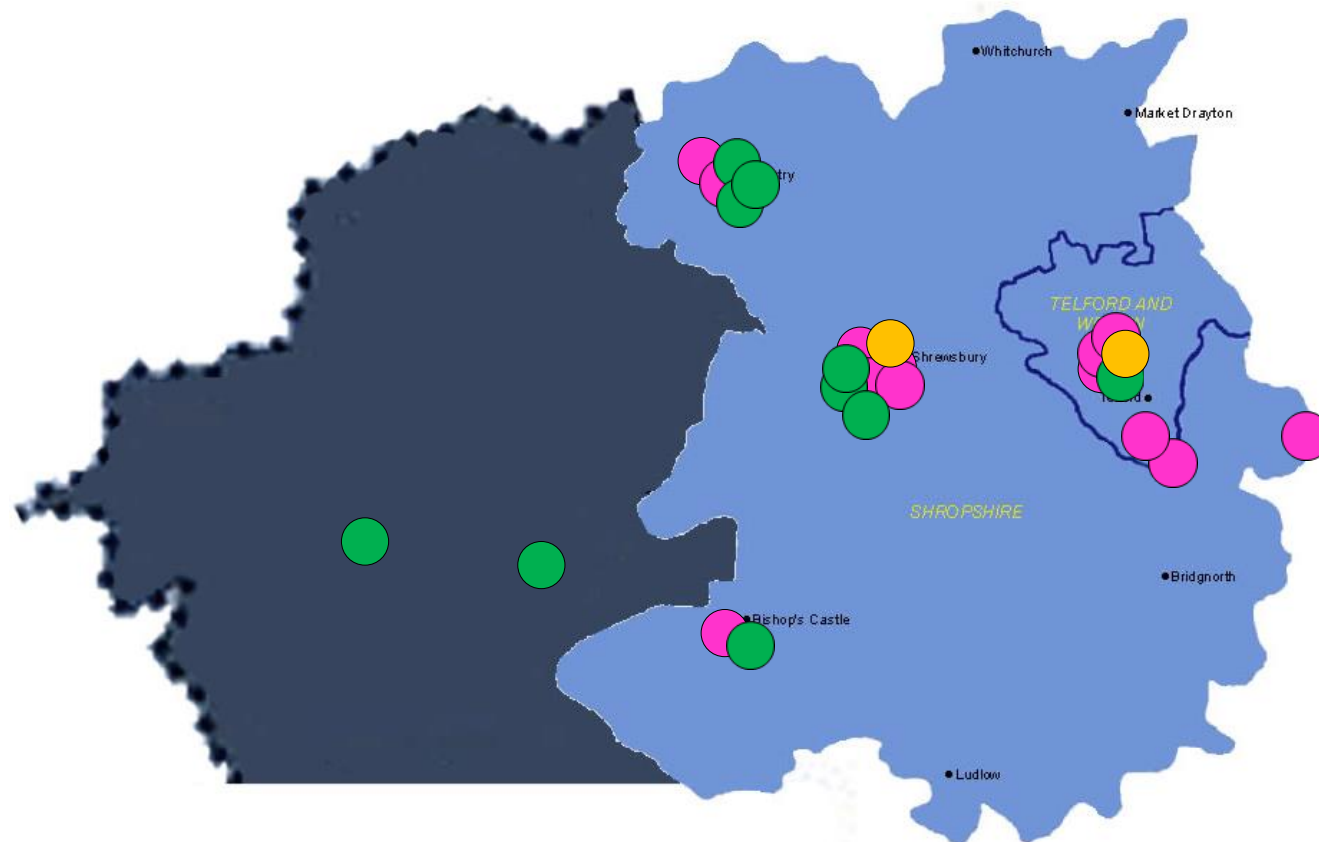
The Engagement team gave a presentation to the SLT in September about statutory duties, and which straight away generated requests for public involvement and engagement support for service change and EQIA.



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Engagement across the region

July – September 2019



Events we have attended:

- Community Connectors, Oswestry, Bishop's Castle, Albrighton
- Telford Patients First
- Shropshire Patient Group
- Shrewsbury Flower Show
- Ironbridge Coracle Regatta
- Madeley Green Day
- Health & Wellbeing Event, Oswestry Jobcentre
- Young People Career Options Event, Telford Jobcentre
- Induction Fayres, Shrewsbury Colleges Group
- Induction Fayre, Telford College

Upcoming events

- Newtown Market
- Coed-y-Dinas Garden Centre
- Bishop's Castle, Oswestry Community Connectors
- Disability Oswestry
- BOTS Open Day
- Patient Groups
- Fresh Equalities Event

Community Working Together meetings

Community Meetings



The best attendance yet! 17 people signed up for our Telford meeting and 20 for the meeting held in Shrewsbury

The Engagement team supported the Patient Experience team by facilitating sessions to support their work on the Patient and Carer Experience Strategy



Public Engagement

In Quarter 2 we attended 17 engagement events across the county which included:

- Shrewsbury Flower Show
- Ironbridge Coracle Regatta
- Induction Fayres at Shrewsbury and Telford Colleges
- Madeley Green Day



Charity Fun Day - Saturday 5 July 2019



You said, We did (or are doing!)



At recent meetings with colleagues from the 3rd and voluntary sector, we have heard that 3rd sector support organisations feel their input stops at the hospital door.

To address this we are looking at our plans for the People's Forum, to see if this can become

The Working Together Forum

We are taking this as a workshop item to our December Community Engagement meetings and look forward to updating the Board in the New Year

Volunteering

There are currently 961 active volunteers working across both hospital sites.

In addition, we have:

Volunteers in progress	
18+ Scheme	57
16 – 18 Scheme	11

Helpforce Response Volunteer Bid

- The Trust has submitted an Expression of Interest to develop Response volunteer programme at the Trust, for which there is a £25k grant available to successful Trusts
- Response Volunteers support to areas/wards experiencing pressures such as delayed discharge or delayed transfer of care. Volunteer tasks can include:
 - locating and fetching wheelchairs to enable patients to be transported
 - collecting medication from pharmacy to enable patients to be discharged earlier, and
 - escorting patients to multiple appointments
 - sitting with a patient who needs someone to talk to
 - fetching items from the shop for patients.

Helpforce Response Volunteer Bid

- Response volunteers could have a significant impact on winter pressures, as well as improving patient and staff experience
- Evidence from Trusts who have implemented this volunteer role have found:
 - *Found a reduction in waiting times for medication of 35% when response volunteers are supporting. (From an average waiting time for collection of medication of 1hour 8 minutes which reduced to an average of 38 minutes.)*
 - *In an 11-month period 4,888 deliveries were made by volunteers, saving 525.46 hours of staff time or a total of 22 days of clinical time.*
 - *With Response Volunteers reminding patients of appointments, DNA rates dropped from 32% to 16.5%.*

Staff & Community Fundraising



Tom McIntyre a young superhero from Much Wenlock was chosen to partner two Paralympic gold medallists at the 2019 Superhero series

The community came together to support SaTH Charity's appeal for CDs



Thank you charity night raises £220 for Neonatal Unit

Staff and Community Fundraising



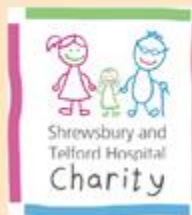
Staff enjoyed a fun-filled family day while raising funds for the Cardiology Fund.

Jonathan Williams, Director of Mid Wales Shooting Centre, is offering a reduced price event for staff—with all the proceeds being donated to the SaTH Charity's Cardiology Fund

You can now choose SaTH Charity through Amazon Smile – meaning that our charity receives 0.5% of your spend as a charitable donation.

The Communications team are working with the Charity team to raise awareness and a small monthly income is now being received.

Raise money for SaTH Charity when you shop



Raise money for SaTH Charity every time you shop online.

Amazon Smile is a website operated by Amazon that donates 0.5% of the money you spend to a charitable organisation of your choice.

To make SaTH your charity of choice, [click here](#).

SaTH Charity is a registered charity that makes a real difference to the patients, affected friends and family, and members of staff at RSH and PRH. Find more information [here](#).



Dr's Mess at PRH



The development of the Dr's Mess received huge charitable support from the community, including;

- Rob and Bernadette McYoung, who own Door Loading Services UK Ltd in Telford, they donated roller shutters and a large screen television to the new Mess as a thank you for the care given to their son Jay'D, 11, and daughter Kendra, 8, at the PRH after the accident in 2014, which left Jay'D fighting for his life.



In other charity news...

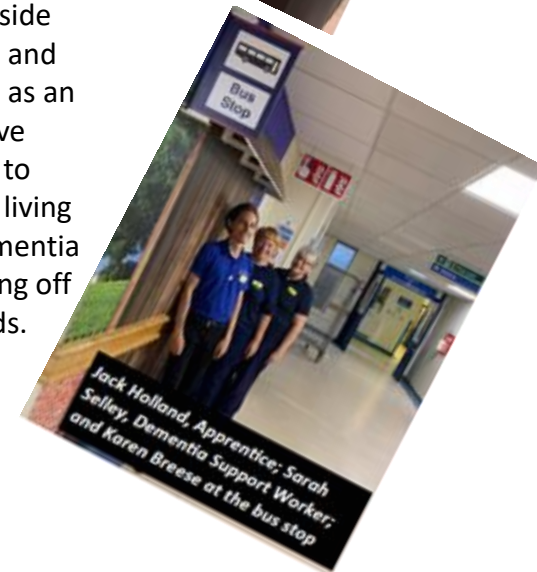


National Citizen's Service volunteers help out at both hospitals

Donation to the Haematology Day Unit from Ludlow Cancer Support Group



SaTH Charity funded a bus stop outside Ward 21 and Ward 22 as an innovative solution to patients living with dementia wandering off the wards.



The Bernadette Roberts Waiting Room (named after a former patient who helped create it) was opened on the O'Connor Haematology Unit has been opened by members of Bernadette's family



SaTH has taken delivery of 60 new blood culture pods (funded by SaTH Charity) to dramatically reduce the time it takes for samples to be transported to our labs.

Engagement plans for Quarter 3

- Collaborative working with Community Health Council (CHC) colleagues to improve our engagement with communities in mid-Wales
- Continuing to develop LD Academy and strengthen links with the LD community
- Strategic engagement planning for 2020
- Support the Equality, Diversity and Inclusion Stakeholder event
- Support the STP's Integrated Volunteer Programme