

Community Engagement Quarter 3 Report

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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	Q3	YTD
People's Academy Courses	1	2	1	4
Young People's Academy Courses	0	3	1	4
People's Academy Attendees	8	13	10	31
People's Academy Graduates	7	10	4	21
Young People's Academy Attendees	0	66	8	74
Young People's Academy Graduates	0	66	8	74
Departments involved	12	14+	14+	14+
LD Academies		1	1	2

Pilot Learning Disability Academy

Pre-Operative Assessment Clinic, PRH

- 6 attendees from My Options, Telford
- Video of clinic and possible tests to be carried out
- Equipment available for attendees to familiarise themselves with
- Support from Pre-Operative Assessment Clinic – PRH, Patient Experience, Medical Engineering Stores – PRH, Learning Disability Liaison Nurses (MPFT), Catering - PRH



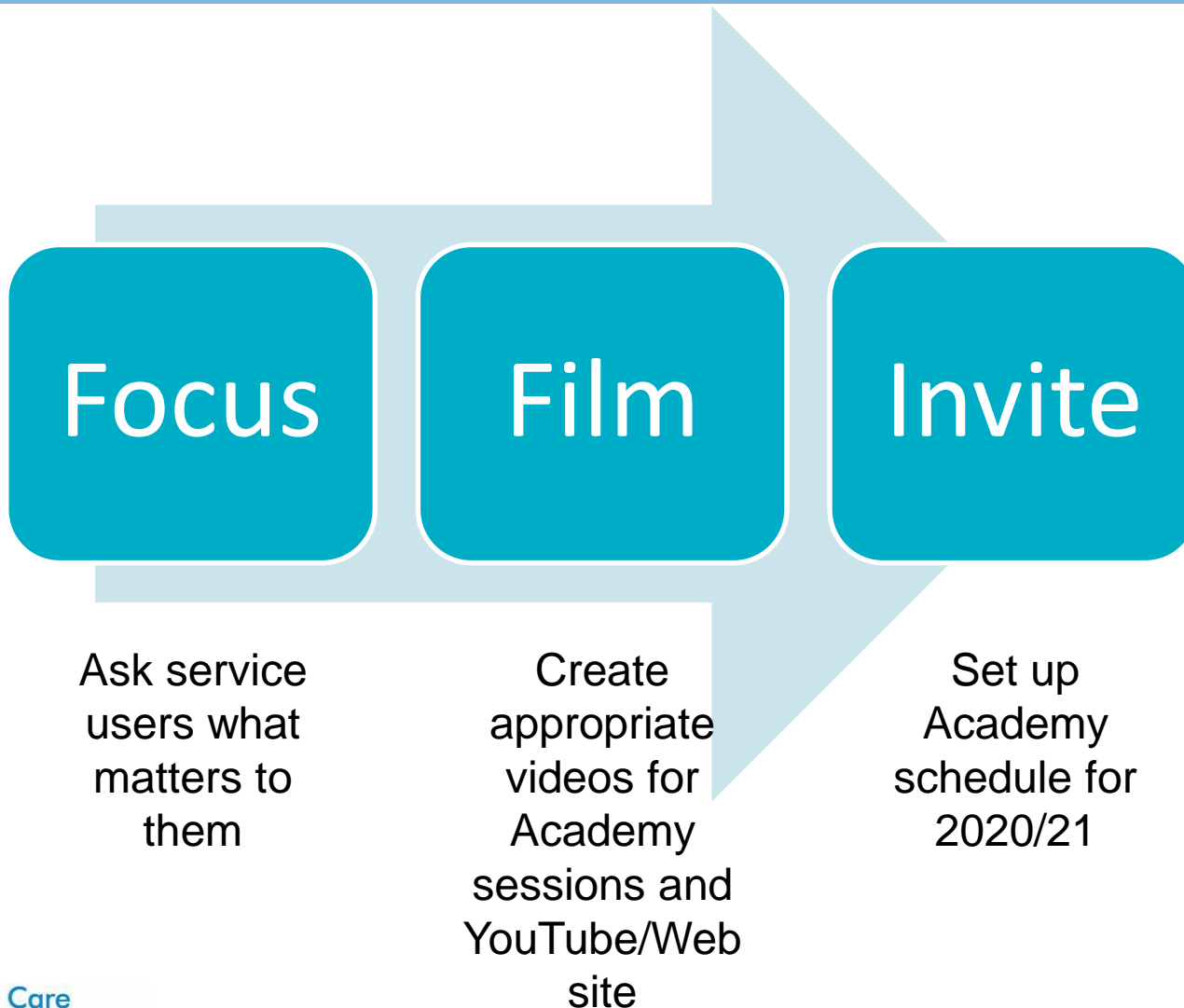
Roving Reporters



While we were taking photos, so were the Roving Reporters!

They are writing an article about the LD Academies for their newsletter which is shared throughout the LD community in Telford & Wrekin

LD Academy next steps



Working Together

Between October and December 2019 we received **4** requests for public representatives to support work within our Trust, and **7** Academy graduates have come forward to work with us.

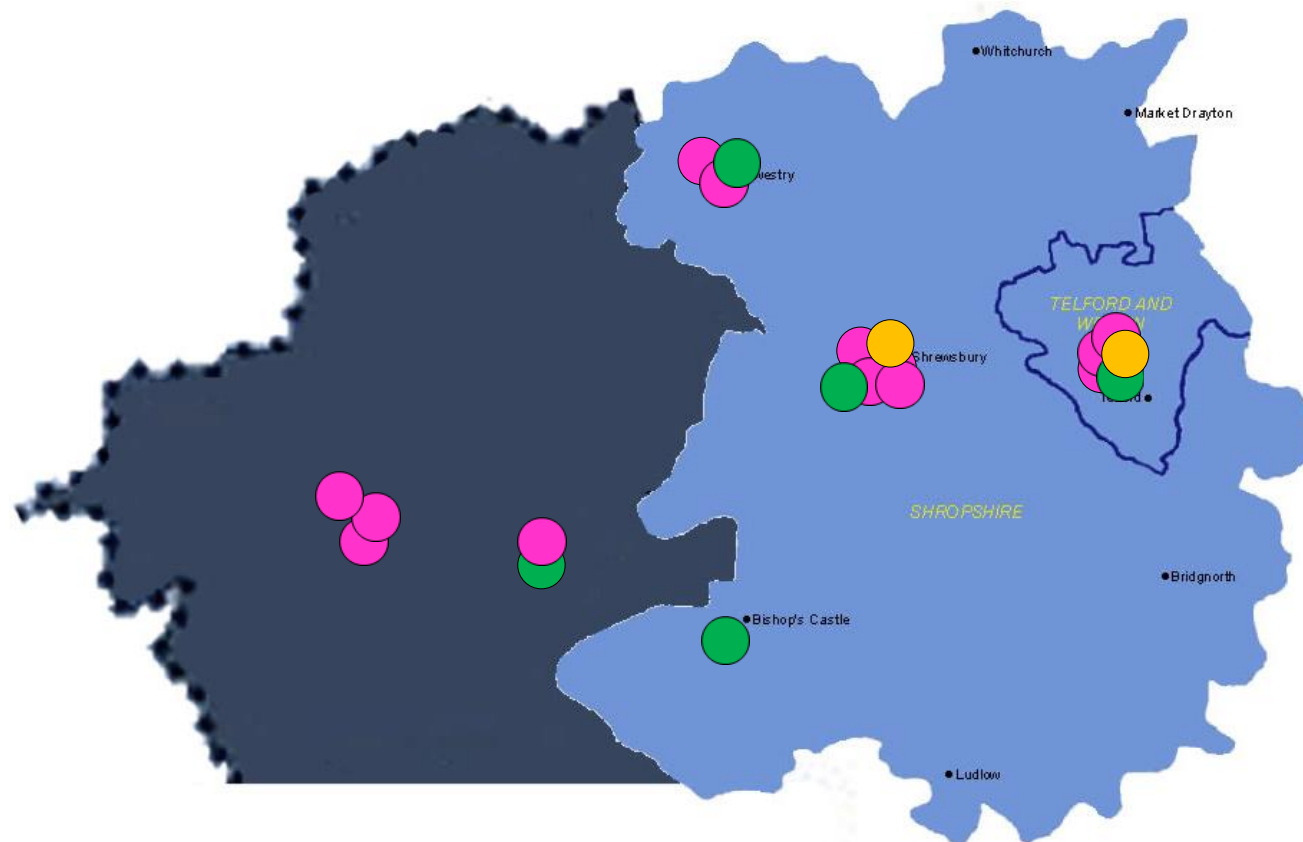
Opportunities were:

Planning of Radiographer in Theatres	Hospital Transformation Workshop	Theatres Lockdown	Equality and Diversity Lead Interviews
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The Engagement team have also supported Corporate Nursing and Education in the planning and delivery of the Equality, Diversity and Inclusivity Stakeholder event

Engagement across the region

October – December 2019



Events we have attended:

- PAVO AGM
- Newtown Market
- Coed-y-Dinas Garden Centre
- Newtown engagement with CHC
- Telford Patients First
- Shropshire Patient Group
- BOTS Open Day, Oswestry
- Care Jobs Fair, Wellington
- Disability Oswestry
- Taking Part AGM
- Shropshire Disability Network
- FRESH Equalities Event

Upcoming events

- Community Connectors
- Telford LGBT+ Group
- Telford Patients First
- Shropshire Patient Group

Community Working Together meetings

Now held at:
The Glebe Centre,
Wellington

SaTH Community Meetings



Topics covered at our December Community Meetings included:

- Frailty
- CQC and Special Measures
- Developing a People's Forum



Public Engagement

In Quarter 3 we attended 14 engagement events across the county, concentrating on engagement in Wales which included:

- Coed-y-Dinas Garden Centre
- Newtown Market
- Powys Association of Voluntary Organisations (PAVO) AGM



Improvements this quarter

We have borrowed an idea from the CHC and created a feedback leaflet that enables us to collect information while we are out and about.

This has recently been revised to include a return address so that copies can be taken by community groups and sent back to the Engagement team.

We have started taking these with us this year, and will report statistics in our next update.



Also available in black and white, and large print!

Volunteering

There are currently **982** active volunteers working across both hospital sites.

In addition, we have:

Volunteers in progress	
18+ Scheme	34
16 – 18 Scheme	31

Helpforce Response Volunteer Bid

- The Trust has successfully received a £25K grant from NHS England/NHSI to implement a Response volunteer scheme to support the hospital during winter pressures.
- Response Volunteers support to areas/wards experiencing pressures such as delayed discharge or delayed transfer of care.



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:

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.

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 1 hour 8 minutes which reduced to an average of 38 minutes.)

With Response Volunteers reminding patients of appointments, DNA rates dropped from 32% to 16.5%.

SaTH Charity update



The Priory school raised more than £3,700 during their charity year which was donated to SaTH Charity's Swan Fund. The donation enabled improvements to be made in our end of life care.



Wrekin Golf Club will be supporting SaTH Charity throughout 2020.

All the money the club raises throughout the year will go to our Neonatal Department, by request of their club captain.



More than 100 bikers dressed in festive outfits visited the RSH to drop off a van brimming with donated gifts for young patients.

The riders from the Midlands Riders arrived at the Copthorne Building.

The Hamar Centre Redesign Project



- The Trust and Macmillan Cancer Support are working in partnership with other local charities to build new and improved Macmillan Cancer Support services and extend existing Trust services
- The Trust provides counselling and well being services at the Hamar Centre to individuals with life threatening and life limiting conditions.
- Macmillan Cancer Support provide an information and benefit welfare advice service at the Hamar Centre



The League of Friends of the
Royal Shrewsbury Hospital

The Hamar Centre Redesign Project

- Following the redesign of the Centre, Macmillan Cancer Support will have a larger information service, which will include a quiet room for patients and relatives
- The Trust will have two new multi-purpose rooms to provide therapy and support groups to clients and community groups



Coming Up in Quarter 4



Equality, Diversity and Inclusivity Stakeholder event 23 January 2020

(Engagement team support in planning and delivery)

Follow up with NHS England Equality and Health Inequalities Unit

Also coming up in Quarter 4

- SaTH Community Engagement Meetings *
- Hamar Centre Stakeholder Forum
- Developing the Response Volunteer scheme
- Support for Stroke services engagement plan and EQIA
- Fun Day planning
- Support for Radiology around
- People's Academy, Young People's Academy and a bespoke academy for Telford Job Centre

Any Questions?