

Cover page	
Meeting	Board of Directors
Paper Title	Quarter 1 Public Participation Update
Date of meeting	30 July 2020
Date paper was written	16 July 2020
Responsible Director	Julia Clarke
Author	Hannah Roy
Presenter	Julia Clarke
<b>Executive Summary</b>	
<p>This paper gives an update on Community Engagement, volunteering and SaTH Charity for Quarter 1 of 2020/21, including how the Trust has engaged with its local communities during COVID-19. Community Engagement was highlighted recently in CQC Full Inspection report published 8 April 2020 commented in its summary of findings (p17) that “the trust engaged with patients, staff, the public and local organisations to plan and manage services and collaborated with partner organisations”.</p> <p>It is important that the Trust continues to engage and involve our local populations in a meaningful and inclusive way. COVID-19 has impacted on the ways we engage with our local communities, however, it is essential that we continue to have an ongoing dialogue with our communities, and ensure they have opportunities to be involved.</p> <p>This paper will outline the Trust’s forward plan around engaging our local communities over the next 6-12 months, taking into considerations the challenges around engagement and COVID-19.</p>	
Previously considered by	

The Board (Committee) is asked to:			
<input type="checkbox"/> Approve	<input type="checkbox"/> Receive	<input checked="" type="checkbox"/> Note	<input type="checkbox"/> Take Assurance
To formally receive and discuss a report and approve its recommendations or a particular course of action	To discuss, in depth, noting the implications for the Board or Trust without formally approving it	For the intelligence of the Board without in-depth discussion required	To assure the Board that effective systems of control are in place

Link to CQC domain:				
<input type="checkbox"/> Safe	<input checked="" type="checkbox"/> Effective	<input type="checkbox"/> Caring	<input checked="" type="checkbox"/> Responsive	<input checked="" type="checkbox"/> Well-led

Link to strategic objective(s)	<p><i>Select the strategic objective which this paper supports</i></p> <p><input checked="" type="checkbox"/> PATIENT AND FAMILY Listening to and working with our patients and families to improve healthcare</p> <p><input type="checkbox"/> SAFEST AND KINDEST Our patients and staff will tell us they feel safe and received kind care</p> <p><input type="checkbox"/> HEALTHIEST HALF MILLION Working with our partners to promote 'Healthy Choices' for all our communities</p> <p><input checked="" type="checkbox"/> LEADERSHIP Innovative and Inspiration Leadership to deliver our ambitions</p> <p><input type="checkbox"/> OUR PEOPLE Creating a great place to work</p>
Link to Board Assurance Framework risk(s)	BAF 1186 IF we do not have meaningful engagement and co-production with our community THEN patients will not be at the centre of everything we do.

Equality Impact Assessment	<p><input checked="" type="radio"/> Stage 1 only (no negative impact identified)</p> <p><input type="radio"/> Stage 2 recommended (negative impact identified and equality impact assessment attached for Board approval)</p>
Freedom of Information Act (2000) status	<p><input checked="" type="radio"/> This document is for full publication</p> <p><input type="radio"/> This document includes FOIA exempt information</p> <p><input type="radio"/> This whole document is exempt under the FOIA</p>
Financial assessment	<i>Is there a financial impact associated with the paper?</i>

## Guiding Information

*(delete all grey text before submitting final version)*

### CQC Domains

**Safe:** you are protected from abuse and avoidable harm.

**Effective:** your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

**Caring:** staff involve and treat you with compassion, kindness, dignity and respect.

**Responsive:** services are organised so that they meet your needs.

**Well-led:** the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

### Strategic Objectives 2019/20

**PATIENT AND FAMILY** Listening to and working with our patients and families to improve healthcare

**SAFEST AND KINDEST** Our patients and staff will tell us they feel safe and received kind care

**HEALTHIEST HALF MILLION** Working with our partners to promote 'Healthy Choices' for all our communities

**LEADERSHIP** Innovative and Inspiration Leadership to deliver our ambitions

**OUR PEOPLE** Creating a great place to work

### BAF Risks

BAF 1186 IF we do not have meaningful engagement and co-production with our community THEN patients will not be at the centre of everything we do.

BAF 1204 IF our maternity services do not evidence learning and improvement THEN the public will not be confident that the service is safe.

BAF 1134 IF we do not work successfully in partnership, THEN our current traditional service models for both unscheduled and scheduled care will be insufficient to meet escalating demand.

BAF 1533 IF we do not implement all of the 'integrated improvement plan' which responds to CQC concerns THEN we cannot evidence provision of improving care to our patients.

BAF 1746 IF we do not have effective systems in place to consistently identify and escalate and manage patients with sepsis or other deteriorating medical conditions, THEN patients will not have the best outcomes possible.

BAF 561 IF we do not have system-wide effective processes in place THEN we will not achieve national performance standards for key planned activity.

BAF 668 IF we do not deliver our Hospitals Transformation Programme (HTP) THEN we cannot ensure our patients get the best care.

BAF 670 IF we do not deliver our control total and meet the trajectory to live within our financial means THEN we cannot meet our financial duties nor invest in service development and innovation.

BAF 1492 IF we do not have an agreed Digital Strategy THEN we cannot effectively underpin service improvement.

BAF 1558 IF we do not have sufficient, competent and capable Directors THEN we cannot deliver the Trust's agenda.

BAF 1584 IF we do not invest in our ageing estate nor replace old equipment THEN we cannot provide a safe environment.

BAF 423 IF we do not have positive staff engagement THEN we cannot support a culture of safety and continuous improvement.

BAF 859 IF we do not have a recruitment strategy and retention strategy along with demand-based rostering for key clinical staff THEN we cannot ensure the sustainability of services.

BAF 1771 IF we do not have adequate resources, systems and processes in place THEN we cannot successfully manage the response to the outbreak of the COVID-19 virus effectively

# Public Participation Apr-Jun 2020

Julia Clarke – Director of Corporate Services



The People's **Academy**



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

# Highlights of Engagement Apr-Jun 2020

- First Virtual Community Engagement Meeting with updates from:
  - Maternity
  - Operations- Covid impact
  - Clinical Research Team
  - Hospital Transformation Programme
  - Executive update - Cascade
- Virtual Community Drop in Sessions using Microsoft Teams.
- During the 'Values Listening Week' (8 June) a survey was sent to community groups for their feedback.
- Changing Places – as part of the application process for fully accessible toilets on both sites, we have asked for feedback from our local community through an online survey.
- A monthly online 'Community Engagement' Newsletter has been sent to community groups
- Hamar Centre Redesign Stakeholder Group has been looking at the interior look of the Centre as well as completing a wayfinding exercise.



# Community Support - Volunteers

Many of our current volunteers paused their volunteer placements due to COVID-19, however, we have seen our local communities offer to support our hospitals through volunteering during this time.



## Since March 2020

- 400 individuals contacted us to express an interest in volunteering at our hospitals.
- 24 of our pre-COVID-19 volunteers chose to continue.
- New roles were created to support the hospitals during COVID-19. 145 volunteers have been deployed into roles such as estates, stores, portering, catering, communications and IT assistants, phlebotomy and radiology 'meet and greet' roles, pharmacy and therapies' drivers, charity fundraising donations support, and visitor face mask distribution.
- The average volunteer commits to at least 4 hours a week but many take on multiple roles or shifts.
- The Volunteer Team maintains regular contact with the entire volunteer base through bi-weekly updates to current volunteers and bi-monthly newsletters to paused volunteers.



# Community Involvement -SaTH Charity

Income has been strong throughout the quarter but importantly the engagement with the Trust has as much value.

Dozens of Just Giving pages have been set up linked to the Trust's Just Giving page, it has provided a great platform for local people to support their local NHS Trust. All fundraisers have been thanked and offers of support made to maximise their fundraising.

Merrythought has been making handmade traditional NHS 70<sup>th</sup> Birthday teddy bears with £10 from each sale going towards SaTH Charity. Donations have now exceeded £3,000 and they are also collecting on our behalf using our very own Bevan pin badge.





# Community Involvement -SaTH Charity

Since March 2020

- Donations of scrubs, uniform washbags and “ear savers” have been provided to staff by local sewing groups and local people – this has been a great public engagement tool.
- We secured 6,500 uniform wash bags from Absolute Clothing based in Wolverhampton.
- Britvic has delivered in over 5,000 drinks for our staff.
- Taylor Wimpey funded a large 8 seater outdoor picnic table.
- Telford Councillors ran a competition to design a cake representing the support local people had for their local hospital. The winning design was turned into a massive cake and was presented to the Trust on the NHS’s 72nd Birthday.
- Local Telford based company Lyreco donated 640 boxes of chocolates on 16th July
- Reconomy, based in Telford, will £5 donate from every skip order to raise funds to develop a courtyard at the Princess Royal Hospital.



# Forward Plan Engagement 2020-21

It is important we continue to engage and involve our local populations in a meaningful and inclusive way.



COVID-19 has impacted the way we engage with our local communities and it's essential we continue to have an ongoing dialogue with these communities and ensure they have the opportunity to be involved.

Over the next 6 months the Community Engagement Team will be working on developing a 'Public and Patient Participation Strategy' which is aligned to our Trust's objectives and ensures the opportunity for wider participation of our local communities. We will continue to work with other directorates and our local communities to ensure that the strategy is meaningful and fit for purpose

# 4PI: A Framework for Involvement

It's important, moving forward, that we ensure the involvement and engagement of our local communities is meaningful and not a tokenistic gesture.

We will use the 4PI Framework:

**Principles, Purpose, Presence, Process, Impact**

**Principles:** Meaningful and inclusive involvement starts with a commitment to shared principles and values.

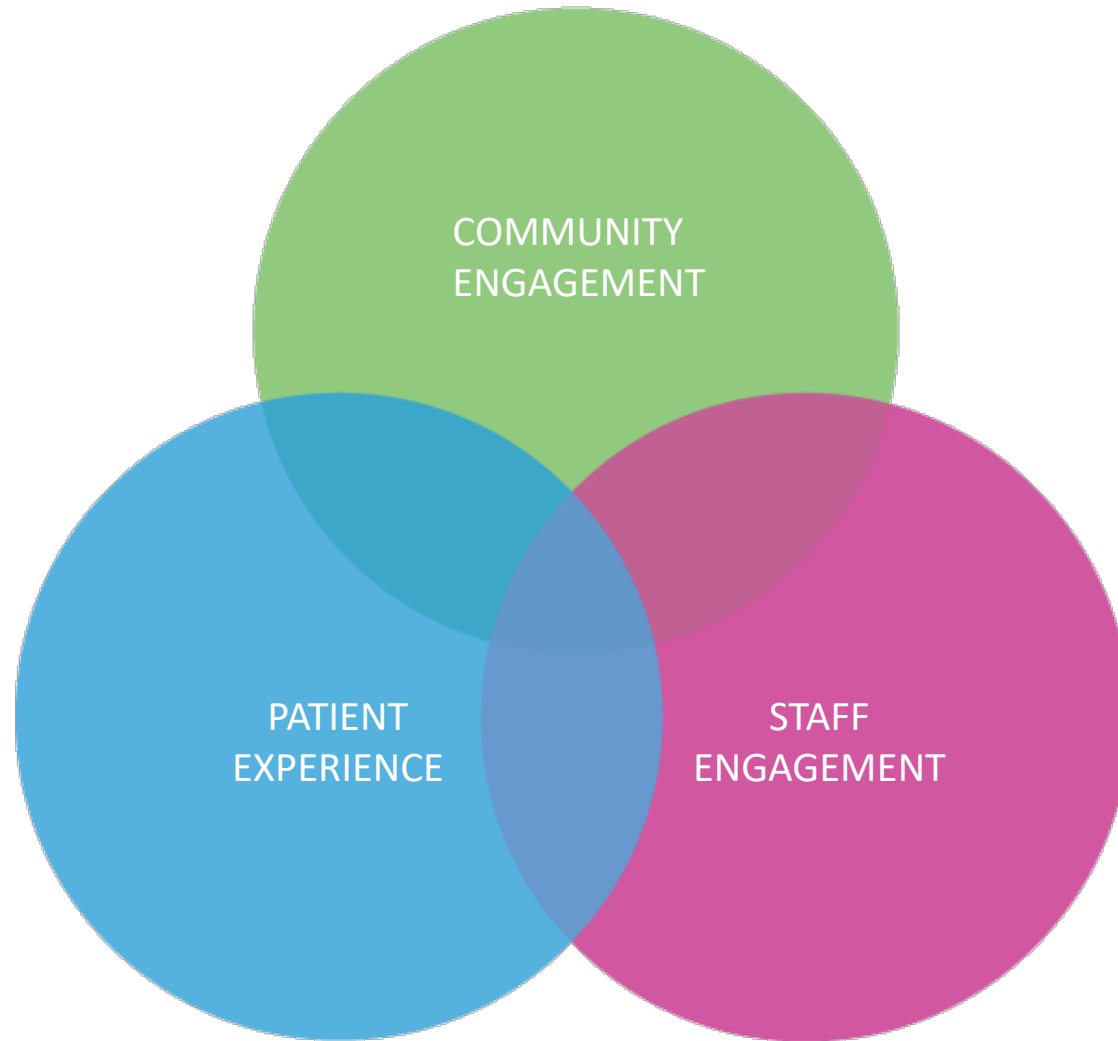
**Purpose:** People need a reason to get involved. The purpose of involvement needs to be clear and communicated to everyone involved in the activity, as well as the wider organisation.

**Presence:** The Trust would like to see a diversity of service users and carers involved at all levels and at all stages of a project or organisation. The people who are involved need to reflect the nature and purpose of the involvement.

**Process:** The process of involvement needs to be carefully planned to make sure that our communities can make the best possible contribution.

**Impact:** For involvement to be meaningful, it needs to make a difference to the lives or the experiences of patients and communities.

# Working with other directorates



Engaging with our local communities can not be seen in isolation. Our public can also be our patients, carers, volunteers or staff, so when we are engaging with the public its important that we have strong links to the other areas of the organisation.

When engaging with the public it is essential that this is carried out in collaboration with our staff engagement team to ensure that our staff are not informed after public involvement

# Engaging our Communities

Over the next 6 months

## Maximising Individual Health and Wellbeing

Activities to support greater ownership of health and care (such as self-management, expert patient programmes, peer support, shared decision making).

## Supporting Care and Service Delivery

Fundraising, volunteering and potentially 'paid' patient roles, including to support other categories of involvement (such as collecting patient feedback or acting as a peer support worker).

## Improving Care and Services

Taking part in activities to develop and test out understanding of what improvements are needed, how they can be achieved, and whether they have worked (such as experience-based co-design, focus groups, clinical and health service research providing feedback).

## Strategy, Policy and Planning

Involvement in developing and implementing strategy and policy (such as lay representative roles on programmes and project boards).

# Engaging our Communities

## Maximising Individual Health and Wellbeing

- A programme of Virtual Health Lectures
- Virtual Community Drop-ins
- Volunteer programme
- Utilising social media as a method to engage our communities
- Provide more opportunities for our 10,000 public members to get involved
- Developing our involvement page on the SaTH website, which will highlight involvement opportunities.

## Supporting Care and Service Delivery

- 'Virtual' Community Meetings
- Continue to develop volunteering roles to support our hospitals
- Develop a training programme and tool kit for staff on Section 242
- Regular community newsletters
- Attending Community and Patient support groups on behalf of SaTH

## Improving Care and Services

- Regular meetings with the local Healthwatches and CHC
- Stakeholder focus groups for specific services
- Gaining feedback from surveys and online forums
- Providing public Involvement opportunities
- Virtual Academies
- Support public involvement in EQIA's (Equality Impact Assessments)

## Strategy, Policy and Planning

- Develop mechanisms for the community to have greater involvement in the development of strategies and policies in the Trust e.g. focus groups, surveys etc
- Build links with our voluntary and community sector organisations with focus a on social inclusion

# Forward Plan – Q2

Over the next 6 months the engagement team will be focusing on the following:

- Supporting and providing more opportunities for our 10,000 public membership to get involved and increasing the number of members we can contact electronically.
- A virtual health lecture series for the public
- Meet our local Healthwatches and CHC on a regular basis around the community engagement agenda
- Develop stakeholder/focus groups that are aligned to specific services, to support service development and delivery on a more continuous basis
- Develop and implement virtual People's academies
- Develop a tool kit for staff on Section 242 requirements and responsibilities to supporting the Trust to engage with the community around strategy and planning e.g. focus groups, surveys etc
- Engage with hard to reach groups through a socially inclusive approach