

## Update from Alison Jones, GP Engagement

### Pilot scheme to reintroduce visiting at the Trust

The Gynaecology Ward at the Trust has been the first to trial a new policy for visitors as from 23 July. Strict rules will remain in place to protect patients, visitors and staff, and to ensure that social distancing guidelines can be met. If successful, the new visiting policy will be rolled out across other wards at both the Royal Shrewsbury Hospital and the Princess Royal Hospital.

Visitors to the Gynaecology Ward are asked to observe the following rules:

- ◆ Only one person is permitted to visit the patient throughout their admission
- ◆ All visitors must book a time to visit
- ◆ Each visiting slot is for 50 minutes only
- ◆ Visitors must provide their contact details when booking an appointment time to visit
- ◆ Visitors must adhere to Trust Personal Protective Equipment (PPE) policies
- ◆ Visitors must ensure that they are washing their hands regularly
- ◆ Visitors must stay by the patient's bedside at all times. Should they require a member of staff they are to use the nurse call bell.

Maggie Bayley, Interim Chief Nurse at the Trust, said: **"We are pleased to be taking this step forward in the reintroduction of visiting to our hospitals. Protecting patients and staff is our top priority and while it is not the right time to lift our restrictions completely, we are working hard to make sure we reinstate visiting in a safe and compassionate way. We would like to say thank you for the continued understanding shown by our patients and their loved ones during this difficult time."**

This announcement on 23 July follows on from updated guidance for visitors to the Trust's Maternity Services, Fertility Services and Neonatal Unit, which was announced on 20 July. Referring to these services, Maggie Bayley said: **"We have been looking at how we can safely ease the restrictions that were put in place during the COVID-19 outbreak to keep our patients and staff safe, and are pleased we can make these changes to visiting in our Maternity Services, Fertility Services and Neonatal Unit."** Full details of these changes can be found at <https://www.sath.nhs.uk/news/updated-arrangements-for-visiting-july2020/>

### Briefing for primary care on maternity services: the Ockenden Review

To brief GP practice teams and to provide reassurance and transparency to their patients, the following summary has been produced:

- ◆ In July 2020 Donna Ockenden, who is leading the Independent Review into maternity services, announced that the total number of family cases involved is 1,862.
- ◆ The Review team intends to publish its initial findings at the end of 2020.
- ◆ Any families who wish to raise their experiences or concerns and who are not part of the inquiry are now asked to contact the Trust: please email [sath.maternitycare@nhs.net](mailto:sath.maternitycare@nhs.net) or call the PALS team on (01952) 641222 ext 4382.
- ◆ The Trust is working with the Review team, which has acknowledged that it provided all the information required.
- ◆ The Trust has issued an open letter to the communities it serves from Chief Executive Louise Barnett which can be read [here](#).
- ◆ In a recent Friends and Family Test, 100% of respondents recommended maternity services at The Shrewsbury and Telford Hospital NHS Trust.
- ◆ In their most recent inspection, the Care Quality Commission (CQC) rated maternity services at The Shrewsbury and Telford Hospital NHS Trust as 'good' in Caring, Effective and Responsive.

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## Over 200,000 'thank yous' received from the public and in charity donations

Almost £223,000 has been raised by SaTH Charity in the last three months- almost double the amount raised over the same period last year.

In a report to July's Trust Board, Chief Executive Louise Barnett said the figure represents the huge support the Trust has received from local people, local businesses and national support from NHS Charities Together.

Items recently purchased by NHS Charities Together funds include:

- ◆ 16 seating units to support staff taking a quality break outside in the fresh air
- ◆ 26 two-way radios to improve staff communication when working in PPE areas
- ◆ Dementia sensory trolleys supporting patients who are struggling with COVID-19 related stress
- ◆ 40+ portable hearing loops for use across the Trust to reduce the impact for the hard of hearing of sneeze screens and staff wearing face coverings.

Other funds were used for:

- ◆ Cancer examination trolleys to the value of £33,264 for improved patient comfort and support staff to provide treatment in an improved setting
- ◆ Test equipment for Audiology and supporting IT equipment purchased at a cost of £25,548. This supports an Audiologist to understand dizziness and balance issues a patient might be experiencing.

Further planned expenditure from NHS Charities Together includes a nurse-led physiological support programme and a COVID-19 Hamar Centre-based counselling service to support patients and staff.

The Trust is also putting forward a £50,000 bid focusing on the impact of COVID-19 on Black, Asian and Minority Ethnic (BAME) staff and patients.

## SaTH and local charity team up on new online tinnitus support

The Audiology Team at the Trust is working alongside Signal Charity to help people with tinnitus in the county get the support they need during these challenging times. Together, the organisations have formed new and novel ways to support people from across Shropshire and Telford & Wrekin who are experiencing tinnitus. These new services use online video technology to provide tinnitus appointments, regular support groups, one-to-one volunteer support and expert information.

The first of these new services was launched in March, when Signal began offering online support groups as well as telephone calls, letters and email support between their volunteers and beneficiaries. SaTH's Audiology Department now plans to join Signal by providing online tinnitus appointments, and this comes after a successful trial of the Attend Anywhere video call technology for people experiencing tinnitus.

Vicky Sadler from the Shropshire Audiology Service at SaTH, said: **"I was excited to be part of trying out video calls for tinnitus patients. During lockdown it's been a different way of providing professional advice and it's so much better to see a person's face. Some people have been a bit nervous about trying it out on their laptop, iPad or smartphone, but once they realised how easy it is to join the video call they were delighted. As a clinician, I think it's an innovative way forward and Audiology will be trying video calls in other areas such as hearing aid follow ups."**

## Warm welcome to Team SaTH



At the end of the month we welcomed our new first year foundation doctors, who will be shadowing in the departments where they will be working and attending various inductions over the next couple of weeks.