

COVERSHEET	
Meeting	Board of Directors' meeting in PUBLIC
Paper Title	Public Participation Update [Q2]
Date of meeting	8 October 2020
Date paper was written	22 September 2020
Responsible Director	Julia Clarke, Director of Corporate Services
Author	Hannah Roy, Head of Public Engagement
Presenter	Julia Clarke, Director of Corporate Services
Executive Summary	
<p>This paper gives an update on the public participation and involvement activities at SaTH July-Sep 2020 covering community engagement, volunteering and SaTH Charity.</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, but has provided alternative opportunities as 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 outlines how we have engaged with our local communities, including meeting our Section 242 statutory duties to engage. There is also a developing link with the work of SaTH Charity which will have a great opportunity to support the community through funding available from NHS Charities Together. The funding has also enabled an opportunity to consider whether there is any unconscious bias or other barriers for groups in our communities. The grant process will also allow the NHS to reach out to smaller voluntary organisations to understand better ways of working together across our communities.</p> <p>This paper also outlines the Trust's forward plan around engaging our local communities over the next 6-12 months, taking into considerations the challenges and opportunities around engagement and COVID-19.</p> <p>The Board of Directors' are asked to note the paper.</p>	
Previously considered by	Community Engagement Group 23/9/20 Senior leadership Committee (Operational) 24/9/20 – the committee recommend presentation to the Board of Directors.

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	To discuss, in depth, noting the	For the intelligence of the Board without	To assure the Board that effective

approve its recommendations or a particular course of action	implications for the Board or Trust without formally approving it	in-depth discussion required	systems of control are in place
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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	None

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



The Shrewsbury and
Telford Hospital
NHS Trust

Public Participation Quarter 2

Julia Clarke – Director of Corporate Services



The People's **Academy**



The Shrewsbury and Telford Hospital NHS Trust

Highlights of Engagement-Q2

- Funding bid from NHS Charities Together to support the Trust to engage and involve our BAME and seldom heard groups.
- Supporting Care Groups with their Section 242 duties to engage the public around service changes
- Developed and delivered a virtual A&E patient focus group
- Held a quarterly Online SaTH Community Engagement meeting on 23 September 2020



Highlights of Engagement-Q2

- Preparation for a new online People's Academy underway with support from new Academy Steering Group – made up of 10 graduates from People's and Young People's Academy
- Online Health Lecture programme confirmed and the first event on 08 October 2020 – **"Dementia in Acute Care through Covid"** – Karen Breese, Lead Dementia Nurse
- A mental health advocate has supported the Trust to improve the mental health assessment rooms in our A&E's. After engaging with patients and the public, two murals will be put on the walls of these rooms to create a less "clinical environment"



Section 242 Duties – Trauma and Cardiology

- Engaging the public around the repatriation of Trauma services to RSH
- Centralisation of some services – adult hip fractures and inpatient cardiology
- Regarding these potential service changes the Trust engaged with:
 - The Healthwatch's and CHC
 - Patient groups
 - SaTH's Equality, Diversity and Inclusivity Patient Group
- The Trust had input and feedback from the above groups which has fed in to the Trust's Equality Impact Assessment.



Social Inclusion Project

- Funding has been given by NHS Charities Together to support the Trust with engaging and involving our 'hard to reach/seldom heard' communities
- A new fixed term Social Inclusion Officer post is currently being recruited to
- The post holder will work with our local councils and health economy partners to build better links and ways to engage with our seldom heard communities
- The post holder will support our hard to reach groups to engage and get involved with the Trust, particularly around service changes and developments.



Volunteering during COVID-19

We have 118 active volunteers in 26 roles across both hospital sites. We are processing 41 new applications. Due to COVID-19, 652 volunteers have currently put their placement on hold.

27 young volunteer applications have been received. 10 volunteers have been offered substantive paid roles within the Trust



Since July 2020:

- In response to patient feedback, we have created a new role to support the Lingen Davies Centre, which releases staff for clinical duties.
- We have been working with the Patient Experience team to develop a new role supporting the virtual visiting service at PRH.
- Volunteers are supporting the clinical audit team gathering information around patient experience in a A&E.
- 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.

SaTH Charity Update

Donations have declined since their peak in April / May potentially due to an unstable economy, social distancing impacting on events and potential fundraisers supporting national charity campaigns.

Expenditure for the period was £126k (last year it was £123k) and included;

Two examination trolleys (£33k)

Thirty-two shower chairs (£11K)

Audiology equipment (£26K)

Income for the 3 months to 31st August has been above expectation at £217K. This is due to a legacy of £90K and a grant of £50k from NHS Charities Together.



Small things make a big difference fund

The Small Things Fund is the only fund that's purpose is to directly benefit staff. Funds have been used to:

- Purchase additional seating outside
- Provide additional water fountains
- Purchase hand creams and lip balms
- Provide fridges for staff rooms
- Welcome bags for new junior doctors
- "Thank you" cakes to departments on national public health recognition days

The latest project is the purchase of new lockers for staff areas. With COVID-19 uniforms restrictions, uniformed staff often had nowhere to put their clothes and items – often being left on the floor.



SaTH Charity Update NHS – Charities Together

NHS Charities Together has provided grants totalling £77,500 which the Trust has used for a number of different projects.

**NHS CHARITIES
TOGETHER**



SaTH Charity Update NHS – Charities Together

Hamar Centre Counselling Project - £18,506

A project aimed at supporting staff and patients who have been affected by COVID-19



Two-way radios - £3,118



ITU and Theatre Teams solved a communication, in part due to the enhance PPE regime, when a member of the team brought in their son's walkie-talkies.

20 units of two-way radios have since been purchased for both hospital sites with a further six on-standby for other areas.

SaTH Charity Update NHS – Charities Together

Other projects include:

- **Nurse-led psychological support - £11,641**

Providing clinically led support for staff

- **Water fountains - £1,800**

Funding mains fed water stations to support staff at the point of need due to increase use of PPE

- **Dementia / delayed learning sensory trolleys - £5,580**

Two sensory trolleys have been ordered to support patients with dementia and reduce stress

- **And mobile hearing loops - £6,350**

40 portable hearing loops for reception areas and consultation rooms

Greenspace project - £9,876.

60 requests were received with ideas on how to use the grant, the overwhelming response was for outdoor seating to get away from clinical areas. Staff are now benefitting from 13 picnic benches and 3 park type benches



Forward Plan – Public Participation Strategy

We are currently developing our Public Participation in collaboration with our local communities across Shropshire, Telford & Wrekin and Powys.

We have carried out a session at the community engagement meeting on the 23rd September with over 35 participants. We have had discussions with our local Healthwatch's and CHC to gain their views.

Over the next few months we will be engaging with our local communities to develop our Patient Public Strategy.

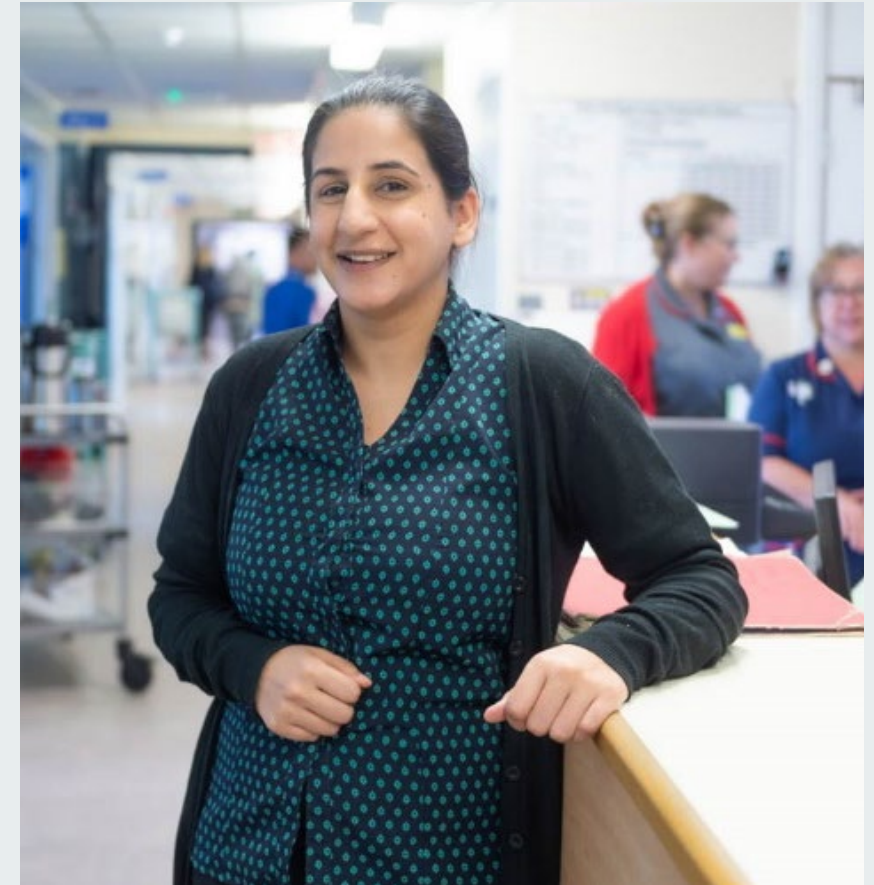
- In October a number of focus groups will be held, these groups will be open to all of the communities and areas we serve
- In November a survey will be sent to all our community and network members
- Staff and external stakeholder sessions will be held in November
- In December an interim report will be presentation to the Trust Board



Forward Plan – Q3

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

- Develop a new “branding” for public participation within the Trust which incorporates Charities, Public Engagement and Volunteers
- Supporting and providing more opportunities for our 10,000 public membership to get involved and increasing the number of members we can contact electronically. We will be writing to our 7148 postal members to ask them to change to email correspondence
- To continue with our programme of virtual health lecture series for the public



Forward Plan – Q3

- Meet our local Healthwatches and CHC on a regular basis around the community engagement agenda
- Developing a new volunteer role to support the wards with virtual visiting
- Develop an internal Public Engagement Group with Care Groups and 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
- Develop and deliver a virtual People's academy
- Develop funding bids for stage 2 & 3 of NHS Charities Together

