



# February

## LGBT+ History Month

- Held LGBT+ Awareness workshops in conjunction with LGBT SAND and members of the local community. The workshops discussed personal experiences reported by the LGBT+ community; explored the use of vocabulary and terminology; identified how to ask difficult questions; and, highlighted where to signpost for support.

# May

## Deaf Awareness Week

- Launched a deaf and hard of hearing intranet page, for staff, to create awareness and share resources.
- Introduced 'deaf awareness badges' to support people with hearing loss whilst face masks have limited the ability to lip-read.
- Worked with Signal to offer communication tips posters to each area within the Trust.



# October

## Black History Month

- Engaged with the local community to explore the patient experiences of people from a BAME background.



# April

## Experience of Care Week

- Re-launched the webpages and created a patient experience portal which is easier for patients to navigate.
- Produced a patient experience film that recognises the value of the Trust's 'hidden heroes' who contribute to a patient's journey.
- Used Observe and Act to improve patient experience.
- Held a Dementia Café for people living with Dementia who are currently receiving care in the Shrewsbury or Telford hospitals.
- Encouraged and supported staff in their pledges to improve patient experience.

# June

## Learning Disabilities Week

- Launched an easy read patient information template to support staff in developing easy read literature. This has increased the amount of accessible information that is available within the Trust.
- Developed a learning disabilities webpage and intranet page to share resources and highlight the types of support which are available within the Trust.
- Provided Makaton healthcare cards to every ward and department to aid communication.

## Carers Week

- Introduced new documentation which places greater focus on identifying carers on admission to hospital to ensure that support and signposting is accessed as early as possible.
- Launched a carers webpage in partnership with the local carers leads to ensure the information provided is responsive to carers needs.

