

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.

February

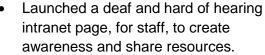


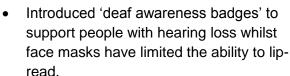
LGBT+ History Month

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





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.



