

## Board of Directors meeting 9 February 2021

<b>Agenda item</b>	027/21			
<b>Report</b>	Public Participation Report [Q3]			
<b>Executive Lead</b>	Director of Corporate Services			
	<b>Link to strategic pillar:</b>		<b>Link to CQC domain:</b>	
	Our patients and community	√	Safe	
	Our people		Effective	
	Our service delivery		Caring	√
	Our partners	√	Responsive	
	Our governance		Well Led	√
	<b>Report recommendations:</b>		<b>Link to BAF / risk:</b>	
	For assurance			
	For decision / approval		<b>Link to risk register:</b>	
	For review / discussion			
	For noting	√		
	For information			
	For consent			
<b>Presented to:</b>	Senior Leadership Committee (Operational) 28 January 2021			
<b>Dependent upon</b> (if applicable):	N/A			
<b>Executive summary:</b>	<p>This paper gives an update on Community Engagement, volunteering and SaTH Charity for Quarter 3 of 2020/21.</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. This paper outlines how we have engaged with our local communities, including meeting our Section 242 statutory duties to engage. This presentation also provides an update on our charity and where funding has been allocated across the Trust.</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>			
<b>Appendices</b>	Annex 1: Please see attached Quarter 3 Public Participation presentation			

# Public Participation Quarter 3

Julia Clarke – Director of Corporate Services





# Public Participation Department:

- Community Engagement
- SaTH Charity
- Volunteers

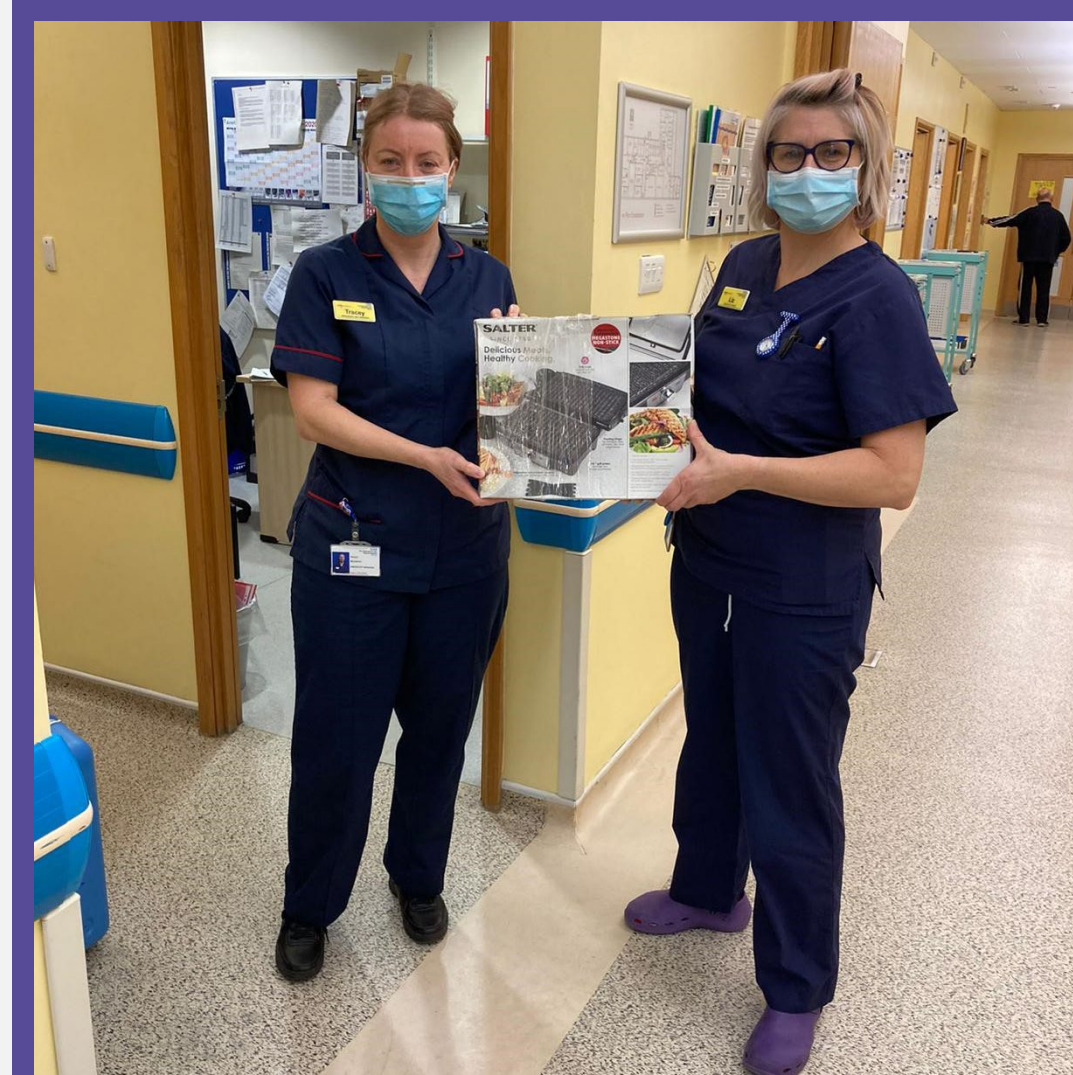
# Highlights of Public Participation - Q3

- Engaged with almost 700 staff and public to support the development of our Public Participation Plan
- Supported Care Groups with their Section 242 duties to engage the public around service changes
- Continued to hold our virtual monthly update meetings with the public with attendance from people from across Shropshire, Telford & Wrekin and Powys
- Held our first virtual Health Lecture on 08 October 2020 – “Dementia in Acute Care through Covid” – Karen Breese, Lead Dementia Nurse
- Launched our public newsletter, Get Involved, at the end of November and sent it out to over 500 community contacts and over 3000 community members.
- Increased our Community Membership to nearly 3000



# Highlights of Public Participation - Q3

- Launched first monthly #SaTHHour on Twitter in December – and agreed next topic would be on mental health issues in an acute hospital
- Have been successfully awarded nearly £20,000 to develop a winter Response Volunteer Scheme by NHS England
- Considered 28 bids from local voluntary sector NHS Charities Together Stage 2 Community Partnership funding and recommended 9 bids amounting to £222k to NHS CT.
- Increased staff lottery sign-ups (which raises money for the staff Small Things Make a Big Difference Fund) by almost 50%
- Streamlined the process for ordering items from the Small Things Funds, thus making it much quicker for workforce to receive items.
- Received generous donations to SaTH Charity from Halls and the local Steam Engine Rally organisation.



# Public Participation Plan

- Over the last quarter we have engaged with staff and our local communities around the development of our Public Participation Plan.
- A series of online focus groups were attended by over 100 members of staff and members of our local community.
- An online survey asking our communities for their views on how they want to be engaged and involved with the Trust has been completed by nearly 550 members of the public.
- The feedback provided by our staff and public will support us in developing our vision and plan for Public Participation over the next 3 years.



# COMMUNITY ENGAGEMENT - Section 242 Duties

- The Public Participation Team have supported the Care Group to engage with their local communities around the following service developments/changes:
  - **Patient Initiated Follow up project (PIFU)**
  - **Increasing the inpatient Stroke Rehabilitation Service at Bridgnorth Hospital**
- For all service development/changes we have involved both local Healthwatch and the CHC.
- Equality Impact Assessments (EQIA) have been completed for all of these service developments/changes and are published on our external website
- We have also supported the CCG with developing their engagement plan around the review of phlebotomy services.



# Engaging with our local communities



- The Public Participation Team facilitate a virtual monthly meeting with our local communities. The meeting is attended by a guest member of the senior leadership team, followed by Cascade being delivered by the Director of Corporate Services. This meeting is usually attended by 40-60 members of the public.
- A programme of virtual health lectures for staff and the public has been organised by the Public Participation Team.
  - The first lecture was delivered in October by Karen Breese (Dementia Lead Nurse) on Dementia in Acute Care through COVID.
  - **The next lecture will be by Mike Ford (Modern Matron for Mental Health) on Mental Health in Acute Care, on 18th March 2020**



# Engaging with our local communities



- #SaTHHour was launched on Twitter on Wednesday 9th December. #SaTHHour is a way of engaging the public on social media, the first topic was focused on our Public Participation Plan. Following a suggestion from a member of the public January's topic will focus on Mental Health in Acute Care.
- The Public Participation Team have attend a number of patient and public groups to build better links within our communities
- Virtual monthly informal “drop-in” sessions are held to encourage the public to get involved in an informal setting.

# VOLUNTEERS - Response Volunteer Scheme

The Public Participation Team have introduced a Winter Response Volunteer Project. Volunteers will be assigned to a volunteer hub at each hospital and will respond to requests for help from wards and departments on the day. Some of the tasks identified for volunteers to support with include:

- **Discharge** by escorting patients to and from discharge lounges from wards and providing companionship to patients getting ready to be discharged
- **Patient belonging drop off** by collecting, logging and delivering patient belongings from relatives and friends to the wards
- **Patient and relative messaging service** - providing a one-way patient messaging service for relatives delivering cards and other messages of support and best wishes to wards.
- **Staff wellbeing** by preparing and distributing Winter Treats Trolleys to staff and promoting SaTH Charity/ Small Things Fund/SaTH AmazonSmile scheme / free staff raffles etc.

**The Trust currently has 143 active volunteers (plus 28 young volunteers) and 62 pending volunteers who are going through the application process.**



# Volunteer Update – Vaccine Clinics

- The Volunteer Team worked collaboratively with the vaccination programme to prepare supporting documentation, recruit and train volunteers to support the roll out of the vaccination programme at the SECC with only 24hrs notice.
- In December volunteers provided approximately **330 hours of non-clinical volunteer support** to the vaccination programme.
- The Public Participation team has received really positive feedback about this role from both staff and volunteers.



# Volunteer Update – Project Wingman

- Staff at The Trust were treated to a ‘first class lounge’ experience by cabin crew and pilots at PRH and RSH.
- The crews, working as part of a national volunteer programme called Project Wingman, visited both hospitals in December 2020 in 2 pop up lounges.
- The crew created a welcoming environments where hospital staff could unwind and de-stress before, during or after shifts by chatting to crewmembers while enjoying a cup of tea or coffee and a slice of cake provided by catering.



- Support from our community in terms of fundraising has remained steady over the last quarter.
- Despite the restrictions that Covid has caused, income for the 3 months to 30th November was £126,595K (the same period 2019 was £149,554k). Expenditure for the period was £129,804k (the same period 2019 was £192,362k)
- The Trust also received a further grant of £50k from NHS Charities Together. £15,500 of this grant will support patients living with dementia in our A&Es and wards.



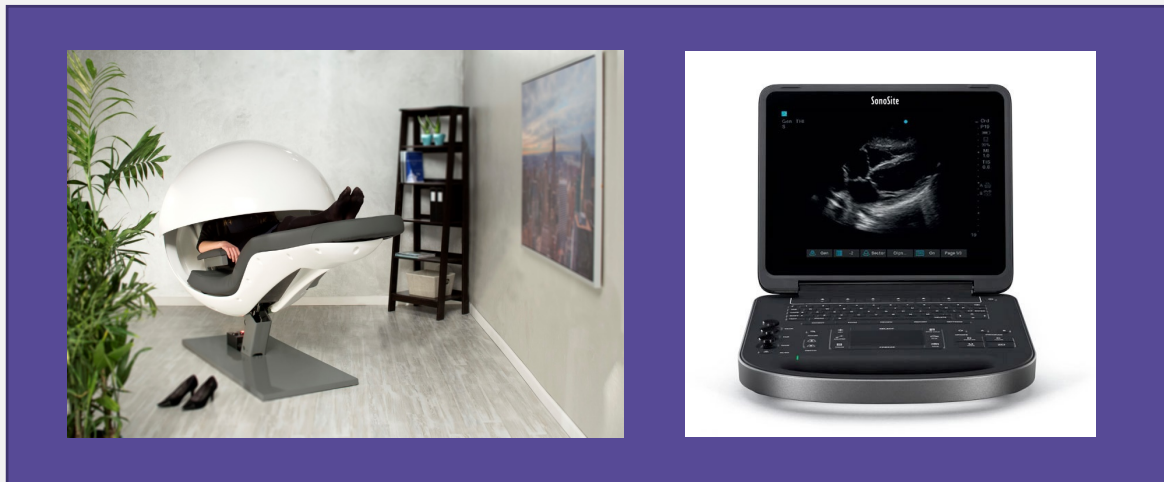
# SaTH Charity - NHS Charities Together

- Shrewsbury Steam Rally - Patients and staff were treated to the unusual sight of a Steam Engine visiting RSH in December. 'The Burrell' engine made a special trip to drop off a cheque for £800.
- Halls the Estate Agents - The livestock auctioneers at Halls Shrewsbury presented a cheque for almost £4000 to the Intensive Treatment Unit at the Royal Shrewsbury Hospital. The money was raised at a sale in June this year, one of the first livestock auctions to take place following the Coronavirus lockdown period.
- Staff Wellbeing Items- Staff Wellbeing trolleys and pick up points were stocked with hand cream, face cream and lip balm to staff struggling with wearing PPE long term.



# SaTH Charity Expenditure

- £22,000 was spent on takeaway lockers to enable staff to order meals to be delivered to RSH and PRH. These particular benefit staff working out of hours and weekends.
- £18,000 has been spent on Ultrasound Equipment for our Renal Unit.
- £12,000 for a sleep pod to support our Junior Doctors.



# Staff Support

The **Small Things Big Difference Fund** is the only fund whose purpose is to directly support staff. Requests for the funds are steadily rising and recent requests include:

- A freshwater fountain including installation works for the Maxillo-facial team at PRH
- Kitchen Equipment and welcome packs for the International Nurses support team
- Fridges for the MES team at RSH, Ward 9 at PRH, Health and Safety Team.
- Courtyard revamps to allow Therapy and Radiology staff to take breaks in an improved environment.
- **SATH STAFF LOTTERY** To mark the festive season we launched a Festive Lottery Lucky Dip and all existing staff lottery entrants received an entry into a festive lottery lucky dip with 25 top prizes.
- 50% of all profits go into the Small Things Make a Big Difference Fund and the rest into cash prizes for staff.





# Staff Support

- In December we ran a raffle to win nightwear that had been donated to SaTH Charity from the clothing company Boden. Over 600 put their name forward and 80 people were picked at random.
- Mars, the confectionary company, donated 6,000 chocolate malteser reindeers as a festive gift for Staff. These were delivered to staff by SaTH Charity and volunteers in the weeks before Christmas.
- To get the new year off to a good start, SaTH Charity ask staff to nominate a colleague to receive a thank you bag in recognition of their hard work. Over 400 staff were nominated and 120 people were selected. Bags were put together and included a thank you card with details of who they were nominated by and why.



# Forward Plan – Q4



- Over the next 6 months the Public Participation team will be focusing on the following:
  - Finalising the Public Participation Plan with Action Plan, which incorporates Community Engagement, Volunteers and SaTH Charity
  - Developing a Public Assurance Forum which will support the Trust in engaging and communicating with our local communities about service development and changes and assuring equality impact assessments
  - Look at utilising the “Clever Together” engagement approach for public engagement
  - Our Social Inclusion Project Officer will be starting a 12 month fixed term appointment in January to support our engagement with Seldom Heard Groups.
  - Support our Care Groups with engaging with the Public around our Section 242 responsibilities

# Forward Plan – Q4



- To continue with our programme of virtual health lecture series for the public
- Monthly Community update meetings
- Continue with our monthly #SaTHHour on Twitter
- Quarterly community Engagement meeting and monthly drop in sessions for the public
- Develop and deliver a virtual People's Academy
- Develop funding bids for Stage 3 funding from NHS Charities Together to support our workforce in dealing with Covid