

## Board of Directors' Meeting 6 May 2021

<b>Agenda item</b>	103/20			
<b>Report</b>	Public Participation Quarterly Report			
<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>	Trust Board			
<b>Dependent upon</b> (if applicable):	N/A			
<b>Executive summary:</b>	<p>This paper gives an update on Public Participation (Community Engagement, volunteering and SaTH Charity) for Quarter 4 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, engagement with volunteers and 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 3-6 months, taking into considerations the challenges around engagement and COVID-19</p>			
<b>Appendices</b>	Annex 1: Quarter 4 Public Participation Update			

## **1.0 Public Participation Team**

The Public Participation Team consists of three main inter-related public-facing services

- Community Engagement
- Volunteering
- Charity management

Under the banner of Get Involved – Make a Difference the team <https://www.sath.nhs.uk/about-us/get-involved/get-involved-public-participation/> there are lots of different ways to Get Involved and it's easy to do. We reach out to engage with the public and the emphasis is on everything we do directly linking to our local communities. This can be by joining as a Community Member to be kept up-to-date about what is going on at SATH, or having a say about hospital services or becoming a fundraiser for our charity, or volunteering time to help at the hospitals. Slides

## **2.0 Community Engagement** (Annex slides 2-9)

- 2.1 Provides support to the Divisions to ensure they meet their Section 242 duties to engage, including supporting them to complete their Equality Impact Assessments and publishing them on our website.
- 2.2 Planning the development and launch of the Clever Together Platform to gain the views of our local communities. The platform is being launched to the public on the 21<sup>st</sup> April for 4 weeks and is a real opportunity for our communities to have their voices heard and help us to shape our Public Participation Plan. This launched on 21 April and on the first day there were 1542 visits to the site from 1350 visitors. There were 128 contributions and 2270 interactions.
- 2.3 The Public Participation Team continues to engage with the public with a regular series of virtual meetings and health lectures. Monthly conversations around a specific health topic are held on #SaTHHour on Twitter.
- 2.4 Draft Terms of Reference have been developed for the Public Assurance Forum and these were discussed with the both HealthWatch organisations and the Community Health Council.
- 2.5 A Social Inclusion Facilitator has started in post and has undertaken a gap analysis and action plan to strengthen our engagement with Seldom Heard Communities. This links in with the system-led approach to addressing Health Inequalities in health and social care.

## **3.0 Volunteers** (Annex slides 10-13)

- 3.1 We currently have 176 volunteers (52 young volunteers) and have 36 individuals who are going through the application process
- 3.2 Following updated NHS guidance we are looking at restoring some of our pre-covid volunteer services (we currently have 530 volunteers on hold)
- 3.3 We have been successful in receiving further funding from NHS England to extend our Response Volunteer scheme until the end of August 2021
- 3.4 We have 88 Response Volunteers across both hospital sites, giving an additional 352 hours of support to our hospitals each week, with an emphasis on supporting nursing colleagues.

#### **4.0 Charities** (Annex slides 14-19)

4.1 SaTH Charity has submitted a bid to NHS Charities Together to recognise Captain Sir Tom Moore through the development of outdoor areas for colleagues on both sites. At PRH, we are developing the PRH main courtyard, which will be called Captain Tom's Courtyard. We are also planning to landscape the mound outside the Ward Block at RSH to create Captain Tom's Garden.

SaTH Charity as also acted as the Lead Charity for a system-wide bid to NHS Charities Together coordinating bids from the voluntary sector to support communities which included improving health inequalities for £222,700.

4.2 Pennies from Heaven: the Pennies from Heaven scheme will be donated to SaTH Charity's Small Things/Big Difference Fund from June 2021. This will allow the Charity to provide additional support to colleagues and raise the profile of the Charity supporting staff.

4.3 SaTH Charity continues to support and recognise staff with well-being items, and other thank you initiatives through the Small Things Fund.

4.4 Public donations of goods and services (eg scrubs, face masks, toiletries, chocolates, gift bags, pyjamas etc) increased during the third national lockdown to over £30,000 in equivalent cash value.

4.5 Income for the three months to 31/03/2021 was £86,419 and expenditure for the same period was £114,188.

#### **5.0 Risks and actions**

Risk	Action	Timescales
1. Fail to deliver wider public participation	Launch CleverTogether platform from 21 April 2021 under GetInvolved banner and reach out to wider community and use to shape Public Participation Plan	July 2021
2. Fail to deliver statutory duties (s242) to engage with the public	Continue to support our Divisions to ensure they meet their Statutory Duties. Training has been provided to Trust Quality Programme Team in Q4 Engagement module developed for Leadership Academy	July 2021
3. Public support through donations for SaTH Charity could start to recede as the levels of lockdown are reduced and the country returns to the new normal	Plan developed to build on awareness of SATH charity to link to local fundraising from individuals groups and corporate organisations.	September 2021
4. The risks of not having a joined up approach to fundraising and volunteering would be a potential decline in income and hours donated,	Stronger links have been built between the Charity and Volunteering team to align them as areas that are supported by the population. Both are supported by giving; time, money or both.	In place

impacting on staff workload.		
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## **6.0 Conclusion**

Trust Board are asked to

6.1 Note the activity in Quarter 4 by the Public Participation Team

6.2 Note the Forward plan for the Public Participation Team for the next 3-6months  
(Annex slides 20-23)

**Julia Clarke**  
**Director of Corporate Services**  
**April 2021**



# Public Participation Quarter 4

Julia Clarke – Director of Corporate Services



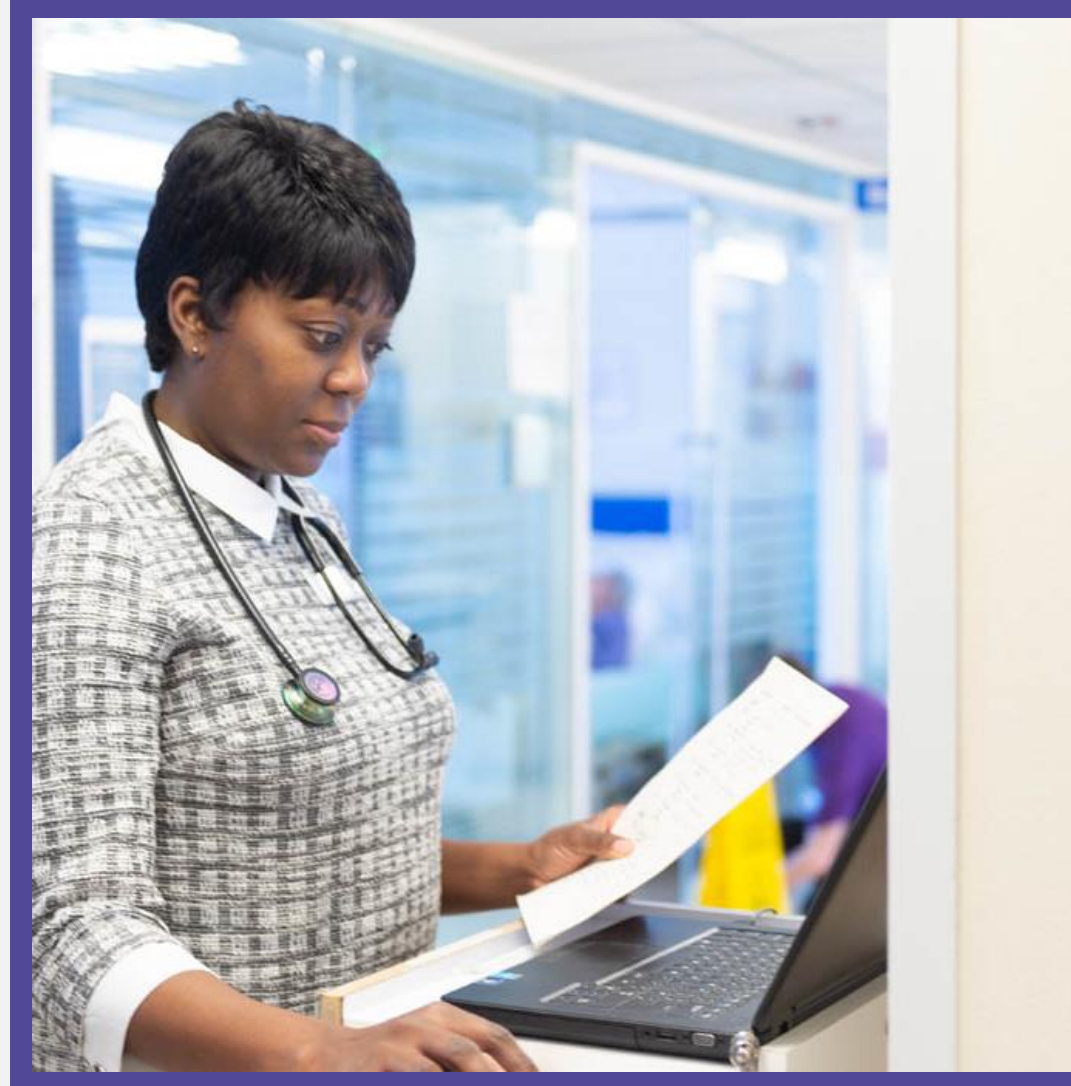
The Shrewsbury and  
Telford Hospital  
NHS Trust



Our Vision: To provide excellent care for the communities we serve

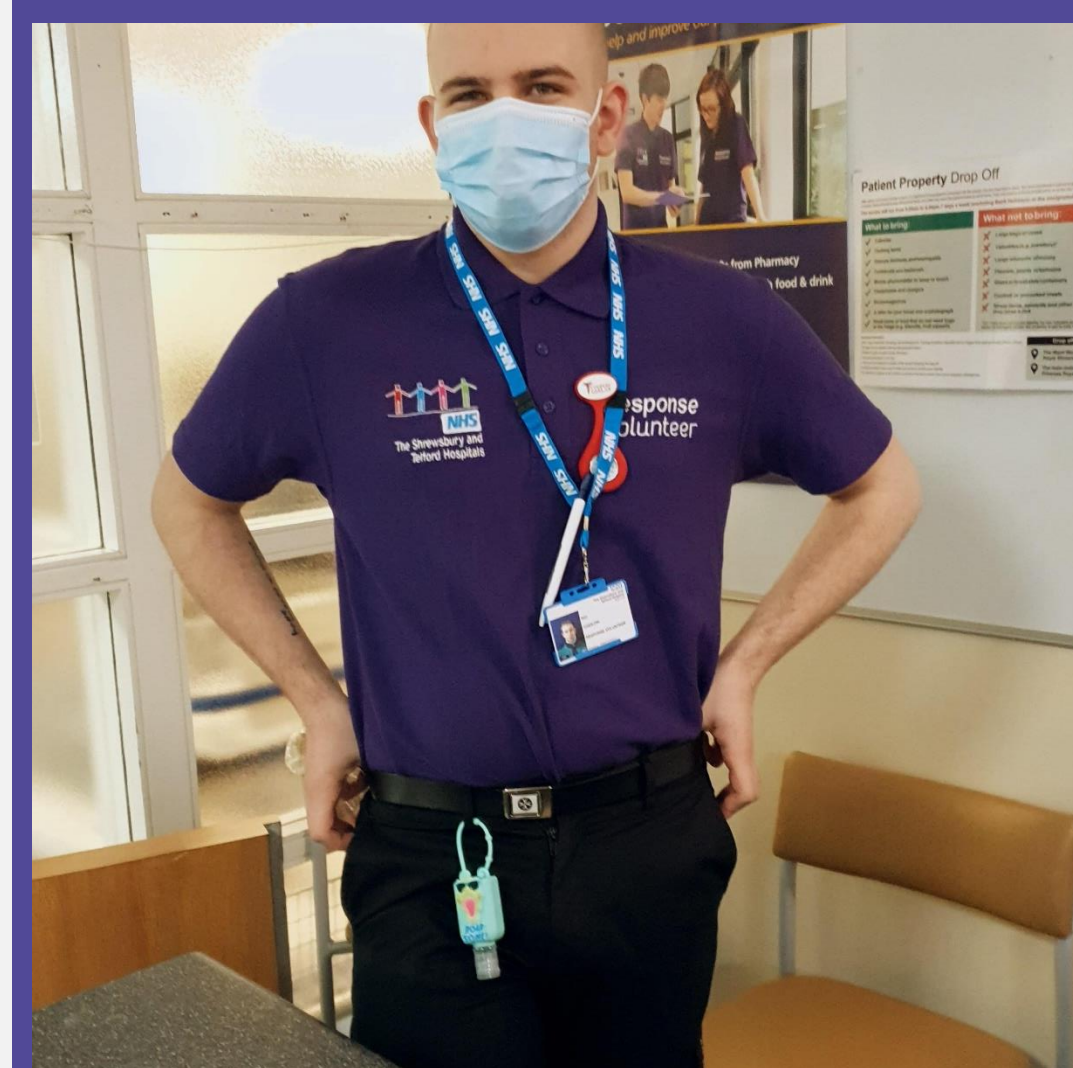
# Highlights of Engagement – Q4

- Engaged with staff and public to support the development of our Public Participation Plan.
- Supported Divisions with their Section 242 duties to engage the public around service changes
- Continued to hold a range of meetings/lectures including a monthly Community Cascade briefing for members of the public with attendance across Shropshire, Telford & Wrekin and Powys



# Highlights of Engagement – Q4

- Have been successfully awarded nearly £20,000 by NHS England to continue to develop our Response Volunteer scheme at both Hospital sites
- Organised a Health economy wide meeting with our Polish community and employers of migrant workers following concerns they raised about the COVID19 vaccine
- Held a virtual Health Lecture on 18th March 2021– “Mental Health in Acute Care” – Mike Ford, SaTH Modern Matron in Mental Health. Widespread attendance from across county and further afield



# Engaging with our Local Communities

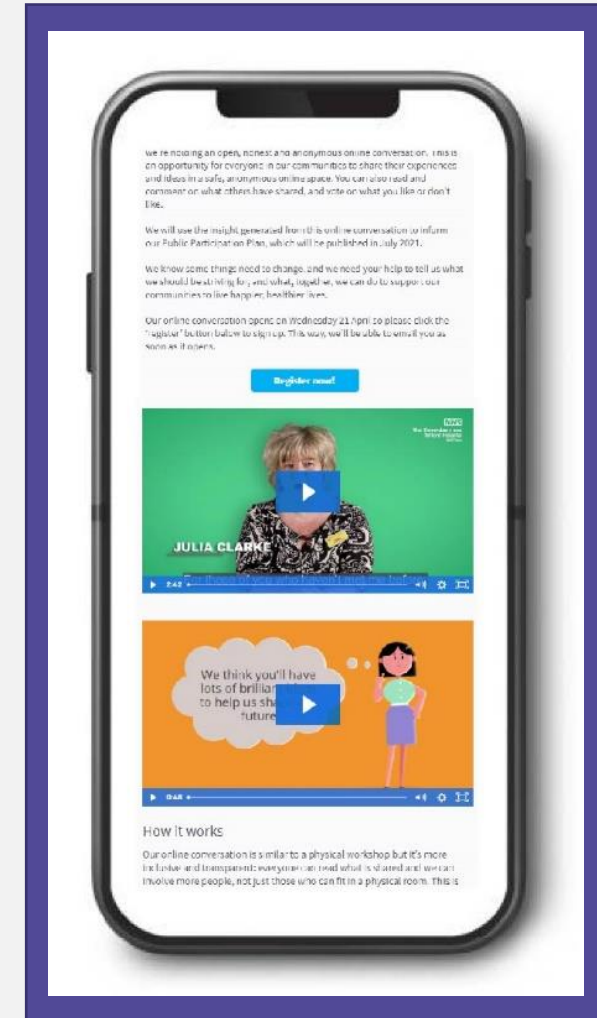
- The Public Participation Team facilitate a series of virtual monthly meetings with our local communities which include:
  - Community Cascade – this is delivered twice a month following feedback from the public requesting session in the evening
  - Monthly Community Drop-ins
  - Quarterly Community meetings
- The Public Participation team organise an ongoing series of virtual health lectures for staff and the public. Last month, Mike Ford (Modern Matron for Mental Health) delivered a presentation and Q&A session on Mental Health in Acute Care. The health lectures are delivered virtually via Microsoft Teams, and this lecture had individuals signing up from Canada, USA, Australia and New Zealand.
- We continue to engage with our communities through different methods including our monthly Twitter hour #SaTHHour. Each month we focus on a different topic, over the past quarter these have included – Mental Health in Acute Care, Equality and Diversity, Living with and Beyond Cancer.





# Public Participation Plan – Get Involved

- Following our initial engagement of over 700 members of the public and staff around our Public Participation Plan we are now planning a larger “GetInvolved” engagement exercise with our local communities building on work we did with staff on “MakingADifference”.
- Using the same platform we aim to gain the views of our public about how we can work more closely with them and get them involved with the Trust.
- The online platform is being launched to the public on **21<sup>st</sup> April** for 4 weeks will be available 24/7
- The platform is similar to a physical workshop but it’s more inclusive and transparent – everyone can read and comment on what is shared and we will be able to involve more people.
- We want to hear from as many people as possible and make sure that their voice is heard – as this will shape our Public Participation Plan.
- Our communities can join the conversation by using the link below:
- <https://sathgetinvolved.org>



# Engagement - Section 242 Duties

- The Public Participation Team have supported the Divisions to engage with their local communities around the temporary relocation of RSH dermatology services to enable fracture clinic to relocate to release space in A&E over winter.
- Equality Impact Assessments (EQIA) have been completed for all service developments/changes and are published on our external website
- We have supported Stroke Services with developing their EQIA
- We are currently reviewing our EQIAs to ensure that all relevant information is recorded in relation to service changes/developments
- We have supported the CCG with developing their engagement plan around the review of phlebotomy services.



# Engaging with our Local Communities

- We have soft launched a survey asking the public to tell us what matters to them so that we can make sure our engagement events are relevant and have received 57 responses in just over a week
- Draft terms of reference have been developed for the Public Assurance Forum and these were discussed with the HealthWatch and Community Health Council and Patient Groups. This will now go out for wider consultation with the public through the GetInvolved Platform
- The Public Participation Team continue to engage and attend community and patient group meetings, these have included:
  - Community Connector meetings (Newtown and West Shropshire).
  - Telford Breatheasy
  - SEMA (Shropshire Ethnic Minority Alliance)
  - Shropshire Patient Group
- In March the Public Participation Team have had contact with over 36 groups and organisation.
- Members of the public continue to sign up and become a Community Members – 50 members of the public joined the Trust membership in March. We have 2476 community members and 297 community organisations
- The Public Participation Team supported Corporate Nursing engaging with the public around the Quality Strategy and subsequent action plan

# Engagement - Seldom Heard Groups

- Following a successful grant application bid to NHS Charities Together to support the inclusion of our 'Seldom Heard' groups within our communities, we have funded a Social Inclusion Facilitator post for 12 months.
- Our Social Inclusion Facilitator has undertaken mapping exercise and gap analysis and has identified the need to strengthen our engagement with the following groups within our communities:
  - BAME groups across all geographical areas
  - Rural community groups and organisations
  - Community groups and organisations in Powys
  - Eastern European/ migrant worker communities
  - Communities from deprived areas
  - An action plan is being developed to identify and make links with groups within these communities



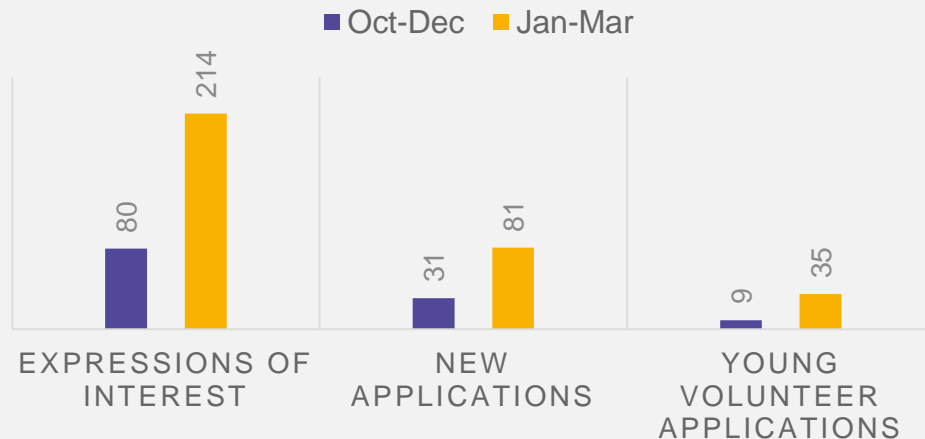
# Engagement - Seldom Heard Groups

- Our Social Inclusion Facilitator organised a Health economy wide meeting with our Polish community and employers of migrant workers following concerns they raised about the COVID19 vaccine. This meeting included representatives from the Local Authority, Community support organisations, Polish and Eastern European Community groups, and employers.
- Our Social Inclusion Facilitator has developed a 'Sharing Good Practice' Forum, to support engagement with Seldom Heard Communities across the ICS. Engagement Leads from across the local health economy attend the forum and this forum supports a more collaborative approach.



# VOLUNTEER Update

- We currently have **176** active volunteers, **52** of whom are young volunteers, representing an increase of **24** new young volunteers since December 2020.
- We currently have **36** pending volunteers, who are going through the application process. We receive new applications every day and aim to process all volunteer applications within 3 weeks.
- We currently have **530** volunteers who are postponed due to Covid-19. Following new guidance from NHS England we are planning to restore some of our pre-covid volunteer services



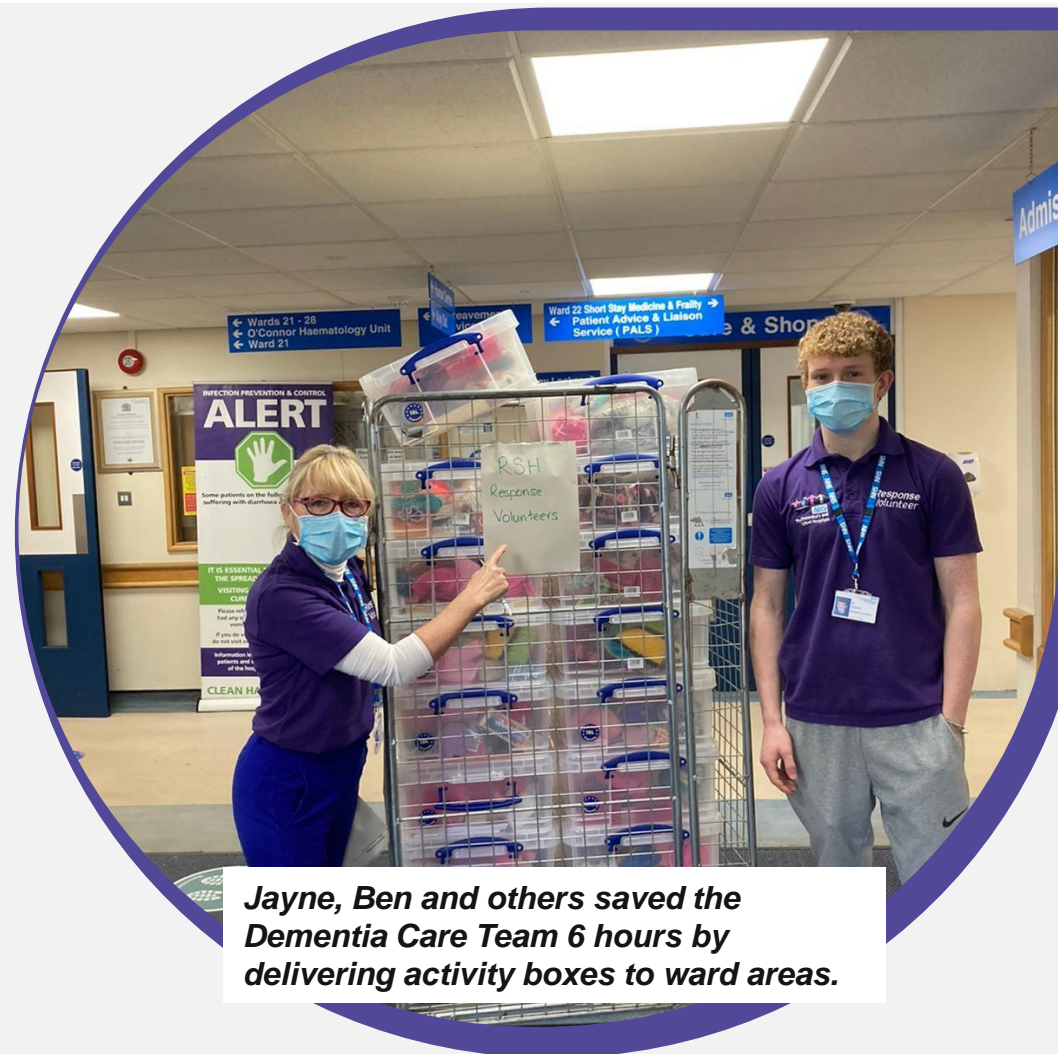
# Volunteer Update - Response Volunteer Scheme

The Response Volunteer Project launched at the end of January 2021. We have received an additional £18k from NHS England to extend the response volunteer scheme until the end of August 2021

We have **88** Response Volunteers across both hospital sites, 7 days a week 9-5pm. **Each week** our response volunteers give additional **352 hours** of support. This would equate to almost **10 full time positions** and potential support worth **£200k** per year.

Our volunteers:

- Act as “runners” – collecting notes, messages for loved ones, prescriptions and other items and delivering them to different wards/departments
- Meet and greet – collecting, logging and delivering patient belonging drop-offs, signposting and lending a helping hand where possible
- Support staff wellbeing - preparing and distributing staff treats and donated items and promoting SaTH Charity



*Jayne, Ben and others saved the Dementia Care Team 6 hours by delivering activity boxes to ward areas.*

# Volunteer Update - Response Volunteer Scheme

Since the end of January, Response Volunteers have saved valuable staff time, improved patient flow and supported staff wellbeing.

Task	Hours spent since end of Jan to Mar
Delivering patient belongings (excluding meeting and greeting relatives)	285.8 hours
Delivering refreshments and food donations to staff	68.5 hours
Running items for departments such as Dementia Care, Stores, Audiology, Therapies, PALS and Discharge	44.3 hours
SaTH Charity – receiving and delivering donations and welfare items to staff	16.3 hours
Running Urgent prescriptions from Pharmacy to Wards (since the beginning of March)	12 hours



The scheme continues to grow in volunteer numbers and the areas they can help to ease the pressures on staff and enhance our patients and visitors' experience.



# 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.



*Erin delivering refreshments to ward staff*

# SATH CHARITY – Update

- Public support remains very visible through donations to our staff from individuals and local companies.
- Income for the 3 months to 28 February was £122,718
- Expenditure for the period was £154,659
- As the lead Charity for the STP we submitted a bid to NHS Charities Together in January for £222,766.39 for the Stage 2 Community Partnership Grant for the Shropshire, Telford & Wrekin STP. The bid is being considered by the NHS CT Board at the end of April.
- NHS Charities together also opened up the recovery grants to NHS Charities and SaTH Charity was invited to bid for up to £143,000.
- SATH Charity submitted a bid in early March for £143,000 to develop outdoor areas for staff and patients and a decision should be made by NHS CT in April. The bid to provide additional outdoor recreational areas were identified through staff consultation.



**NHS CHARITIES  
TOGETHER**

# Charity Highlights

- Dementia boxes – activity boxes for people living with Dementia were funded by SaTH Charity and delivered to all adults wards in the Trust. Items included cuddly dolls, cat, dog and octopus, twiddlemuffs, dominos, colouring books, crayons and a cannula sleeve. The items are single use and will be restocked regularly.
- We will be honouring Captain Sir Tom Moore through the development of outdoor areas for colleagues on both sites. At PRH, we will be developing the PRH main courtyard, which we will call Captain Tom's Courtyard. This will provide a landscaped garden with seating, private areas, lighting and flower beds with curved willow fences. We are also planning to landscape the mound outside the Ward Block at RSH to create another Captain Tom's Garden.



# Charity - Public Donations

- A public appeal for nightwear received an outstanding response from the public and companies. The value of which runs into thousands of pounds.
- Ironbridge and Severn Gorge Lions Club donated a cage full of snacks for staff rooms at PRH
- Wellington Orbit Cinema made several donations to staff: Jan: 40 x food hampers, Feb: 10 x Orbit Care Packages, In March they are hoping to raise funds towards outdoor furniture.
- Little bags of kindness were created for staff on ITU at PRH

Over £30,000 has been donated to SaTH Charity in the form of physical donations and over 200 Thank You Cards have been sent out.



# CHARITY – Expenditure following Public Donations

- An outdoor “rest” Dome has been installed at PRH to support the AMU team who have been without a rest area
- A 3 meter Wall Mural was installed in the PRH dining room and another is planned at RSH in March
- Additional benches have been purchased for outdoor areas to meet demand. Outdoor seating has proven to be immensely popular with staff and it is hoped that further areas will be created so that all staff have access to an outdoor area.
- 10 x TV’s stands and aerials were purchased to support staff on Wards



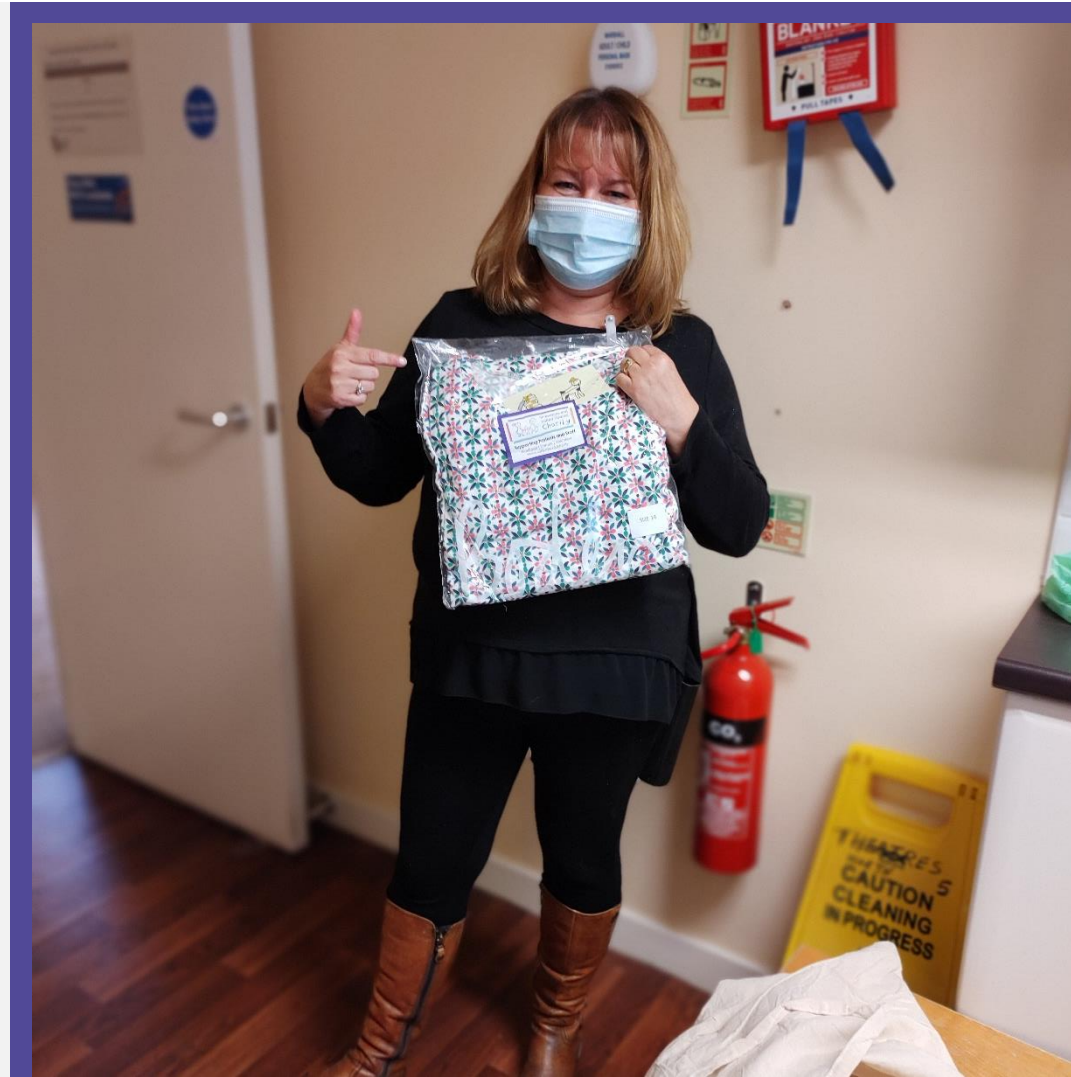
# CHARITY - Small Things Fund

- The Small Things Big Difference Fund was established to directly support staff. Money is raised by the recently-introduced SATH staff lottery, Amazon smile, donations from the public, fundraising by the Charity Team.
- SaTH Staff Lottery: The staff lottery has continued to grow this quarter with the total monthly ticket sales raising £971
- Amazon Smile: 96 people signed up to donate to the charity and a recent payment of £101.79 (next payment due in May)
- Sales of NHS Thank You Daisies: a gross sales value of over £3000 from staff purchases. A big thank-you to British Ironworks who donated the daisies at cost to SATH so we can sell discounted daisies to staff



# CHARITY - Staff Support

- We asked staff to nominate a colleague to receive a Thank You bag. Over 400 nominations were received with 120 bags given out to very happy staff. Inside the bag was also a personalised thank you card to give details of who had nominated them and why. Everyone who was nominated also received a card
- SaTH Volunteers were given a goodie bag to thank them for all their hard work.
- Snacks were handed out throughout both hospitals thanks to generous donations from Tesco, Asda, Sainsburys, and Wellington Orbit, a cinema in Wellington.
- Two very generous donations of pizzas and snacks were given to staff – both over £600 in total, and a Chinese restaurant in Wellington has made a weekly delivery of 40 meals since February.



# PUBLIC PARTICIPATION - Forward Plan

- Over the next 6 months the Public Participation team will be focusing on the following:
- Utilising the GetInvolved Platform to engage with our communities and understand how they would like to like to be meaningfully engaged and involved with our Trust
- Finalising the Public Participation Plan with Action Plan, which will include developing a new “branding” for public participation within the Trust which incorporates Charities, Public Engagement and Volunteers
- Supporting our Divisions with engaging with the public around our Section 242 duties
- Developing the action plan to address the social isolation gap analysis





# PUBLIC PARTICIPATION - Forward Plan

- To continue with our programme of virtual meetings and health lecture series for the public
- Deliver virtual People's Academy
- Supporting the safe return of existing volunteers whose placements were put on hold due to COVID19
- Continue to develop the Response Volunteer scheme to provide a robust 7-day a week service
- Pennies from Heaven: the plans to switch Pennies from Heaven to SaTH Charity are now in place. Official month for switchover is June 2021.



# Dates for your Diary – April / May

Date	Time	Event	Booking
Wednesday 21 April – 19 <sup>th</sup> May	24 hours a day	Get Involved Conversation	<a href="http://www.sathgetinvolved.org">www.sathgetinvolved.org</a>
Wednesday 12 May	11:00 – 12:00	Monthly Community Cascade	Via Eventbrite
Wednesday 12 May	19:00 – 20:00	#SaTHHour Join the conversation on Twitter using # <b>SaTHHour</b>	
Wednesday 19 May	18:30 – 19:30	Monthly Evening Community Cascade	Via Eventbrite
Tuesday 25 May	14:30 – 16:00	Monthly Community Drop-In	Via Eventbrite

Book all events online at:  
<https://sathnhs.eventbrite.co.uk/>

# Dates for your Diary - June

Date	Time	Event	Booking
Wednesday 09 June	11:00 – 12:00	Monthly Community Cascade	Via Eventbrite
Wednesday 09 June	19:00 – 20:00	#SaTHHour Join the conversation on Twitter using <a href="#">#SaTHHour</a>	
Wednesday 16 June	18:30 – 19:30	Monthly Evening Community Cascade	Via Eventbrite
Thursday 17 June	18:00 – 19:00	Health Lecture <b>Veterans and the NHS*</b>	Via Eventbrite
Tuesday 29 June	14:30 – 16:00	Monthly Community Drop-In	Via Eventbrite
Wednesday 30 June	10:00 – 12:00	Community Engagement Meeting	Via Eventbrite

Book all events online at:  
<https://sathnhs.eventbrite.co.uk/>