

## Update from Alison Jones, GP Engagement

### Agreement with HSIB to develop a family engagement strategy

The Shrewsbury and Telford Hospital NHS Trust and the Healthcare Safety Investigation Branch (HSIB) will be working together to communicate openly and receive feedback from women and families as the Trust implements required actions from the first Ockenden Report.

SaTH, which runs maternity services for women in Shropshire, Telford & Wrekin and mid Wales will receive expert advice from HSIB that will inform its engagement approach with women and families.

SaTH's Chief Executive, Louise Barnett, said: **“This agreement with HSIB represents a key milestone for the Trust as we work to implement the actions set out in the Ockenden Report.**

**“It is really important that we engage effectively and sensitively, and listen to any women and families who wish to speak with us. It is their experiences that will help us to learn and improve the services we deliver now and into the future.”**

The announcement on 6 April of this agreement follows the formation of the Ockenden Report Assurance Committee (ORAC) which convened for its first meeting on Thursday 25 March. The committee, which will meet monthly, has been established to drive forward actions in maternity services arising from the first Ockenden Report.

In order to provide transparency and accountability, all meetings will take place online in public. Committee members include members of the Trust and representatives from partner organisations, including Shropshire and Telford & Wrekin Maternity Voices Partnership, Clinical Commissioning Groups and Healthwatch.

### Diabetes UK Live Well Move More Programme

For GP practice clinical colleagues' information, the second phase of the Diabetes UK Live Well Move More Programme will start in May.

In order to take part, participants must be living with diabetes and currently doing less than 30 minutes of physical activity each week.

Please click [here](#) for a poster for further information on the programme, which offers free online physical activity classes over a 10 week period, and [here](#) for 3 ways to get moving when you have diabetes.

GPConnect contact: Alison Jones, GP Engagement

Stretton House, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ  
Telephone (01743) 492591 Email: [alison.jones25@nhs.net](mailto:alison.jones25@nhs.net)  
Website: <https://www.sath.nhs.uk/healthcare-professionals/gpconnect/>

## Have your say in how our hospitals work

The Trust is asking our local communities to get more involved in the way that hospital services are delivered.

From 21 April, for four weeks, SaTH is giving people the opportunity to share their ideas on how the Trust can involve them more in what happens at the Royal Shrewsbury Hospital and the Princess Royal Hospital.

Julia Clarke, Director of Corporate Services and lead for the Public Participation Team at the Trust, said: **“We know that local hospitals are really important to our communities and we take this responsibility very seriously.**

**“We believe hospital services improve when we listen carefully to what people tell us and we respond to what they say. We want to give our communities a much bigger say in how we work and we think people will have lots of brilliant ideas to help us involve them more.**

**“We recognise it’s not always easy to get your voice heard and this is why we’re holding an open, honest and anonymous online conversation. This is an opportunity for everyone in our communities to share their ideas with us.**

**“You will also be able to read and comment on what others have shared, and vote on what you agree or don’t agree with.**

**“We will use the insight generated from this online conversation to inform our Public Participation Plan, which will be published in July 2021.**

**“We know some things need to change, and we need your help to tell us what we should be striving for and what we can do together to involve you more.”**

Visit [www.sathgetinvolved.org](http://www.sathgetinvolved.org) to register your interest in joining this conversation.



## Warp speed ahead

Since joining the Warp It redistribution system in 2015, the Trust has saved a total of £367,321, avoided 67,449 kg of waste and created one new full-time job – in the last financial year alone, the Trust has saved £88,088.

SaTH has also formed collaborations with other organisations which now regularly donate furniture, equipment and other items to be used on the Warp It system.

Leading the re-use journey is Alex Ford, Waste and Sustainable Travel Plan Co-ordinator. Alex has grown the re-use community to 1308 members, from just 50 in 2015, with 1028 being frequently active.

He said: **“I inherited the Warp It system at a time when it wasn’t being used. Back then there were only 50 staff who had signed up, and our storage area had closed down. I knew I had to reach out to staff across the Trust if we were going to make headway and get people using the system. I decided to run an engagement campaign to promote the system across all departments in the Trust by spelling out how Warp It helps to re-use items rather than sending them to landfill - saving money, waste and making the Trust more sustainable overall.”**

Alex also ran an initiative that rewarded those who used the system whether they give or receive items, while encouraging them to spread the message and gathering feedback and testimonials.

He said: **“It didn’t take long for hospital staff to really embrace Warp It and use it to seek and provide new homes for unloved and unwanted furniture, kit, stationery and a whole range of other items. It really is now the first port of call for anyone who needs anything for their offices and feedback is always brilliant. The range we now see on the system is really broad and varies from ring binders, pens and filing trays to cabinets, desks and chairs.**

**“We have removed the need to contribute to landfill, reduced our carbon footprint, and, importantly, engaged with our staff in a meaningful way and taken them on our environmental improvement journey.”**

## Electronic transmission of Clinical Correspondence from SaTH

### A message from Sally Gray, System Support Officer/Project Lead:

It is quite some time since I was last in touch to let you know that Colorectal were going to be starting to send their clinical correspondence to you electronically (via Docman). Unfortunately the project was paused during 2020 due to the Coronavirus pandemic. However, I am pleased to now be able to say that we have started the 2<sup>nd</sup> phase of the roll out and are hoping to complete this at a reasonable pace.

Nephrology/Renal went live on Wednesday 21 April and you will have been receiving their clinical documents through Docman instead of by mail. Upper GI went live on 28 April and so you will also have been receiving their documents by now. To recap, departments now sending their clinical documents to GP practices via Docman are: Breast, Cardiology, ENT, Vascular, Colorectal, Haematology, Dermatology, Upper GI, Urology, Clinical Microbiology and Nephrology/Renal.

I have detailed below the proposed roll out dates for the 2<sup>nd</sup> phase. This may well change if we encounter any issues in particular departments but I just wanted to share the proposed dates with you all so that you know what I am working to. I am really hoping that by the end of this year we will have rolled out to all areas across SaTH.

Department/Secretarial team	Go Live date
IBD Service	12/05/2021
Nutrition	12/05/2021
Gastro	12/05/2021
Oncology	W/C 17/05/2021
Radiotherapy (treatment summaries)	W/C 17/05/2021
Heart Failure	W/C 24/05/2021
Maxillofacial/Oral Surgery	W/C 14/06/2021
Orthodontics	W/C 14/06/2021
Restorative Dentistry	W/C 14/06/2021
Respiratory	W/C 14/06/2021
Ophthalmology	W/C 21/06/2021
Diabetes/Endocrinology	W/C 05/07/2021
Care of the Elderly/Stroke	W/C 19/07/2021
Falls service (Paul Brown Building)	W/C 19/07/2021

Thank you again for your ongoing support with this project. Please don't hesitate to get in touch with me on (01743) 261427 or on my mobile 07712 231954 if you have any queries or any feedback.

## SaTH reintroduces access for parents of babies being cared for in the Neonatal Unit

Parents and guardians of babies receiving care on the Neonatal Unit at the Princess Royal Hospital will be able to spend time with their baby whenever they want after restrictions brought in due to the COVID-19 pandemic were relaxed. Two parents, or a parent and named guardian, are now able to visit the unit together and have access to the unit at any time, day or night.

Hayley Flavell, Director of Nursing at SaTH, said: **“The experience of having a newborn baby who is unwell for any reason can be an incredibly stressful experience, and we want to do all we can to support people in this situation.**

**“We recognise that parents and carers are an integral part of providing a baby's care whilst they are being cared for in a neonatal unit and we are pleased that we are able to relax restrictions to allow both parents, or a parent and named guardian, to spend time together with their baby.”**