

Update from Alison Jones, GP Engagement

Emergency Department at RSH expanded to improve patient care

The Emergency Department (ED) at the Royal Shrewsbury Hospital is undergoing a £9.3million transformation as part of a programme of work to improve patient care.

Clinical space in the ED is being increased to include a new and improved Majors department, as well as a new designated Emergency Zone for Children and Young People and provision for vulnerable patients. There will also be a new Clinical Decisions Unit.

The capital investment is part of an overarching Quality Improvement Programme to help improve patient care and patient safety, and help address issues raised by the Care Quality Commission (CQC).

The Trust secured the funding from the Government, and the building work will take place in four phases over the next 12 months. The first phase is already under way to create the larger and improved Majors zone for those who are seriously ill.

Patients attending the ED can expect some disruption during the building works, although all ED services will remain operational.

Nigel Lee, Chief Operating Officer at the Trust, said: **“The quality of care that we provide to our patients, and their experience whilst they are in our hospitals, is our priority. It is widely documented that the demand for the services provided by our Emergency Department at the Royal Shrewsbury Hospital currently exceeds capacity.**

“We hope that the improvements we are making to our infrastructure will help us to continue to drive forward our Quality Improvement Programme and help address the issues raised in recent CQC inspections.”

Betty Lodge, Divisional Director of Nursing, Emergency Care Division, said: **“As well as great news for our patients, it is also good news for clinical colleagues working hard to deliver positive change, as they will be working in an environment that will enable them to do this. We would like to thank everyone for their patience whilst the building work is being undertaken.”**

The ED works follow the creation of a new Same Day Emergency Care (SDEC) service which opened at the end of last year; a new Fracture Clinic, which was relocated out of the ED to a new purpose-built facility in the former Fertility Unit last month; and the expansion of the Surgical Admissions Unit.

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Visiting extended for antenatal and postnatal wards

Visiting has been extended on the antenatal and postnatal wards at the Princess Royal Hospital after the Trust eased restrictions introduced in response to the COVID-19 pandemic.

From 1 June, a single, named person has been able to stay on the wards from 9am. Unfortunately, it is not possible to allow children to visit at this time.

The antenatal ward (Ward 22) and postnatal ward (Ward 21) are both open for visiting between 9am and 8.30pm. Visitors are asked to wear a hospital-supplied surgical mask for the duration of their visit.

Named visitors are being asked to test themselves for COVID-19 before visiting the hospital to ensure the safety of patients and staff. Anyone who has not self-tested will be given a lateral flow test before they enter the ward.

Hayley Flavell, Director of Nursing at the Trust, said: **“We are delighted to be able to extend visiting for a named visitor to our antenatal and postnatal wards. We recognise what an important time this is and are pleased that we have been able to put measures in place to make this happen. As the number of COVID-19 cases in our region remains relatively low, we are continuing to work to restore visiting to other parts of our hospitals as well, but we must ensure we do this in a way which maintains the safety of our patients and staff.”**

In April, SaTH took steps to allow one support partner for all women attending antenatal appointments and ultrasound scans, and later in April open visiting was restored for parents and guardians of babies being cared for on the neonatal unit.

Thank you to our volunteers

Volunteers have played a key part in the NHS's response to the COVID-19 pandemic and now SaTH is saying 'thank you' to those volunteers who support the Trust.

To celebrate Volunteers Week, which took place from 1-7 June, the Trust wanted to recognise its hundreds of volunteers who carry out invaluable work at the Royal Shrewsbury Hospital and the Princess Royal Hospital.

SaTH has a thriving volunteer workforce that supports patients and staff at both hospital sites, with around 200 volunteers who have active placements and more than 300 volunteers whose activities are currently postponed due to the pandemic.

Julia Clarke, Director of Corporate Services at the Trust (*pictured below centre, with two volunteers*), said: **“Throughout 2020, we saw a big change to our volunteer workforce. Many had to stop volunteering due to COVID-19 guidance, but we also saw a rise in people who wanted to join us to help out during the pandemic.**

“Volunteers have played a key role in the pandemic response. During an exceptionally difficult year, local people from all walks of life have taken the time to volunteer and make a huge difference to our hospitals – just as they do every year. This is a time for us to come together and thank all volunteers for their invaluable contribution.”

For more information on volunteering please contact the Trust's Volunteers Office by emailing sath.volunteers@nhs.net



New postnatal video introduced

The Trust has launched a video for new parents and care-givers that provides a host of information on what to expect from life at home with a newborn.

The new, 10 minute-long video, funded by the Local Maternity and Neonatal System (LMNS) and produced by Gloucester LMNS, has been introduced by SaTH to give confidence, reassurance and detailed information on a range of topics for those caring with a new baby, including:

- ◆ Registering baby's birth
- ◆ Signs of a healthy baby
- ◆ Feeding
- ◆ Warning signs
- ◆ Guidance on reducing the risk of Sudden Infant Death Syndrome
- ◆ Postnatal depression

You can watch the video at www.sath.nhs.uk/wards-services/az-services/maternity/patient-info/going-home-with-baby/

After giving birth, every new mum will be given a laminated business card (*pictured right*) which has a QR code providing simple access to the postnatal video, which is also available to watch in Polish, Romanian, Bulgarian, Urdu and Punjabi.

Additionally, the card provides contact information for The Shropshire and Telford & Wrekin Maternity Voices Partnership, which co-produced the card, and details for Baby Buddy, the multi-award winning free app for parents and parents-to-be.



Rachel Clorley, the Trust's Transformation Project Midwife – Postnatal Care, (*pictured left, with new mum Hannah and baby Freya*), said: **“I'm delighted to have led on this Quality Improvement Project.**

This digital resource will increase the quality and consistency of the discharge information provided for women, and contribute to an improved postnatal experience.”

Hayley Flavell, Director of Nursing at the Trust, said:

“Thank you to the LMNS for their support on this most informative and reassuring video. There is such a lot to take in when you have had a baby, so as well as watching the film before leaving hospital, women and their families will be able to watch it again and again once at home.”

Fiona Ellis, Programme Manager for Better Births, Shropshire, Telford and Wrekin (LMNS), said: **“The LMNS is really happy to have funded this video which gives sensible and easy-to-understand advice for those bringing home a baby at what can be a hugely exciting but overwhelming time.**

“With so much to take in it's useful to have everything a service user needs to know in one place.”

New maternity User Experience card system launched

The Trust has created a new User Experience card system to ensure women and their families are listened to and that their voices are heard. Working with the Shropshire and Telford & Wrekin Maternity Voices Partnership (MVP), the Trust is asking recent maternity services users, support partners and maternity staff to complete User Experience (UX) cards. UX cards are a simple way to provide feedback, to capture service users' needs and to explain how it is thought these needs could be met.

Each person who submits a UX card will be invited to an online workshop where they will be joined by SaTH midwives, nurses and members of the Maternity Transformation team. The workshop will allow open discussion of each UX Card and an opportunity to provide feedback so that the Trust can gather a clear understanding, in real time, of people's experiences and needs. This will allow for the planning and prioritisation of changes that will benefit the experience of every individual who uses the Trust's maternity services.

The first UX card theme is "partners' experiences" and asks service users to talk about what the Trust is doing well and where things could be improved. You can see this UX card by clicking [here](#), and users were invited to send in their submissions for this first one by Friday 25 June.

Future themes will include:

- ◆ Language and communication
- ◆ Respected and supported decision-making
- ◆ Continuity of care
- ◆ Specialty services
- ◆ Managing expectations
- ◆ Neonatal experiences
- ◆ Bereavement.

Hayley Flavell, Director of Nursing at SaTH, said: **"This brilliant and innovative piece work will bring together staff from our Trust with service users and members of our local MVP to promote real and meaningful positive change to our maternity services, driven by those whose voices matter the most."**

Emily Evans, Service User Chair at the Shropshire, Telford & Wrekin MVP, said: **"The MVP is delighted to be part of this work. It truly puts the service user at the heart of future developments and improvements in maternity services."**

Community's views sought on new health hub pilot

Shropshire has been selected as one of the first places in the country to launch a pioneering community diagnostic health hub. Health experts are now calling on local people to share their views on the new diagnostic health centre that will offer multiple tests at the same time, making it much easier for people to get tested and provide faster results meaning interventions can happen sooner and lives can be saved. Led by Shropshire, Telford and Wrekin (STW) Integrated Care System, the Community Diagnostic Hub (CDH) is set to transform how services such as MRI scans, ultrasounds, X-rays and blood tests are carried out for local people.

As part of this wider scheme, a standalone unit will also be created at the Royal Shrewsbury Hospital to provide elective diagnostics only, such as CT and MRI scans. Running 12 hours a day, the imaging pod – set to open in August this year – will allow the hospital to increase its capacity by up to 336 patients a week. More details on the CDH are available [here](#).