



Public Participation Quarter 4

Julia Clarke – Director of Corporate Services



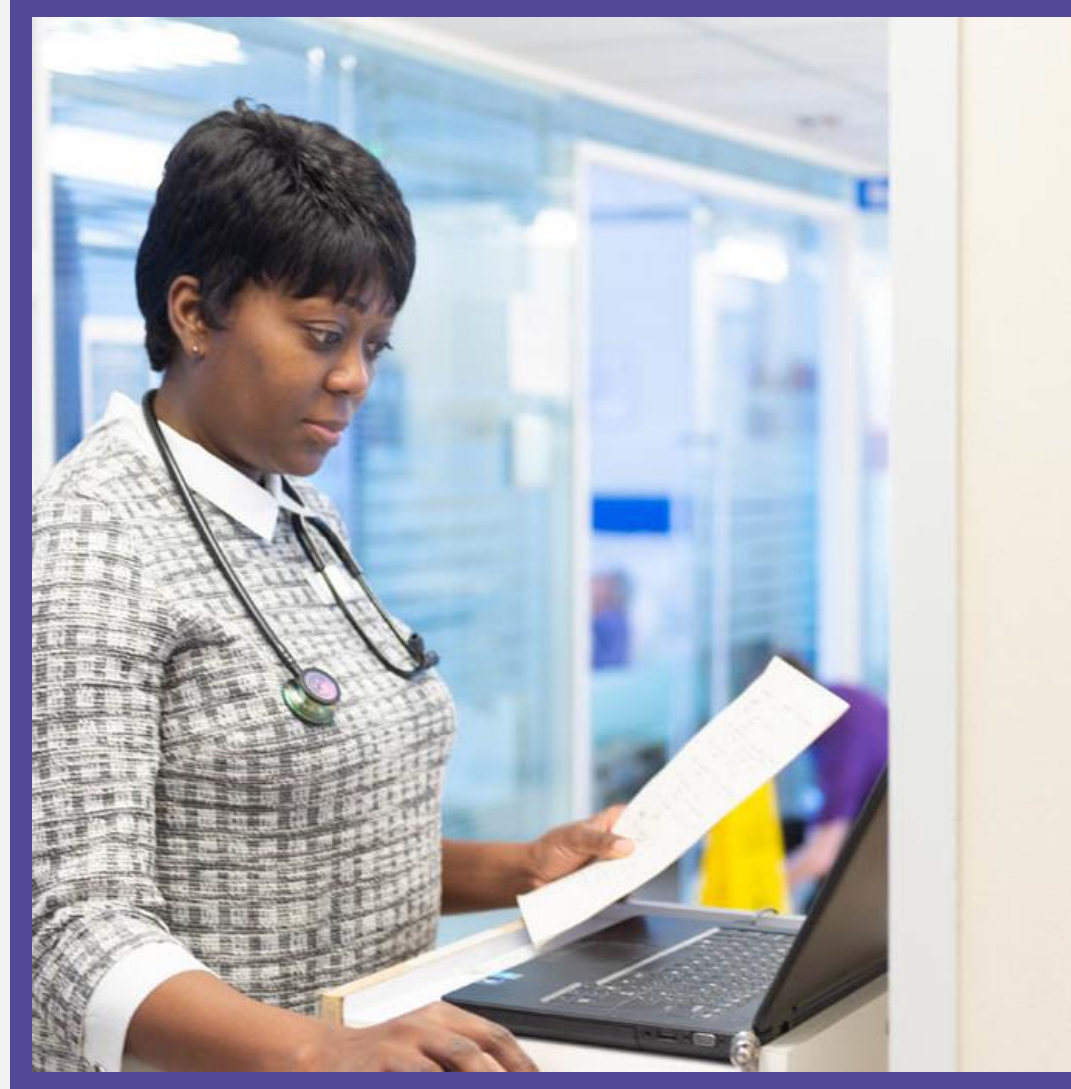
The Shrewsbury and
Telford Hospital
NHS Trust



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

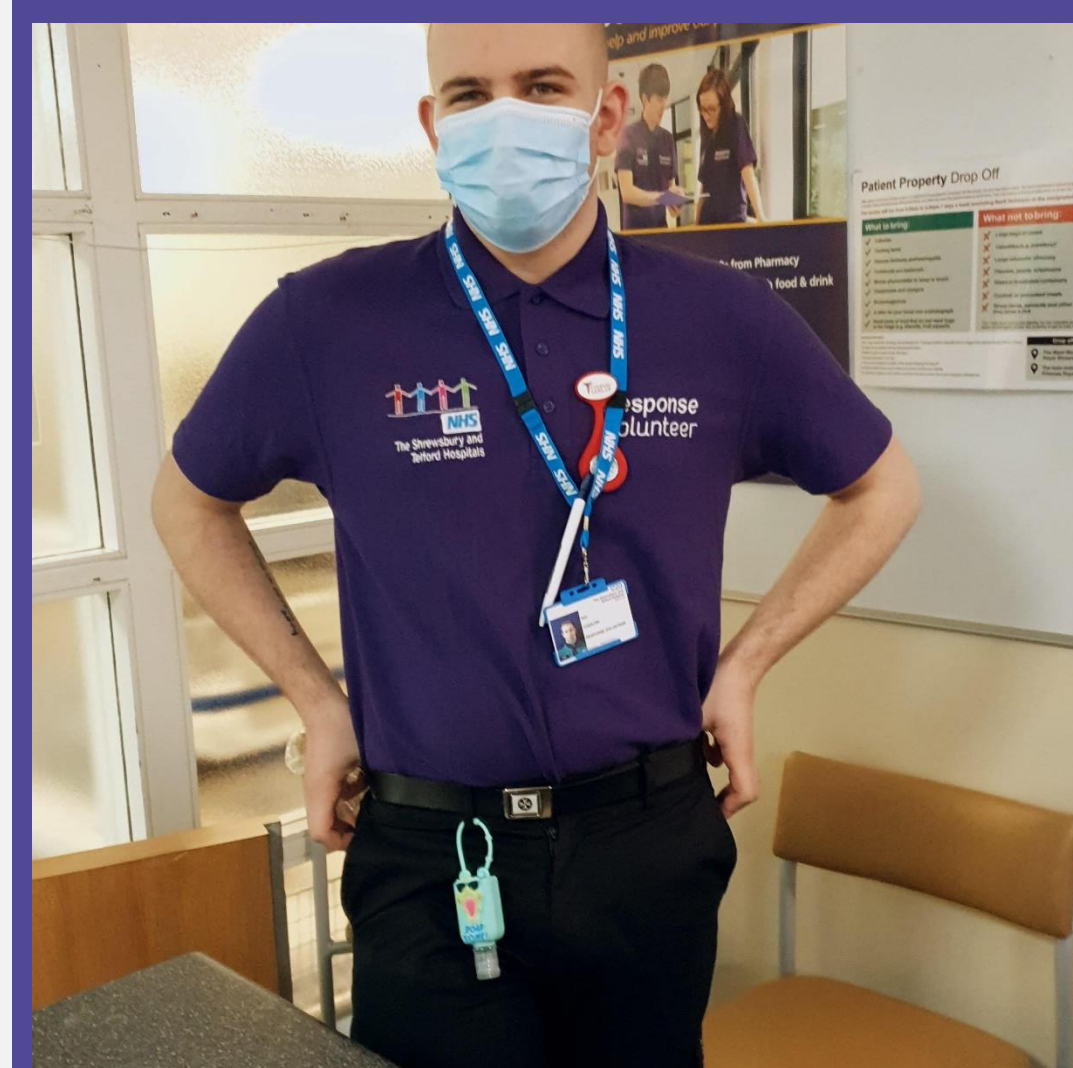
Highlights of Engagement – Q4

- 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



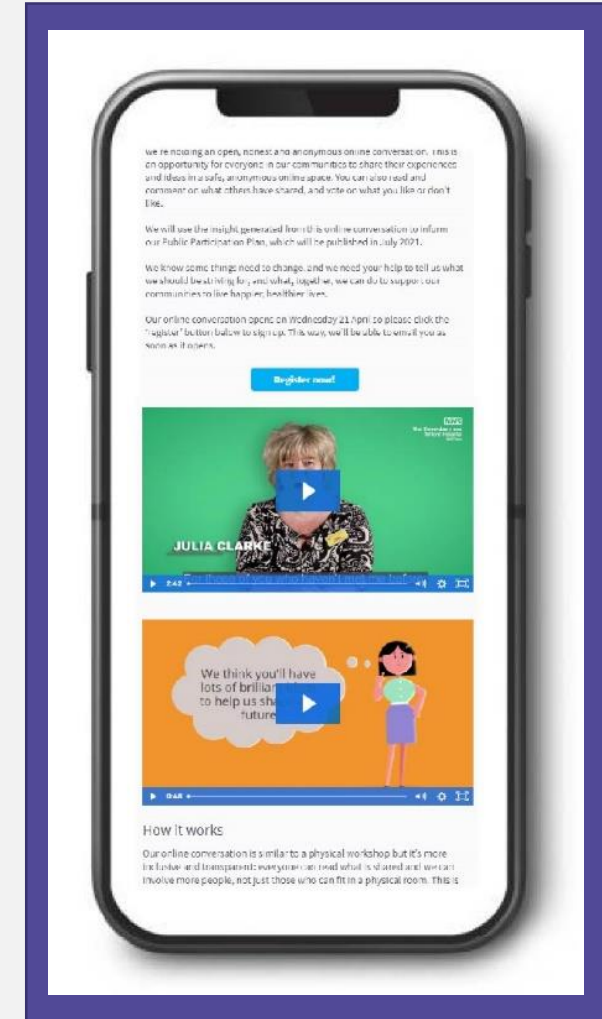
Engaging with our Local Communities

- 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 **21st 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



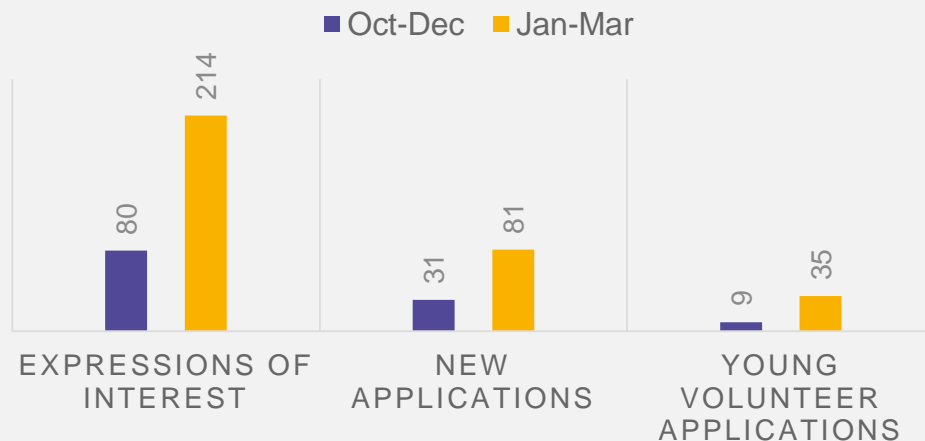
Engagement - Seldom Heard Groups

- 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



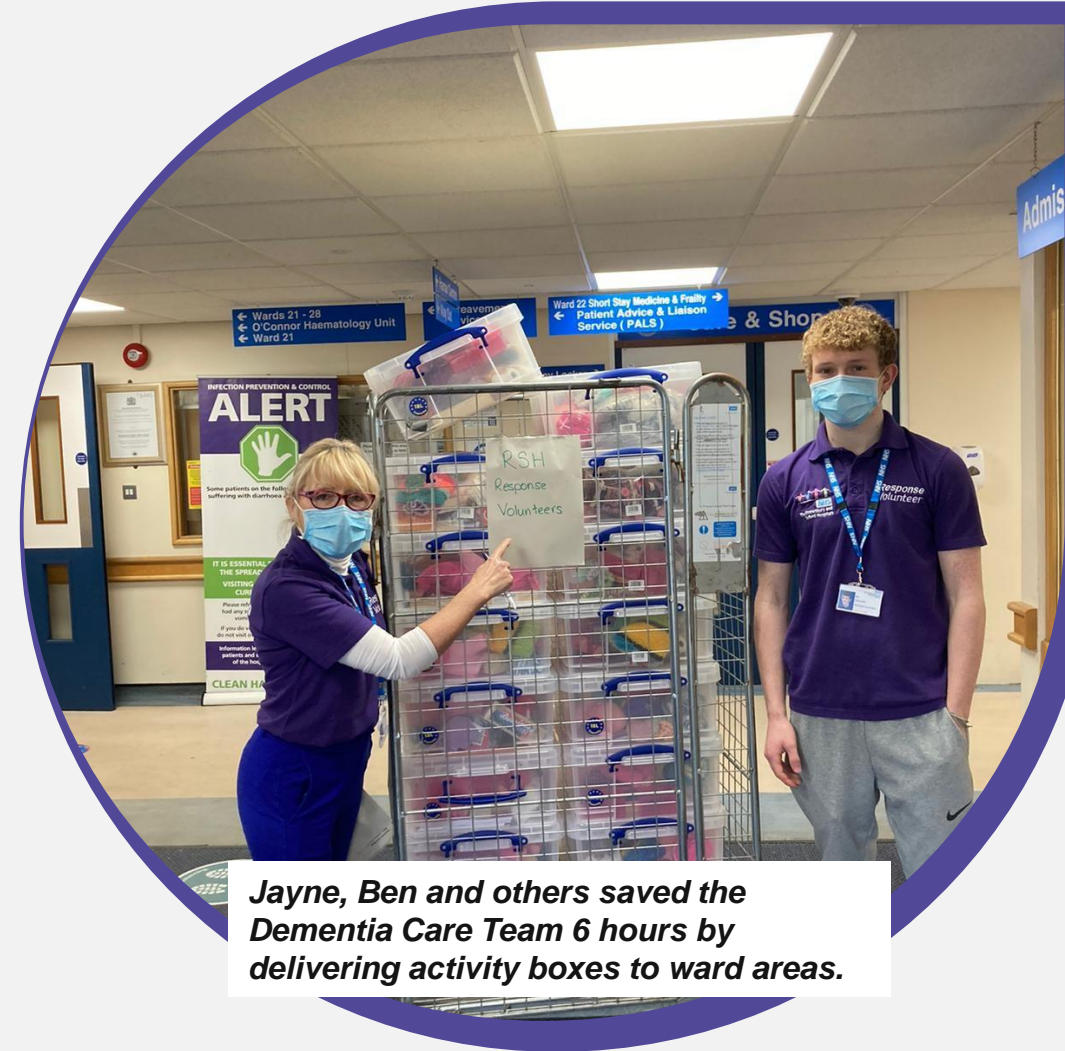
Volunteer Update - Response Volunteer Scheme

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



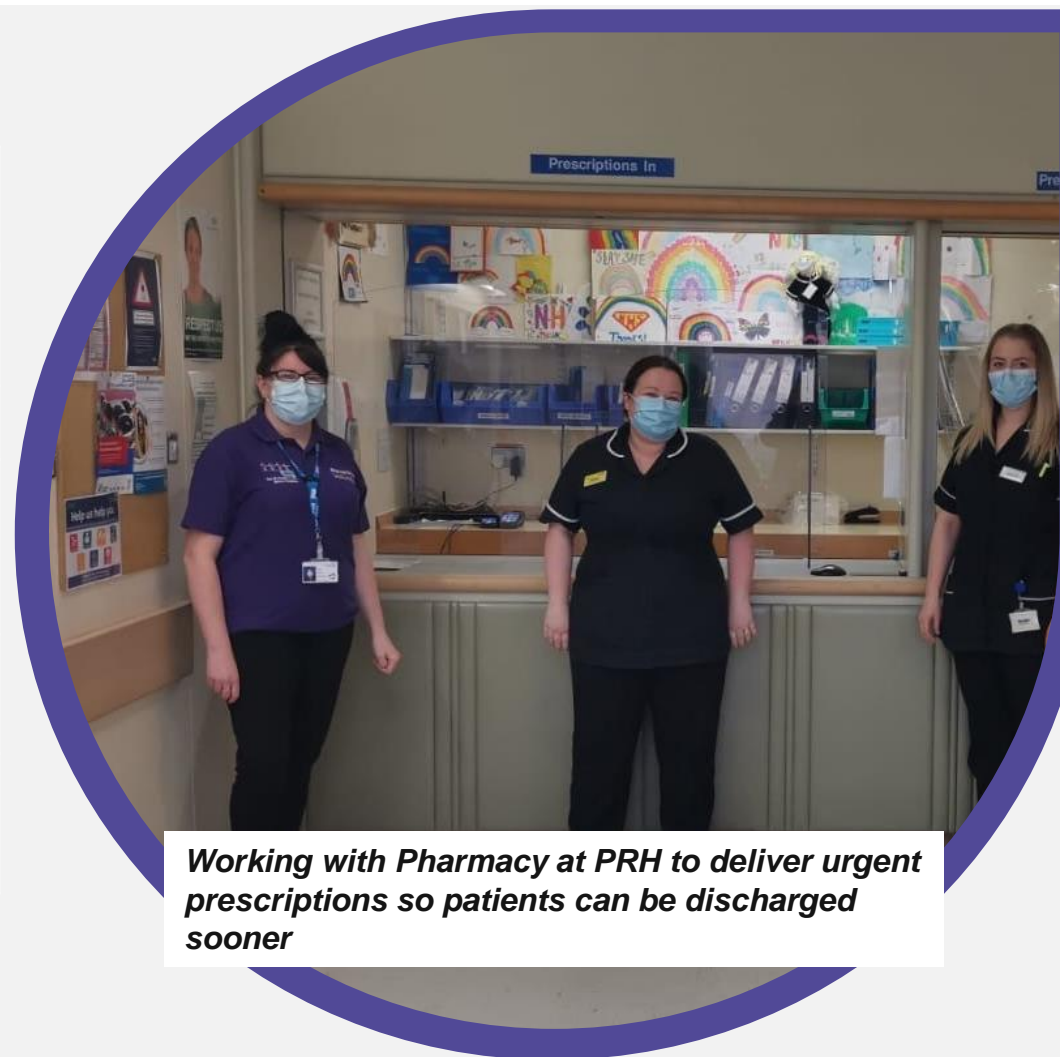
Jayne, Ben and others saved the Dementia Care Team 6 hours by delivering activity boxes to ward areas.

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

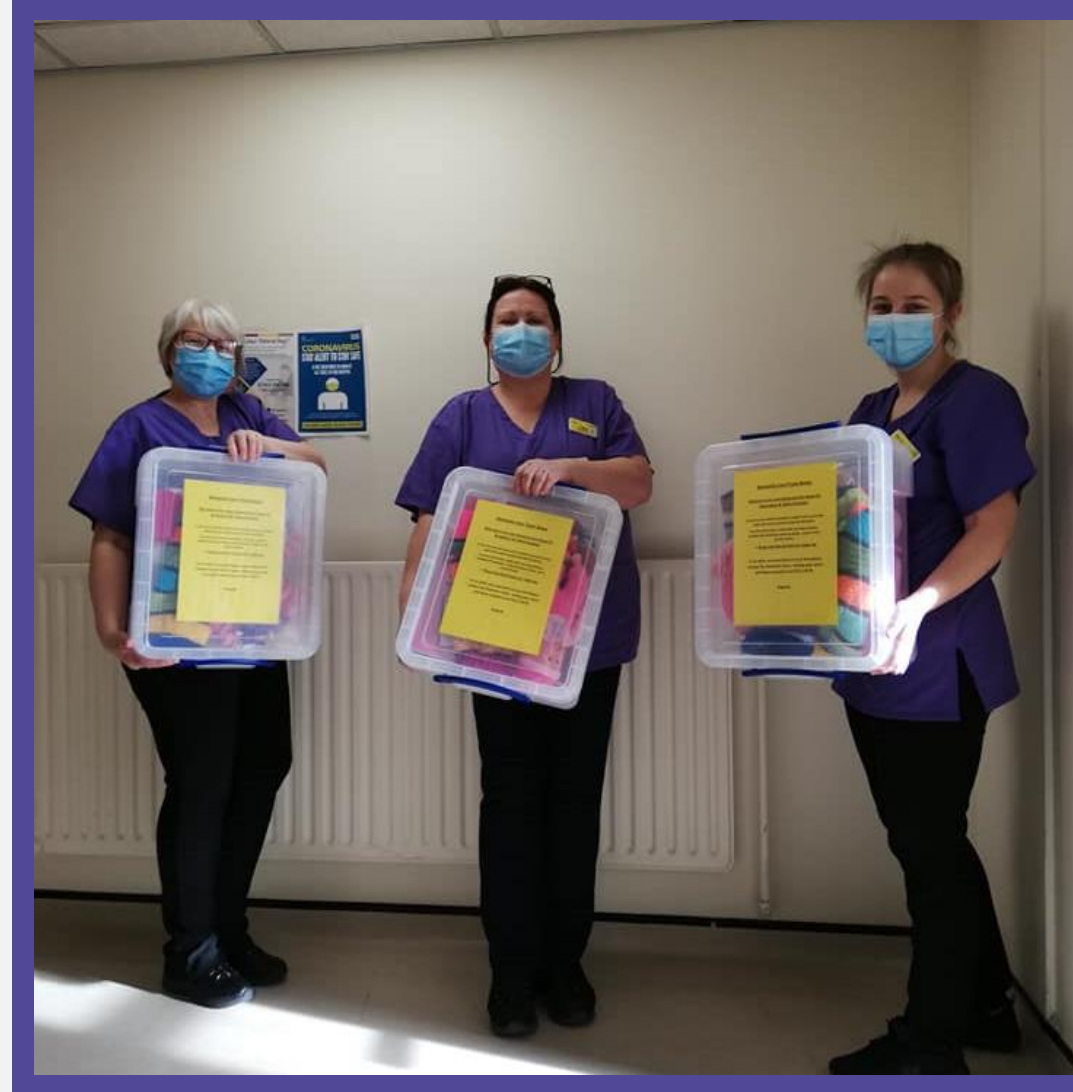
- Public support remains very visible through donations to our staff from individuals and local companies.
- Income for the 3 months to 28 February was £122,718
- Expenditure for the period was £154,659
- As the lead Charity for the STP we submitted a bid to NHS Charities Together in January for £222,766.39 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



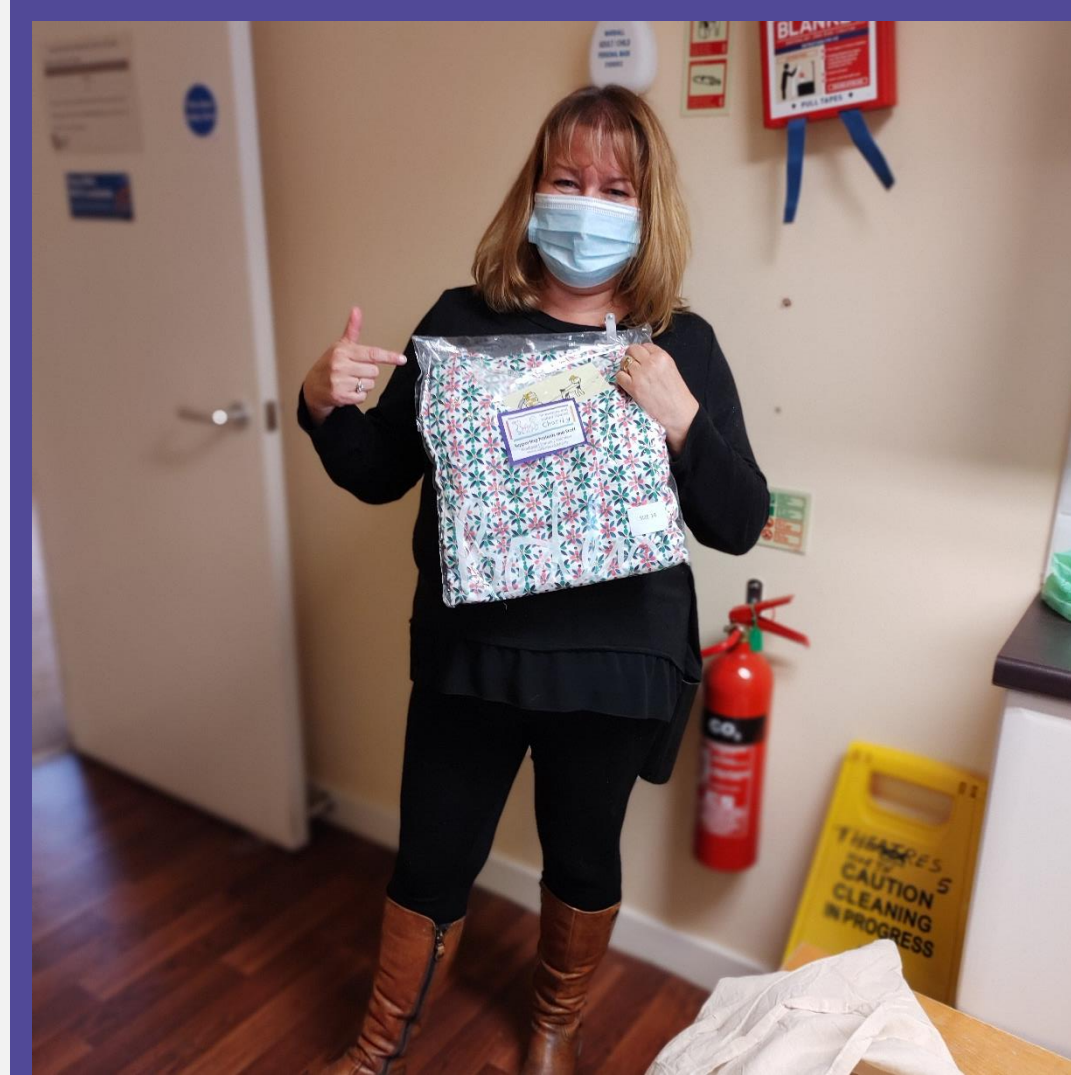
CHARITY - Small Things Fund

- 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 th May | 24 hours a day | Get Involved Conversation | www.sathgetinvolved.org |
| 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 # SaTHHour | |
| 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 #SaTHHour | |
| Wednesday 16 June | 18:30 – 19:30 | Monthly Evening Community Cascade | Via Eventbrite |
| Thursday 17 June | 18:00 – 19:00 | Health Lecture Veterans and the NHS* | 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/>