

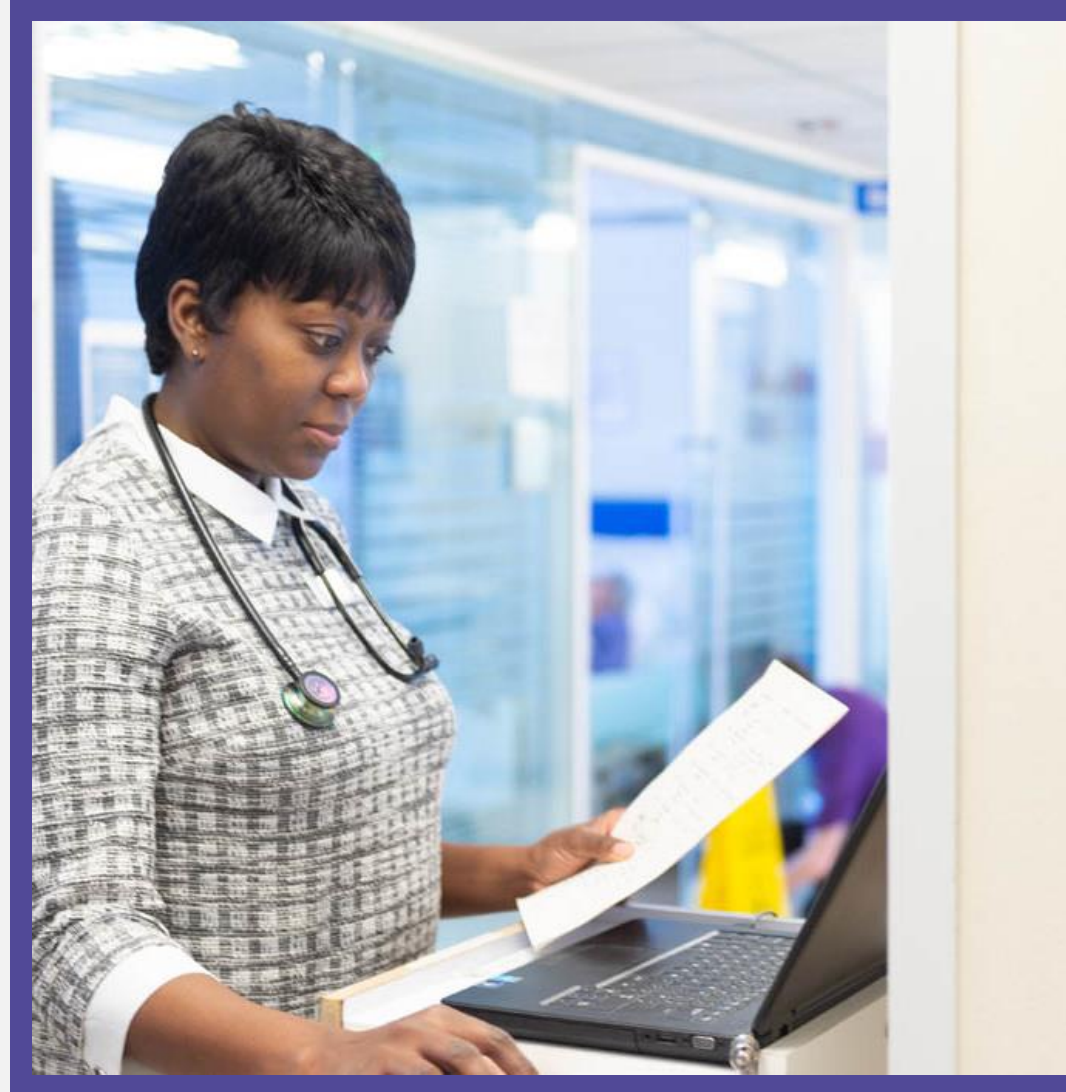
Public Participation Quarter 1

Julia Clarke – Director of Public Participation



Highlights of Engagement – Q1

- We held a 4 week online conversation in May with our local communities about our Public Participation Plan
- We held our regular #GetInvolved meetings with our communities, including our Monthly updates, Health lectures and Drop-ins
- Our Quarterly Community Meeting gave an update on the HTP with a presentation and Q&A session with Chris Preston
- Celebrated National Volunteers Week with a range of different events, and thanking our current volunteers
- Working in Partnership with St Johns Ambulance to provide the NHS Cadets programme from September 2021
- Successful in securing funding from NHS Charities Together totalling £222,766.39 for the Stage 2 Community Partnership Grant



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
- In June we held our Quarterly Community Meeting, with the main agenda item being an update for our communities on HTP. There was a presentation and Q&A session with Chris Preston. The meeting was well received with positive feedback from members of our community.
- The Public Participation team organise an ongoing series of virtual health lectures for staff and the public. In June Dr Kevin Eardley and Paul Twitchell gave a virtual lecture on Veteran Awareness to the public, community groups and our staff.
- Public Participation Team were runners-up in a National Award Ceremony run by MES (Membership Engagement Service) for their work on engagement during the pandemic



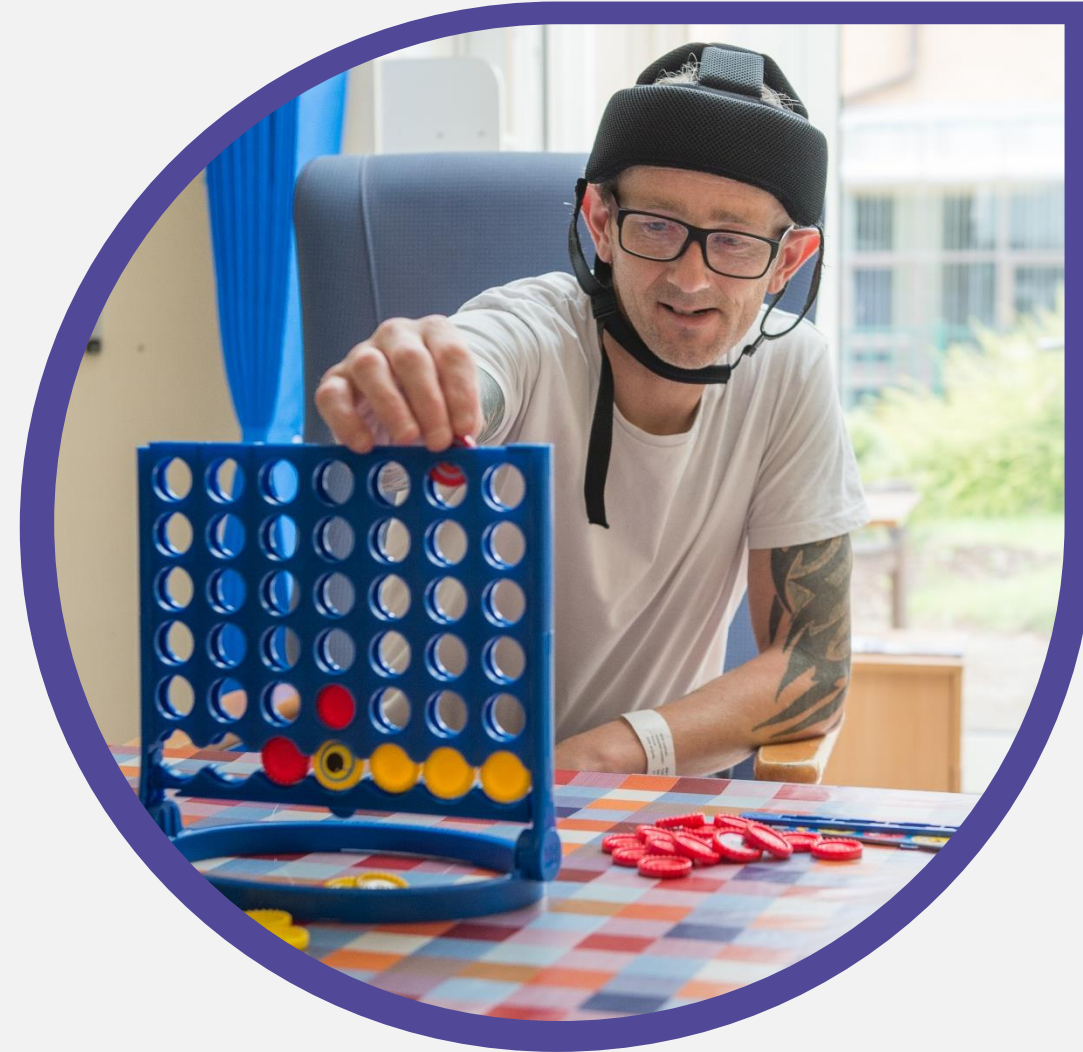
Engaging with our Local Communities

- The Community Engagement team have restarted face-to-face engagement with sessions in Oswestry, Church Stretton, Wellington, Shrewsbury, Newtown and Welshpool.
- We have increased our public membership by nearly 200 new members joining in the last quarter
- In the next quarter we focusing increasing our engagement with communities in North and South Shropshire, where our membership representation is lower.
- The areas of Ludlow, Bishops Castle, Clun, Church Stretton and Craven Arms in the south of the county and Market Drayton, Whitchurch and Wem in the north are areas of increased activity for face-to-face engagement over the summer



Engagement - Section 242 Duties

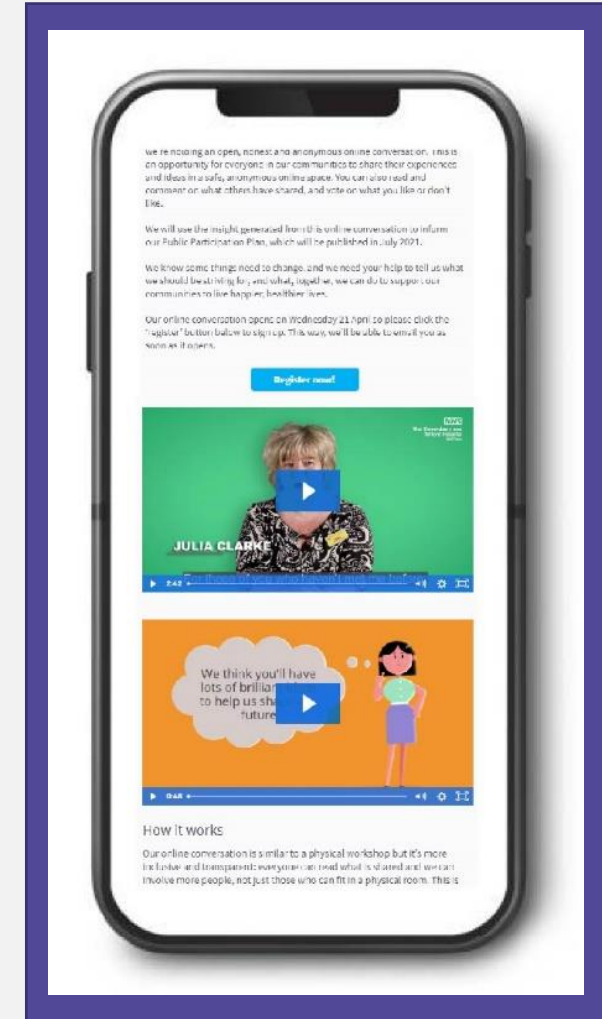
- We have supported renal services to engage with patients and the public around the potential relocation of PRH Dialysis Services to Horton Wood Park.
- No decisions have been made regarding this service change and this was early pre-engagement about this potential service development
- Regarding this potential service changes the Trust engaged with:
 - The Healthwatch's and CHC and members of the HOSC
 - Patient groups
 - Renal patients from both hospital sites
 - Kidney Association
- We have now completed our pre-engagement over this potential service change and will develop further plans once a decision has been made.



Public Participation Plan – Get Involved

We are currently co-producing a Public Participation Plan with our staff and local communities. To date we have:

- Held a series of focus groups which were attended by over 100 members of the public and staff
- 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.
- In May, we held a 4 week online conversation #GetInvolved using the platform developed by **Clever Together** to find out people's views on Involvement with the Trust. This is the first time such a device has been used with the public.
- **218** people logged into the online conversation, and over **1,200** ideas, comments and votes were shared.
- Next Steps are to hold a focus group with members of our local community to discuss the outcome of the engagement and the next steps.



Questions to the Trust Board

Identifying any trends in questions to the Trust Board and Freedom of Information requests so that we can be responsive in planning future engagement events with our local communities

Theme	Action
Hospitals Transformation Programme (this also featured in Freedom of Information requests)	An update on the HTP programme at our Quarterly Community meeting with Q&A session was given by Chris Preston – Director of Strategy (30 th June) and to Powys CHC (1 July) by Julia Clarke – Director of Public Participation. There will be regular HTP updates at future Community meetings. HTP will also feature in the monthly email update to 3000+ members
Maternity	Updates on Maternity and the Maternity Improvement programme have been provided at our Monthly Community Cascade meetings in (April, May and June). Nicola Wenlock – Director of Midwifery (attended our Quarterly Community meeting (March 2021) to provide an update on Maternity
COVID19 (including waiting times and Cancer treatment)	COVID19 updates have been provided to our communities through our monthly Community Cascade meetings and through our monthly community members email update. A series of Virtual Health lecture around COVID19 is also planned for the Autumn to include; <ul style="list-style-type: none"> • Working in our hospitals during the Pandemic (Dr Elin Rody) • The Recovery Trial (SaTH Research Team) • Recovering from COVID (SaTH Therapy Team)

Engagement - Seldom Heard Groups

- Throughout quarter 1 the team have facilitated Sharing Good Practice workshops with local community and engagement leads from across the health economy.
- Building better links with our Gypsy, Roma and Traveller communities we are working with the Local Authority Gypsy and Traveller Liaison Officers to visit traveller sites during Q2
- Working with the Shrewsbury Ark to engage our homeless communities around health. Individuals who are homeless are less likely to have access to online facilities so we have organised to face to face sessions, as well as Shrewsbury Ark staff attending our community meetings so they are able to keep up to date.
- Working with Carer's organisations in Shropshire and Powys
- Working with Powys Association of Voluntary Organisations (PAVO) to identify and reach out to seldom heard communities in Mid-Wales



Engagement - Seldom Heard Groups

Pastoral, Spiritual and Religious (PSR) groups

- Following feedback from Faith/Religious groups, the Social Inclusion Project has focused on bringing together the different Religious and Faith groups to look at how they can support patients and relatives at SaTH.
- The Public Participation team organised and facilitated a meeting in June with representatives from more than 15 different faith/religious organisations from across Shropshire, Telford & Wrekin and mid Wales.
- The meeting was supported by the Patient Experience Lead and the Trust Equality, Diversity & Inclusion (EDI) lead.
- The following outcomes were a result of this meeting:
 - Offers of volunteers to support our patients from diverse cultures, when circumstances allow.
 - Proposal for a PSR Steering Group within the Trust, which will be led by Patient Experience



VOLUNTEER Update

- We currently have **194** active volunteers, **59** of whom are young volunteers.
- We currently have **48** pending volunteers, who are going through the application process. We aim to process all volunteer applications within 3 weeks.
- We are currently processing return packs received from postponed volunteers to enable their return.
- We are currently seeking approval for the reintroduction of volunteers to ward areas to support staff and patients.
- We have been contacted by a number of teams such as Admissions, Dementia Care, EOLC and Maternity to initiate the return of paused volunteer roles.



***Nigel Lee and
Mandy volunteering
at Phlebotomy, RSH***

Volunteer Update - Response Volunteer Scheme

Response Volunteers cover both hospital sites on a 9-5pm rota every day of the week. Our response volunteers are providing **336 hours each week**.

We are currently looking at the reintroduction of ward-based tasks for Response Volunteers. Volunteers will carry out ward based tasks to enhance patient wellbeing and experience. It will also mean that we can recruit more volunteers to the Response Volunteer role.

Since April Response Volunteers have responded to new requests from:

- Maternity services at both sites when accompanied appointments were reintroduced to support patient flow.
- Clinical Audit at both sites to collect FFT cards from all areas, a task that takes **2.5hrs** per site per week saving the team **20** hours each month.
- Clinic 2 to collect and deliver urgent referrals to x-ray and endoscopy twice a day.
- Outpatients Reception to signpost patients coming in for clinics.



Julia Clarke, Director of Public Participation volunteering with Jess and Eva to deliver donated gifts to wards

Volunteer Update – National Volunteer Week

1-7th June was National Volunteers Week and we have been celebrating our volunteers at SaTH

During Volunteers' Week 2021 we:

- Distributed thank you cards and filled mugs to all our active volunteers
- Relunched our staff volunteer scheme with Julia Clarke, Director of Corporate Services and Nigel Lee, Chief Operating Officer jumping into action to help the Response Volunteers at PRH and the Phlebotomy Department at RSH.
- Featured in the Shropshire Star, with volunteer stories
- Issued social media posts every day focussing on different volunteer schemes and opportunities at the Trust
- Held an information drop-in session on volunteering at SaTH, to which almost 20 people signed up.



Volunteers' Week gift given to all SaTH volunteers to celebrate and recognise their work

NHS CADETS

- SaTH is partnering with St John Ambulance, to deliver the NHS Cadet's Programme.
- The NHS Cadets project aims to attract young people into careers in the healthcare system and develop their skills so that they are ready to fully sustain themselves in health volunteering opportunities. Through a 36-week programme, we will be helping young people to not only gain new skills and knowledge, but to get hands on experience in the NHS.
- The scheme aims to specifically widen access to careers in the NHS for 14–18-year-olds who come from groups which have not traditionally entered into volunteering opportunities in the health care system.
- The scheme will go live from September 2021 with a target of 30 young volunteers participating.

**St John
Ambulance**



NHS

Cadets

SaTH CHARITY – In Brief

- SaTH Charity ran a number of staff engagement and support projects based on donations to the Charity. 7 Well-being events were highly successful at both RSH and PRH.
- Staff were given items such as hand creams and face wipes (purchased by SaTH Charity). Promotional company 'The Work Perk' gave hand gels, cake bars and jellies which were also given to staff.
- Colleagues at our offsite locations The Shrewsbury Business Park, Queensway Business Park, Atcham Business Park and Sevenfields Health Village were also provided with items from SaTH Charity.
- Two Ice cream vans were funded through the Charity to recognise all staff across the Trust. Nearly 2,000 ice creams were given out which were well received by all staff.



SaTH CHARITY – Update

- Income for the first 2 months of the year is £329,986 (This includes funding from NHS CT as per below)
- Expenditure for the same period is £79,073
- As the lead Charity for the ICS, SaTH Charity was successful in securing funding from NHS Charities Together totalling £222,766.39 for the Stage 2 Community Partnership Grant.
- SaTH Charity also submitted a bid to NHS Charities Together for a recovery grant of £143,000. This was successful and the monies are being utilised to develop a Captain Tom Courtyard at PRH and a Captain Tom Garden at RSH outside the main ward block.
- There is an increase in the number of staff joining the Staff Lottery with ticket sales in excess of £1,143 per month.



**NHS CHARITIES
TOGETHER**

SaTH Charity – Small Things

- The Small Things fund continues to support our staff with items for staff rooms and the equipment that makes their life more comfortable at work.
- Funded by the staff lottery, Amazon Smile and donations that are explicitly donated to support staff it has provided lots of items in the last three months.
- Amazon Smile has increased from 96 to 103 people donating to the charity and a recent payment of £119.60 in May 2021, making the total donations now £350.90.



Since streamlining the process through ordering via Amazon.co.uk, we have significantly decreased the time it takes to apply and to receive the items. Most items are ordered and delivered within 14 days. The following were amongst the requests

- Fridges
- Kettles
- Panini Presses
- Stools
- Outdoor Seating
- Microwaves
- Hand creams
- Thank you Daisies
- Pod Furniture
- Wall Murals

PUBLIC PARTICIPATION - Forward Plan

- Stakeholder group to discuss the Public Participation Plan and subsequently draft Plan to be developed and finalised.
- To incorporate a bi-monthly update on the HTP programme in to our community meetings
- Launch the NHS Cadet programme at SaTH
- Continue to support our Divisions around our Section 242 duties
- We celebrated the NHS Big Tea and the opening of Captain Tom's Courtyard (5th July 2021).



Dates for your Diary – AUGUST & SEPTEMBER

Date	Time	Event	Booking
Wednesday 11 August	11:00 – 12:00	Monthly Community Cascade	Via Eventbrite
Wednesday 18 August	18:30 – 19:30	Monthly Evening Cascade	Via Eventbrite
Tuesday 31 August	14:30 – 16:00	Monthly Community Drop-In	Via Eventbrite
Wednesday 08 September	11:00 – 12:00	Monthly Community Cascade	Via Eventbrite
Wednesday 15 September	18:30 – 19:30	Monthly Evening Cascade	Via Eventbrite
Wednesday 22 September	10:00 – 12:00	Quarterly Community Engagement Meeting	Via Eventbrite
Tuesday 28 September	14:30 – 16:00	Monthly Community Drop-In	Via Eventbrite

Book all events online at:

<https://sathnhs.eventbrite.co.uk/>

Dates for your Diary – OCTOBER

Date	Time	Event	Booking
Wednesday 13 October	11:00 – 12:00	Monthly Community Cascade	Via Eventbrite
Wednesday 20 October	18:30 – 19:30	Monthly Evening Cascade	Via Eventbrite
Tuesday 26 October	14:30 – 16:00	Monthly Community Drop-In	Via Eventbrite

Autumn Health Lectures

September	Inside our hospitals during the Pandemic, Dr Elin Rody
October	The Recovery Trial, SaTH Research Team
November	Recovering from Covid, SaTH Therapy Team

Book all events online at:

<https://sathnhs.eventbrite.co.uk/>