

00:00:00.000 --> 00:00:10.980

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

But here's where we record it so that we can post it online so that people that are currently not able to join us, but are still interested to hear what can happen.

00:00:12.270 --> 00:00:16.490

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

What's happening can view it later if you don't want to.

00:00:17.630 --> 00:00:23.060

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

If you don't want to appear, just don't switch the camera on and then you will remain invisible.

00:00:23.530 --> 00:00:32.610

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

We will go in to cascade. I won't be able to see, oh, I will be able to see you 'cause it's gonna be Hannah so that's fine so.

00:00:31.760 --> 00:00:34.570

ROY, Hannah (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Can you see my screen? Is the screen up now?

00:00:34.340 --> 00:00:38.300

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Screens are up, it's only partially you going full screen or.

00:00:38.230 --> 00:00:39.810

ROY, Hannah (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

No, it is full screen on mine.

00:00:41.570 --> 00:01:03.900

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

OK, thank you so I can see people. So I the raise your hand using the little thing or actually put it up if there's any questions. So this is cascade

for August. It is more or less the cascade that we give to our staff with just a few kind of amends on things that are of more interest to this group or of

00:01:05.170 --> 00:01:09.230

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Less interest to this group, so if we go to the first slide.

00:01:12.360 --> 00:01:42.350

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This is again we begin each of the monthly updates on the Care Quality Commission and where we are in the latest inspection cycle. Last month we had a number of unannounced visits by the CQC. They focused largely on emergency meds, and the two A&Es, maternity and end of life care and palliative care.

00:01:42.840 --> 00:02:12.930

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

There were some very positive feedbacks from the CQC team, including the caring approach that they witnessed from our staff. There were some areas where they felt more improvement was needed. One of those was in relation to end of life care and palliative care, and those were two separate teams. But the CQC's view was that that that could.

00:02:12.970 --> 00:02:36.250

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

allow for people to sort of get delayed as they were navigating the two teams, so they've now been amalgamated into one team led by Doctor Emma Corbett who's a consultant in palliative care. But it's now in bracing the end of life care team with Jules Lewis, who's our specialist nurse.

00:02:37.530 --> 00:03:06.120

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And that was done almost immediately after their after their visit. There was some other areas that they've highlighted, but nothing that was serious enough for them to issue a regulation notice and things that we

nothing that we didn't know was an issue and that we weren't already working on. That has been improvement in some of the.

00:03:06.880 --> 00:03:08.190

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Awareness and.

00:03:10.120 --> 00:03:32.990

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Knowledge and management of patients with mental health issues, which was a real positive considering where we've been. But there is still there is still, you know, a way to go so that is work that is in train and that we're continuing with. And last month we also saw a visit from NHS England.

00:03:35.000 --> 00:03:48.140

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And NHSE improvement to now merged into one. Looking at infection prevention and control. And that was because in April it was. There were a number of issues around.

00:03:48.190 --> 00:04:11.060

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Infection prevention and control had been raised, both by CQC and by NHSEI themselves, and we were rated as red by NHSEI. However, this time they reviewed everything and they we've now got a green rating, so that was.

00:04:12.060 --> 00:04:21.720

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Like a great improvement and a lot of credit really. Infection Prevention, control team and to some of the work with the Estates team have done to improve the environment.

00:04:22.010 --> 00:04:27.990

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

I we will be reviewed again in six months' time. They just to make sure I can see a hand up Dave.

00:04:28.970 --> 00:04:39.900

Dave Morgan (Guest)

Yeah, I just wondered, excuse my ignorance on this, but what? What is a green rating? Do they just pick a colour or is there a defined scale? Where is green in the scale?

00:04:38.730 --> 00:04:53.420

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Three, yeah, red is the that it was. It's a problem. And an action plan and improvement was required. Green is that they are satisfied with the arrangements that are in place.

00:04:54.030 --> 00:04:55.970

Dave Morgan (Guest)

What's the next colour to use then?

00:04:55.850 --> 00:05:00.430

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

There is an amber. There is green, there is amber and there is red that so that's all they use.

00:05:00.700 --> 00:05:06.320

Dave Morgan (Guest)

How is it OK? Alright so I will limiting sorry thank you.

00:05:01.660 --> 00:05:01.920

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Yeah.

00:05:03.710 --> 00:05:18.100

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

nice and simple. Well you could. What we do is we have blue when we believe that things are imbedded and they are coming back in six months' time. But I think we will just be a deeper green. I don't think we go blue.

00:05:18.700 --> 00:05:20.240

Dave Morgan (Guest)

OK, thanks for that.

00:05:19.790 --> 00:05:25.340

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

OK, you're welcome this month, in fact next week.

00:05:26.370 --> 00:05:53.720

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

We will be visited again by the CQC for their well led inspection now. They call it leading well now and that will be looking at the eight different domains that make up well led and we know there will be another visit at least one more unannounced visit so that to look forward to. So if we go on to the next slide.

00:05:53.770 --> 00:05:54.300

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Right?

00:05:56.230 --> 00:06:15.930

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This is really more about the maternity transformation programme. Very pleased to say that Badgernet is being rolled out this month, which gives mums much more control over their pregnancy records and their care notes. So it will be available from first booking and till.

00:06:17.140 --> 00:06:32.040

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Until after the after the delivery and it means that mums will be able to access their their maternity records from anywhere from any smart device, PC, telephone or.

00:06:33.980 --> 00:06:50.100

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

I I'm anywhere in the country. It also means that they will be able to check to make sure that the records are correct, so it will truly be a jointly

held record. So we're very pleased about that. It's it's a huge step forward.

00:06:51.340 --> 00:06:54.260

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

For the Trust, for and for mothers.

00:06:55.380 --> 00:07:07.300

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Alright, which is the Ockenden report Assurance Committee continues to meet each meant. It isn't actually meeting this month. August is the month of non meetings. Dave, your hands up again.

00:07:09.900 --> 00:07:12.580

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Or, you know, hands even out and OK. Thank you.

00:07:13.870 --> 00:07:15.130

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And so.

00:07:16.680 --> 00:07:19.550

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

I don't know if these are available to watch.

00:07:20.900 --> 00:07:49.410

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

So you know that their live stream, so there is the opportunity for anybody to actually observe one of these meetings. I think the thing that is really notable about them is that there are, you know, lead clinical staff are there to comment on the findings and the response to the Ockendon report. And there are a couple of comments there from.

00:07:49.680 --> 00:08:20.250

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Vanessa Barrett from Healthwatch and Anthea Wilson from Powys CHC about the depth of those. Those reports and presentations I've observed

a couple of the meetings and they do go into incredible detail which I think is actually reassuring because we do know that after the first Ockenden report was issued there was a lot of anxiety, particularly in in moms.

00:08:20.540 --> 00:08:23.190

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

That we're going to be using our services, so this is.

00:08:24.830 --> 00:08:41.540

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Does give a great deal of assurance about the work that the trust is continuing to do. We are always expected the 2nd and final Ockenden report in 2021, so we're in August now so the clock is ticking.

00:08:42.460 --> 00:08:47.690

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The survey Donna Ockenden and contacted all maternity staff.

00:08:48.320 --> 00:09:12.110

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Or put out a call to all maternity staff past and present to carry out a survey and we are. We haven't seen the results of that yet. But basically it was around their experiences and the ability to speak up and any issues that they wanted to raise. So that will obviously feature in the in the final report, but we've had absolutely no feedback about that at present.

00:09:13.490 --> 00:09:16.620

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

If we can go on to the next slide.

00:09:18.960 --> 00:09:48.650

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This is about a urgent and emergency care. I was actually the director on call last night and the levels in both A&E's were extraordinarily high. In July, we had four days which were our four highest admissions to

A&E ever, so it's gone from COVID and being very, very quiet to having really large numbers. West Midlands Ambulance I was talking to their silver command.

00:09:48.770 --> 00:10:05.560

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

It was like that across the whole of the West Midlands. They had, you know, delays unloading offloading at a number of trusts across the West Midlands and you just extraordinary levels of 999 calls to be responding to.

00:10:05.990 --> 00:10:35.720

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, in the trust itself, I'm not sure if this is slide on this, so I might be talking ahead of this like there are relatively low numbers of COVID there's I think under 20 across the two trusts at the moment and many I think there are eight. Who were? I think there are 20 in total. 8 have been double vaccinated but they're in for they happen to have Covid but they're in for conditions other than COVID they're being treated for other conditions.

00:10:35.990 --> 00:11:06.260

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And there's no. We're not nobody. And ITU that has been double vaccinated with the numbers and IT numbers are also low, so the vaccination is providing protection particularly but not absolute. But it does seem that the level of illness in those that are double vaccinated is lower than in those that haven't been. But I think I'm talking ahead of this light, so I should come back to this one and we are seeing.

00:11:06.640 --> 00:11:10.990

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

You a number of pressures across the whole of our urgency and emergency care.

00:11:12.000 --> 00:11:41.150

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

There is a pandemic at the moment so the NHS track and trace because the Delta variant of COVID is much more transmissible. Many of our staff are being contacted by tracking traced and being told to self isolate because they've been in contact with them which is causing us problems. We have introduced a system whereby if somebody has been contacted.

00:11:41.530 --> 00:11:42.160

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And

00:11:43.270 --> 00:12:15.760

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

by a self isolating but not the track and trace, we're risk assessing to see if it's in extreme circumstances. If it's because of the needs of the service that they can return ahead of the 10 days. Most of these challenges are happening across the whole of the NHS. This isn't peculiar to SaTH, it's a problem, and at the same time as we're seeing unprecedented levels of emergency.

00:12:15.840 --> 00:12:46.710

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

We're also trying to address the elective backlog because during 2020 there was very little elective activity waiting lists. It was just the very urgent cases cancer and that this sort of life threatening one so we would also be trying to address that which is also putting pressure on the trust we are working with our system partners to try and.

00:12:46.890 --> 00:13:09.930

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Address all these issues and some of the things that we're doing is opening up a discharge lounge at RSH. We have the lounge ready to open and that will take a significant amount of pressure off.

Unfortunately, we haven't got that nursing staff to staff it at the moment, and even though we put it out to extra shifts because it's August and most people, even if it's a staycation.

00:13:09.980 --> 00:13:36.220

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

are on leave it's really difficult. We're looking at extending the opening hours for the same day emergency care in on both sites? At the moment it operates 9 till 9 seven days a week, but we're looking at patterns of flow to see. Would it be better? Opening 11 till 11 and then putting together a business case for more hours.

00:13:38.160 --> 00:13:54.220

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

To match the periods of peak demand. When I was on call last night at about 9:00 o'clock, we had, I think it was 73 people in ED at PRH and 64 at RSH. So it was really, really busy.

00:13:54.970 --> 00:13:57.340

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, and we're also looking.

00:13:59.370 --> 00:14:22.390

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Obviously, maintaining all COVID safe pathways for those relatively modest increases in related missions. The theory is that we will see the peak of COVID admissions next week according to the modelling, and then in ITU admissions two weeks after that, that seems to be how the waves how the waves flow.

00:14:22.730 --> 00:14:24.980

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And Dave you've got your hand up.

00:14:26.780 --> 00:14:32.330

Dave Morgan (Guest)

Yeah, it's just, it's just a question relevant. Working with EI System partners.

00:14:32.890 --> 00:14:36.880

Dave Morgan (Guest)

Uh, I don't entirely understand what that means. Only be cause.

00:14:37.640 --> 00:14:49.090

Dave Morgan (Guest)

I would have thought some of the protocols were working with these partners was in place from the from the first major wave in the in the pandemic. Is that the same or is there additional work?

00:14:48.350 --> 00:14:56.780

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

No, it's it it? It's working with Robert Jones or with Shropshire community with the social services with.

00:14:57.970 --> 00:15:26.640

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The CCGs on the integrated care system and this is really looking at yes, there's been lots of things in in place during COVID, but we're in a slightly different situation and a lot of the Robert Jones stuff came and worked at Shrewsbury. But there now back doing their elected work, so that's no longer an option. Some of the Shropshire community staff did the same, but they are now fully open, so we've got a situation during COVID.

00:15:26.840 --> 00:15:43.110

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

A lot of places were closed or operating at very low levels, whereas now everywhere is at capacity. So there is a lot less mutual aid that can be offered on the next slide. I think it explains some of the things.

00:15:44.160 --> 00:15:46.430

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

That we're doing so.

00:15:46.480 --> 00:15:59.780

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

So we've one of our biggest areas of waiting list is around diagnostics so that radiology there is and you CT scanner an MRI scanner.

00:15:59.830 --> 00:16:13.820

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS

TRUST)

opening up being completed this month on the RSH site and of course we have the additional scanner at the PRH site that's in use. We are.

00:16:15.430 --> 00:16:45.230

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Looking at insourcing well we are in sourcing so there's a company called 18 weeks that come onto into Sath with their own surgeons and ANESTHETISTS AND THEY use our facilities to operate on on Shropshire and Telford and WREKIN and Powys patients in order to supplement our own workforce. To try to get the backlog down.

00:16:46.260 --> 00:17:01.150

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

We are also looking at alternative sites for urology so you some urology choice. Patients are being offered the choice to travel to Russells Hall to a private hospital there to have their treatment.

00:17:01.200 --> 00:17:25.680

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

in Russells Hall, so, so those are all the things that we're doing, but it's really difficult our staff are tired. You know, they've been in while everybody else was staying home to keep safe, they were coming in every day throughout the pandemic. And it's taking its toll a little bit. So we are seeing increasing sickness levels.

00:17:26.760 --> 00:17:40.690

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

All of the patients activity in terms of our waiting list or based on clinical priority. An reducing the re avoiding the really long waits. We have got some over 52 week waits which you know we haven't seen for.

00:17:40.880 --> 00:17:44.720

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

In a in a long long in a long time however.

00:17:45.310 --> 00:18:15.910

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS

TRUST)

They will be routine. They're not urgent because all the urgent ones are being seen as soon as we possibly can, and the picture on the right is the new Ironbridge suite at the Princess Royal Hospital. It's pretty. It's providing office facilities and hot desk facilities for staff, and the intention is we have moved out some teams from the main hospital in order to provide more clinical space in the main hospital. So for example.

00:18:16.050 --> 00:18:23.910

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The safeguarding team are out of the main hospital and are now working from this. It's just opposite.

00:18:24.970 --> 00:18:26.110

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The entrance.

00:18:28.110 --> 00:18:32.770

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Not the main entrance of the women and children side of the hospital site.

00:18:34.200 --> 00:18:48.850

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

In in, in moving the safeguarding team into this building, we've been able to provide some space for mental health assessments, so wherever we can, we're taking non clinical staff out so that we can provide more clinical space.

00:18:49.870 --> 00:18:53.260

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

If we go on to the next slide.

00:18:54.490 --> 00:19:05.700

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This is just I won't go through this in detail, but one of the things that is

often said is, you know, we never see the senior managers or we never see the director's.

00:19:07.000 --> 00:19:37.000

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Some of the director's, particularly the nurse director, the Chief Operating Officer, and the medical director are always out in the clinical areas. But all of this, all of the other directors, myself included, also take opportunities to go into the clinical areas. And the board has what they call a Gemba walk. Gemba is from the Japanese and we were part of the Virginia Mason Initiative. It just means the place where the work is done.

00:19:37.100 --> 00:19:41.070

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

So it's walking the floor really in in simple language.

00:19:42.160 --> 00:19:48.360

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And we went to respiratory Ward 17 at PRH before the last trust board.

00:19:49.410 --> 00:19:51.990

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And the surgical assessment unit at RSH.

00:19:53.350 --> 00:20:22.030

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The respiratory ward, a Princess Royal, played an amazing parts in the 1st and 2nd COVID waves and everybody thinks of ITU but actually the pressure on that ward was phenomenal and one of the big issues that we had was whether we had enough oxygen because all the patients were on oxygen devices or or high oxygen flow and the Estates team did an amazing job.

00:20:22.070 --> 00:20:52.200

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Because we were using so much more oxygen than we normally used,

that there is a risk of the vaporizers, which is what the oxygen flows through to become from the big tanks that it's stored in. There was a danger that it could ice up and you could lose all supply which happened at a couple of hospitals in the early days because we the NHS had never been in this position before where hospitals were using, you know at full flow of.

00:20:52.240 --> 00:21:22.340

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Oxygen capacity, so the estates guys were going out at midnight and 4:00 o'clock in the morning. Today I keep the vaporizers de-iced so all this was going on in the background so all credit towards 17 and the team and there was, you know the board really appreciated listening to them and their experiences and I think the ward the same. The surgical assessment unit at RSH was also visited. That's a relatively new Unit. It used to be part. It used to be admin staff.

00:21:22.590 --> 00:21:40.040

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Area and we had to move about 40 or 50 consultants and admin staff, medical secretaries from where they were into another part of the organization so we could convert that into surgical assessment unit. And that's made a huge difference.

00:21:41.080 --> 00:22:00.500

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

To the pressure on A and E then oh able to pull 30% of their patients out of A and E in to see them on the surgical assessment unit. That often avoids having to have an admission because they are able to deal with the issue there and then. So again, that's improved flow and the feedback from the staff was how much.

00:22:01.870 --> 00:22:15.630

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The improved environment has made such a difference to their work life experience, so both very positive with some learnings for actions that will be taken forward and worked up.

00:22:16.660 --> 00:22:39.380

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

If we go on to the next slide, and though I mean I, I go as part of the board will go on the gamble walks. I'm also a staff volunteer as well. So tomorrow I'm at Princess Royal on the Volunteer Hub desk and earlier I was volunteering in phlebotomy. RSH. It's just a really good.

00:22:40.210 --> 00:22:51.320

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Opportunity to see what it's like for the frontline staff and patients actually. So if anybody's at PRH tomorrow I will see you in the afternoon. This is just a little.

00:22:52.260 --> 00:22:55.710

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Update on the service improvement team.

00:22:56.870 --> 00:23:27.830

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This is a team that is born out of our Virginia Mason five year journey. It used to be called the Kaizen Promotion Office because again, that's from the Japanese, but nobody knew what it was. So now we call it the service improvement team because that's actually what it does and it's what it says on the tin. And that's just a brief description of who's in there, and the intention is that their role is to support continuous improvement throughout the organization. A lot of our staff have really good ideas, but it's actually having that headspace.

00:23:28.070 --> 00:24:02.040

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And that support to deliver them. We had a meeting with James Owen who's the new head of service improvement this morning. Hannah and I, just to talk about how the service improvement team can involve us when they're looking at service improvement so that we can make sure that there's true community engagement and public involvement. And I know that some of you on the call have been involved in that previously.

So what we're trying to do is get this systematically embedded into the way that we look at continuous improvement.

00:24:02.420 --> 00:24:05.630

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And we're also developing an online.

00:24:06.040 --> 00:24:19.480

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Awareness module which will be part of the leadership development program for our senior managers going forward. So it's making public involvement part just part of the way that we that we do business.

00:24:20.550 --> 00:24:22.990

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

So if we go on to the next slide.

00:24:25.800 --> 00:24:44.060

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

So a little bit more about getting to good, which is our journey, our CQC journey, and we know that recruitment is a is a significant issue. So our international nurses and medical recruitment continue program continues.

00:24:44.470 --> 00:24:52.130

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And we estimate that by October we should have less than 30 nurse vacancies.

00:24:54.070 --> 00:25:07.300

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

A long as they don't keep leaving the other end. It's like a constant. It's like the Forth bridge. But we will have recused, recruited nearly 200 nurses, so we're also not just looking at.

00:25:08.630 --> 00:25:14.120

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Bringing in, you know more. We're looking at growing our own so there's a nurse. Apprenticeship roles now.

00:25:14.790 --> 00:25:18.050

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, which the plan supports?

00:25:19.680 --> 00:25:48.850

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Some of our HCA's to make that progression through to registered nurse. We've got nursing associates and in in in the operating department, we've got ODP operating department practitioner apprentices in Estates were also looking to take on apprentices because really, we want we've got quite an aging workforce in the States and we need to grow our own give youngsters a chance to have a career in the NHS because.

00:25:49.930 --> 00:26:18.930

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

I mean my I keep saying it's my 38<sup>th</sup> year but I actually did the math and I think it's only my 36th year that I've been here a very long time and it's a great organization to work for. You know, the employment protection and the personal development that is offered is unlike anywhere else I think. So if we can help youngsters to get a foothold on that career pathway were very pleased to be able to do that.

00:26:20.580 --> 00:26:22.490

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The bottom.

00:26:23.350 --> 00:26:35.900

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Strap line is really around our culture and making a difference together. We did a lot of work with the clever together platform with US staff to look at.

00:26:37.070 --> 00:26:41.660

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS

TRUST)

A vision and our values making that into something meaningful.

00:26:42.590 --> 00:26:47.110

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

A framework that that everyone would know and could live by.

00:26:48.320 --> 00:26:55.420

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

So there's a lot of work that's ongoing. It's still in relation to that.

00:26:56.450 --> 00:27:00.690

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The Leadership Development program has been.

00:27:01.100 --> 00:27:09.470

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Sort of finalized. There's a real emphasis on compassion on.

00:27:11.520 --> 00:27:20.870

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Really, putting patients at the centre of everything we're doing, but also having the courageous conversation. So if you see something that isn't right.

00:27:21.550 --> 00:27:37.520

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Saying so and raising it, we've invested a lot in freedom to speak up Guardians and advocates because we want an organization where people feel that they can call out. Whether it's poor behaviour.

00:27:39.110 --> 00:28:09.880

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

You know one of the everybody is under stress, but we all need to be kind to each other because it's it. It's part of an effective team and a cultural steering group has been set up and this they will be launching the changed team and the behavioural framework. Now that's one of the

slides I've taken out because it's you couldn't actually read it, but if we go on to the next slide the behaviour framework.

00:28:09.940 --> 00:28:15.360

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

It tells you the things that we would expect to see as good behaviours against each of the four.

00:28:16.970 --> 00:28:37.260

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Values, so I values are partnering, ambitious, caring and trusted. And then the behaviours you would expect to see in behaviours that you wouldn't expect to see. And encouraging people actually to live the values that they're not just pieces of paper. Pieces of words on pieces of paper.

00:28:38.660 --> 00:28:44.490

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And to try to model the behaviour ourselves that we would hope to see in others.

00:28:45.990 --> 00:29:16.030

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Because as my granny used to say politeness costs nothing and neither does thank you. It was a really difficult. As I mentioned I was on call. It was a really difficult on call at the end of the sort of six 7:00 o'clock this morning, I just sent a thank you email to the team that worked with me/teams that worked with me because it you know they this is, uh, I'm only director on call once every source 14 days, but for the clinical site managers.

00:29:16.080 --> 00:29:45.870

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

It's something that doing day in, day out and it can sometimes feel a bit thankless and without their support you know that the situation would have been much worse for patients and for staff. So thank you costs nothing and Mrs. Do as you would as you would be done by, you know,

treat other people with. Try to think how would I want my mom treated if she was a patient and and that's my sort of gold standard, not my granny. Kids have been a terrible vacation, but anyway.

00:29:46.390 --> 00:30:03.680

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Bless it if we go on to the next slide. She used to be a nurse herself so and I often think they possibly make and apologies to any nurses in the in the in the audience, but I think they sometimes make the worst patients because they know absolutely what they want and how it should be done, and they're very clear about it.

00:30:05.310 --> 00:30:06.610

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, so.

00:30:07.350 --> 00:30:38.830

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This is a little bit about public participation and some of the things that myself, Hannah, Kate, and the rest of the team are involved in. We did the public participation quarterly update to trust board last Thursday, and what I'll do is I'll actually 'cause I think we send these slides around. I'll also ask that we attach that because there's a huge amount of work that we're doing. This is just sort of skimming the surface, but you might find that quite interesting. Some of this different social isolation.

00:30:39.120 --> 00:30:40.130

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And some of the.

00:30:41.350 --> 00:30:53.550

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, engagement that we've done about potential service change, so I'll ask Kate if she'd be kind enough to send that round as well. With these with these slides because.

00:30:55.180 --> 00:31:00.870

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS

TRUST)

It is one of the areas where actually as an organization. We're doing really well and I'm I'm disappointed.

00:31:00.920 --> 00:31:22.410

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

because community engagement is one of the eight domains in well led. But because the thing speaks for itself, they're not asking to interview me because they can see I think, from the evidence that they've got that there's the amount of work that we're doing so.

00:31:22.460 --> 00:31:53.470

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

No, but if I get the opportunity I will, you know, I'll be very proud to say some of the things that we've achieved over the past year, including coming second in the national awards for membership, engagement. And I think the only reason we came second by one point was because we won it last time and they weren't going to let us win it two times in a row. That so there we are. So one of the things that's happened is going to be kicked off in September as we were.

00:31:53.970 --> 00:32:24.560

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Approached by Saint John's Ambulance, this wasn't most Trusts put in a bid, but we were actually approached because of the support that we give to our volunteers, to host their NHS cadet program. It's a 36 week program for 14 to 16 year olds and 16 to 18 year olds. The intention is that they do their volunteering at South and then this sort of health side of things and the first aid and the training.

00:32:24.620 --> 00:32:52.900

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

That's done by Saint John's Ambulance, with the intention really that they might consider a career in healthcare. Having gone through this, so we're very excited about this. The first cohort is 30 young volunteers. We do other things. I was asked the question at the Trust Board. This isn't instead of the Prince's dress that still is operating through our workforce colleagues. We also have the young Academy.

00:32:53.890 --> 00:33:05.630

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And we also have the Young People's Academy and we also have our young volunteers as well. And all of that will continue. This is something different and I think you know it's something really very exciting.

00:33:07.010 --> 00:33:36.430

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

There's a little bit on the right about the tribute to Captain Sir Tom Moore that SaTH charity, which is another arm of public participation. In addition to volunteers and community engagement SaTH charity, or was successful in bids to NHS charities together to improve the environment for staff and visitors. So the Captain Tom's courtyard at PRH was opened on the 5th of July.

00:33:36.880 --> 00:33:56.790

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Which was the 73rd birthday of the NHS? I sometimes feel like I've been here since the beginning of it, but it is only 36 years, fabulous garden and the lady in white sitting just in front of the mayor is Emma Mayho. She's a cardio respiratory technician.

00:33:57.510 --> 00:34:30.470

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

who designed the garden. Emma is studying for her Royal Horticultural Society exams. We held a competition and Emma's design was a winning competition. We didn't know that she was a member of staff. It was run through the Shropshire star and when we told her that she'd won, she said, oh, you've given me my dream back because she still dreams of doing something in the garden design world so we may have given Emma her dream but she gave us ours because the garden is beautiful.

00:34:31.080 --> 00:34:47.780

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And you know, whenever I go to Princess Royal, I have a look and there's always somebody sitting in it. It's got lots of sort of different areas

to sit. And you know, privately if you want to or with colleagues, we're going to be doing the same at Princess Royal.

00:34:48.520 --> 00:35:09.560

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

At Royal Shrewsbury and the image in on the right in the blue box is the what's artists impression of what the mound outside the ward block will look like. Because at the moment that's a pretty sort of. If you have any kind of accessibility issues, it's pretty difficult to access.

00:35:10.920 --> 00:35:42.490

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Actually, my understanding is it was sort of the ground works from when the hospital was built. It was just sort of dumped there and turfed over, but in the in the winter it's pretty inhospitable because the winds just come howling down. So again, Emma has helped with the design of this and the work is underway on that. Again it will have seating pods and lighting there will be a water feature.

00:35:43.620 --> 00:36:13.670

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And one of the pluses that came out of the opening of the courtyard at Princess Royal, with a number of staff that they'd like to be involved in a gardening club because, you know, on their break, they'd go out and deadheading a few roses would be quite therapeutic, so we're opening that up to staff. We also have, uh, volunteers gardening grow as well, and we have a number of volunteers on both sites that come in and do light.

00:36:13.980 --> 00:36:29.610

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

I think it's not sort of heavy digging or anything like that, but you know just a little bit of light, weeding or deadheading or pruning. So if anybody that you know that would be interested, then please contact [sath.volunteer@nhs.net](mailto:sath.volunteer@nhs.net).

00:36:30.280 --> 00:36:33.870

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS

TRUST)

Uh, and if we go on to the next slide.

00:36:33.920 --> 00:37:04.920

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Right, this is just a little bit about the what's going on. We have four divisions, surgery, anaesthetics and cancer which we used to call scheduled care, 'cause it was generally elective surgery and what and and emergency surgery. But now we call it surgery, anaesthetics and cancer and again it tells you what it is, so shell it'll care. Didn't really tell you. Women and children's medicine, and emergency care and clinical support services which are pathology.

00:37:05.490 --> 00:37:19.240

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Radiology and pharmacy, largely and therapy services, are in there as well. Most of the things that we I've spoken about over here in this.

00:37:20.140 --> 00:37:24.520

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

There isn't really anything new except for.

00:37:24.680 --> 00:37:35.080

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, it as well as insourcing is across all specialties, including gynae, so that the company coming in.

00:37:36.170 --> 00:37:38.850

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Are also doing that for gynae.

00:37:40.640 --> 00:37:44.110

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This being the pre term.

00:37:44.800 --> 00:37:50.580

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This antenatal clinics expanded and visiting his been support has been expanded.

00:37:51.020 --> 00:37:54.430

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, in medicine and emergency care.

00:37:55.260 --> 00:38:06.150

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, we have and you, divisional director of, has been appointed at the Divisional Director of Nursing, has been appointed and they'll start within three months.

00:38:06.650 --> 00:38:35.400

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, and in clinical support services again, they mentioned the radiology issues as I said, that is a real pressure for us at the moment, and we're asking GPs to escalate urgent patients if they feel that the delay you know that their condition is it's deteriorated and they need urgent more urgent diagnostics. As I said, I volunteered in phlebotomy and they have now a simply book.

00:38:35.820 --> 00:38:51.940

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

An online booking system which my understanding that is in the past people would ring and they would wait and wait there #34 in the queue, #33 in the you can now do it online and it stretches out into.

00:38:53.870 --> 00:39:03.260

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

months ahead so much everybody that she used it said what you know? it's a much better service and takes a lot of the delay in hanging around out.

00:39:03.630 --> 00:39:07.810

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

I think it's the second busiest.

00:39:08.570 --> 00:39:16.210

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Hospital telephone line after the main switchboard. 700 calls a day, which is astonishing.

00:39:17.280 --> 00:39:29.620

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

If we go on to the next slide, or these are just some hellos and goodbyes, so Clair Young is our new deputy finance director. She's joined us from UHB.

00:39:30.130 --> 00:40:02.140

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh Andrew Dimitriadis is the hospital transformation programme director, so he's taken over from Neil Nisbit, who previously was the program director for hospital Transformation, and Andrew's had a lot of experience in in large capital projects, including Epsom and St. Heliers Hospitals, and we have seen a real change that the intention is that the strategic outline case.

00:40:02.510 --> 00:40:11.850

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Will be coming to trust board in October. An with the plan that the outline business case will then be submitted next year.

00:40:13.070 --> 00:40:44.930

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

James Owen and we've already met him. He's in you, head of service improvement and but a farewell to Dave Burrows. David worked at the Trust for seven years. He was the head of external comms and I used to call him Mr. Grumpy, but I loved him dearly and I'm very sorry that he's gone because he was a. He was previously a journalist, had been at the Shropshire Star, and he was a real asset to the trust. So wish him every success for the future. We've also got an assistant director of Organizational Development.

00:40:45.170 --> 00:41:06.680

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And in David Cousins is Steve Forsythe has already joined as head of Clinical Governance. Steve has got a wealth of experience. He's been director of nursing so it has a nursing background and he's worked in a number of organisations. So again brings a wealth of experience with him.

00:41:07.630 --> 00:41:10.000

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

If we go to the next slide.

00:41:12.090 --> 00:41:39.580

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

This is one of my favourite slides. This is about recognizing people that sometimes don't always get recognized and it's when people have taken the trouble to thank you know today they would like to see a team thanked on in in cascade so the pharmacy home care team they've worked really hard to improve the support patients at home and.

00:41:40.390 --> 00:42:02.900

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Biosimilar medicines, which has freed up 1.6 million to the local NHS. I'm just repeating this, but it's really about enabling patients to be treated more at home. The lady on the bottom left is Jamie Henry. Jamie is one of our international nurses, and she has been a.

00:42:04.280 --> 00:42:19.600

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Absolute treasure to the other. International nurses that have joined us, as in her oh with professional development nurse in the Trust awards. We had our awards in July the July the 9th, and I think Jamie had.

00:42:20.420 --> 00:42:47.650

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

More nominations than almost anybody else in the trust from different

people, so if you ever meet as she is just delightful and in the middle there, that's the online booking phlebotomy system that I just mentioned. Yes, in excess of 700 calls a day. So very, very busy, but you know a great step forward because if you think about it, that was 700 patients ringing in.

00:42:48.340 --> 00:42:49.650

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Trying to

00:42:51.070 --> 00:42:53.160

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

trying to get through so.

00:42:53.210 --> 00:42:53.880

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh.

00:42:54.830 --> 00:42:59.170

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

They can now do it through the in-house booking system.

00:43:00.620 --> 00:43:31.270

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

So if and then on the very end and I mentioned the palliative care and the end of life Care team, this is the end of life care team on the far right is Jules Lewis and smiling at the front is Debbie Snooke is about to do her third parachute jump tandem parachute jump to raise money for this one fund that's raised 60,000 in six years, so that's fantastic really. So that's recognizing our colleagues if we.

00:43:31.320 --> 00:43:54.550

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Go on to the next slide. These are just some key messages looking forward. So as I said, COVID is still rising. We ask starting to see increases. It's still quite small, but we do expect it to peak in the next two

weeks, so please take all necessary precautions and please make sure that.

00:43:56.030 --> 00:43:59.470

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

You get your second vaccination if you haven't had it already.

00:43:59.750 --> 00:44:08.000

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And as I was also announced CQC will be coming back to do their unannounced visit and their well led visit.

00:44:10.050 --> 00:44:26.910

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

The work in India RSH that work is still in progress. We should finish the majors area in August, which was where the old fracture clinic used to be. And that's a significant piece of work. But it is all on schedule.

00:44:28.420 --> 00:44:41.270

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And then they'll move into phase three, which is the clinical decisions unit and that area. Next. The plan is that the clinical areas of the ED will all be completed by the end of December.

00:44:42.760 --> 00:44:56.280

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

In time for winter hopefully and the non-clinical areas will be completed by the end of March, but there's you know a lot of work that is going on and it's really difficult because you're doing all these improvements in a.

00:44:57.030 --> 00:45:01.270

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Working ED and and an ED that's really busy at the moment.

00:45:01.730 --> 00:45:02.530

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh.

00:45:04.250 --> 00:45:35.290

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Oh, did you talk to started? I'm only laughing because this is one of the reasons that things they're all knew and things. Do we always find in that kind of second week in August that it takes longer for people to get clerked in because we've got our new juniors doing it but they're doing a great job. And I went to talk to their induction and I just felt so old 'cause they all look so young.

00:45:35.660 --> 00:45:46.550

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

But there we are a little bit there, but the nurse recruitment in the nurse associate program which I've already spoken about and then the 4th one is about badgernet the gamba walks.

00:45:47.210 --> 00:46:00.850

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Yeah, which we've already covered. We now do a cascade live for staff, which are chief executive delivers. That was last Friday and it gives staff the opportunity to ask questions of the executives and the chief executives.

00:46:01.280 --> 00:46:05.110

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Uh, and it's South Asian Heritage month.

00:46:07.250 --> 00:46:08.860

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Coming up and.

00:46:09.920 --> 00:46:12.820

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Where we will be marking it with them.

00:46:13.980 --> 00:46:20.580

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS

TRUST)

Lots of social cultural events throughout August.

00:46:21.210 --> 00:46:29.540

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And finally finishing with, it's been another challenging month and you know, thanking the teams for that. Everything that they're doing.

00:46:31.150 --> 00:47:00.000

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Because, you know, I'm hopeful that perhaps some people will have managed to get some holiday in August because people are really tired if we go onto the next slides. These slides, just to remind you that in August and September these are the events that we've got booking out coming up that you can book into. So there's evening cascade. But as I say, it will be the same presentation, as this is just for the people that weren't able to get to this one, so.

00:47:02.010 --> 00:47:31.240

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

It's an alternative rather than something different. We have the quarterly engagement meeting on the 22nd of September, and we're hoping that we'll get Chris Preston. Along to that. We're also trying to invite somebody to come along and talk about our digital journey as well, because I know that's been raised by Julian a couple of times, and then if we go on to the next slide and I think the last slide

00:47:33.490 --> 00:47:34.770

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

it was that that I slide.

00:47:35.840 --> 00:47:52.570

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

No, I didn't think it was. These are some of our health lectures. Some of the feedback that we've had from both board questions and Freedom of Information requests is still focusing quite heavily around COVID and the response and the ongoing.

00:47:53.690 --> 00:48:23.290

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Sequeali almost so we've got a series of health lectures coming up in the autumn. Elin Roddy, who's the lead consultant respiratory physician, will be talking about what it was like during the pandemic on the 16th of September. Mandy Carnahan will be talking about the recovery trial and what we're doing in Relation to that we were also part of the siren trial as well.

00:48:23.490 --> 00:48:33.500

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

And then Mandy Taylor, who's our inpatient therapy manager, will be talking about living with the effects of Covid, one of the things that we've sort of found is that.

00:48:33.540 --> 00:48:33.900

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Then

00:48:35.820 --> 00:48:42.920

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

one of the things that we found is that you know for people that have been through COVID. It's the long, COVID effects that nobody really.

00:48:43.790 --> 00:49:18.270

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Knew about until we started to see it manifest itself, so Mandy be talking about that lyncs ask the question, will Kate be circulating info on the health lectures? The answer is yes. Will also circulate. Let's circulate these slides so it's in there as well. So yes, you will have all of that, but I think I mean the beauty of the health lectures. Is that as many people as you like can actually listen to them so you know, the more, the more the merrier really. So I think that is as finished as far as the presentation is concerned.

00:49:18.920 --> 00:49:34.250

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS

TRUST)

Uh, so I'm happy to take any questions on anything on this or anything else at all. If there's anything that you've got any queries or questions about, then I'm very happy too.

00:49:34.860 --> 00:49:36.230

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

To answer those Lynn.

00:49:37.750 --> 00:49:40.760

Lynn

Yeah, earlier you mentioned about.

00:49:42.030 --> 00:50:02.080

Lynn

I think it was it day surgery. I just wanted to give some feedback. My brother actually went in at the end of July for day surgery and my brothers a bit of a moaner but he came home and he said my goodness that was so efficient. It was run brilliantly and they certainly did earn their money that day.

00:50:02.860 --> 00:50:04.190

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Well, that's very kind.

00:50:03.390 --> 00:50:04.580

Lynn

So well done to them.

00:50:05.240 --> 00:50:08.800

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Well, thank you. Which site was it that will pass it on?

00:50:10.610 --> 00:50:12.010

Lynn

Oh, definitely yeah.

00:50:10.790 --> 00:50:11.280

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

With this

00:50:12.140 --> 00:50:14.150

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

yeah, was it Shrewsbury or Telford Lynn?

00:50:14.100 --> 00:50:17.950

Lynn

It was some oh Shrewsbury, Shrewsbury.

00:50:17.260 --> 00:50:23.360

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Shrewsbury OK will pass it on. Thank you very much. I don't know what it is about brothers. All of my brothers of the biggest moaners under the Sun.

00:50:26.090 --> 00:50:32.460

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

But now I will pass. I will pass it on to thank you very much for that, so that that that's great tonight.

00:50:34.180 --> 00:50:34.860

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

00:50:34.250 --> 00:50:52.090

BALLINGER, Kate (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

I was just going to say Julia, that they health lectures will be in the monthly updates. The links to book for them will be in the monthly updates, but they are sitting on the Eventbrite page now. So if anybody we've already got people looking into them. So if you go to the SaTH Eventbrite page they are there already.

00:50:45.150 --> 00:50:45.740

Lynn

Ah.

00:50:52.720 --> 00:50:53.970

Lynn

I'm great, thanks Kate.

00:50:54.570 --> 00:50:58.020

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

and this is monthly updates when Zach going out.

00:50:58.940 --> 00:51:12.290

BALLINGER, Kate (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

It's being produced as we speak, I think, and we'll put the recording of this meeting. And of course, the health lectures will be recorded and available on the website as well. So if you can't attend on the night, you will be able to catch up with them afterwards.

00:51:00.960 --> 00:51:01.370

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Thank you.

00:51:14.710 --> 00:51:15.580

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Fantastic.

00:51:17.400 --> 00:51:18.990

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Anymore for anymore.

00:51:24.140 --> 00:51:34.830

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Well, in that case I'm going to give you 8 minutes of your life back to go and do whatever you want and thank you all very much and hopefully see you again next month, if not earlier.

00:51:35.780 --> 00:51:36.730

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST)

Cheerio.

00:51:36.470 --> 00:51:39.760

Lynn

Q Lovely thanks very much, bye.

00:51:37.290 --> 00:51:38.160

BALLINGER, Kate (THE SHREWSBURY AND TELFORD HOSPITAL  
NHS TRUST)

Thanks everyone.

00:51:37.560 --> 00:51:39.650

CLARKE, Julia (THE SHREWSBURY AND TELFORD HOSPITAL NHS  
TRUST)

Thank you bye bye.

00:51:40.520 --> 00:51:41.680

ROY, Hannah (THE SHREWSBURY AND TELFORD HOSPITAL NHS  
TRUST)

Thank you bye.