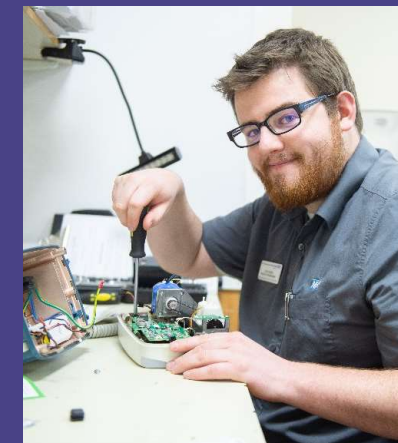


Hospitals Transformation Programme: MEC & SAC Focus Group

8 March 2024



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Why are we here?



- Where are we in the process?
- Latest developments
- Your feedback
- How can you get involved?
- Questions

Julia Clarke, Director of Public Participation

Adam Ellis-Morgan Technical Lead for the Hospitals Transformation Programme

Dr Ed Rysdale, Consultant in Emergency Medicine and Clinical Director for the Hospitals Transformation Programme

Rachel Webster, HTP Nursing, Midwifery and AHP Lead

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A reminder...



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Where are we in the process?



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PRH will become the site specialising in 'Planned Care'



- ✓ Diagnostic endoscopy
- ✓ Vibrant planned care site, planned inpatient surgery with medical and surgical inpatients on a planned pathway of care
- ✓ Adult and child outpatients
- ✓ Day case surgery centre
- ✓ Midwife led unit
- ✓ 24/7 urgent treatment service, which would enable c.65% of patients who would have attended the traditional accident and emergency medicine department to be seen at PRH
- ✓ Dedicated procedure suite for local anaesthetics
- ✓ Enhanced rehab facilities and new therapy led wards
- ✓ Respiratory diagnostic and treatment centre
- ✓ Cancer treatment day unit

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RSH will become the site specialising in Emergency Care



- ✓ Emergency Department
- ✓ Urgent Treatment Centre
- ✓ Critical Care Unit
- ✓ Consultant-led Maternity Care
- ✓ Children's Inpatient Services
- ✓ Emergency and Trauma Surgery with complex, planned and Children's Surgery
- ✓ Emergency Medicine, including Cardiology, Stroke, Respiratory and Acute Medicine
- ✓ Consultant Neonatal Services
- ✓ Head and Neck Inpatient Services
- ✓ Radiotherapy and inpatient and day Cancer Care and treatment

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At both sites....



- ✓ 24 hour urgent care services
- ✓ Midwife led maternity services
- ✓ Outpatient Adult
- ✓ Day case chemotherapy
- ✓ Outpatient Child
- ✓ Frail and elderly care services
- ✓ Diagnostics
- ✓ Diagnostic Endoscopy



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Latest developments

Where are we in the process?

- We've **worked with our lead clinicians** to add further detail into the clinical model to start to design the **“flow” of clinical services** (how our clinical teams will work and connect to each other).
- **OBC approval** has been given
- The IRP report has been **published** with the overall **conclusion** that
“subject to the recommendations in the report the Hospitals Transformation Programme (as described in the NHS Trust’s outline business case) is the best way forward to improve acute hospital services for the whole population served in Shropshire, Telford and Wrekin, and mid Wales”.
- **Preparations underway** to be ready for the implementation phase
- **Full planning permission** has been granted for our new **LHO** healthcare facilities at RSH
- Public feedback is continuing to inform the development of our proposals. This **involvement will continue and increase** and over the next few weeks, months and years there will be many opportunities for people to help us influence the physical environments and people’s experience of our services.



Enabling works: Ward 30



Our contractors, IHP, have now located their teams onsite at RSH and have begun enabling works in preparation for the main build within Ward 30. This space will be used for a larger, modern resuscitation area in our new Emergency Department.

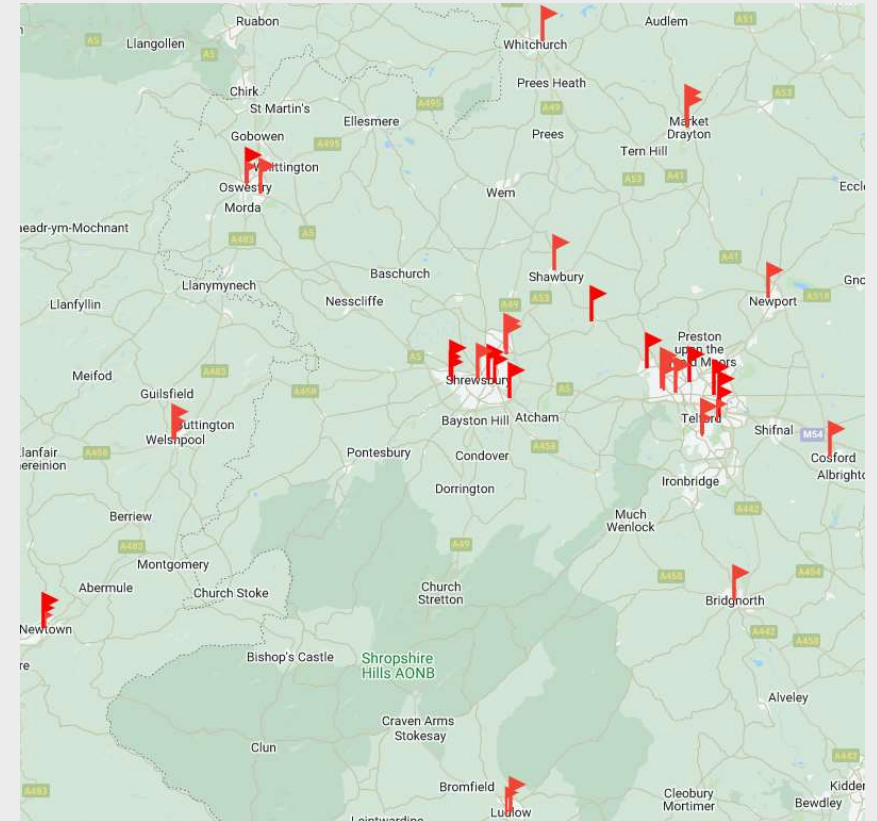


Engagement at external events Q3

Sept – Dec 2023



- We have an ongoing calendar of external meetings and events that we attend in our local communities
- All outcomes from these events are recorded on our events tracker
- The map opposite shows the 43 events we attended in Quarter 3 (Sept – Dec 2023) and discussed HTP. These meetings are important to reach out to our seldom heard communities, who may not attend Trust meetings.
- Whilst the map highlights where these meetings happened, the meetings/events often covered a wider geographical area.
- In addition, in Quarter 3 we attended 25 online meetings/events, often these meetings covered large geographical areas across T&W, Shropshire and Powys.



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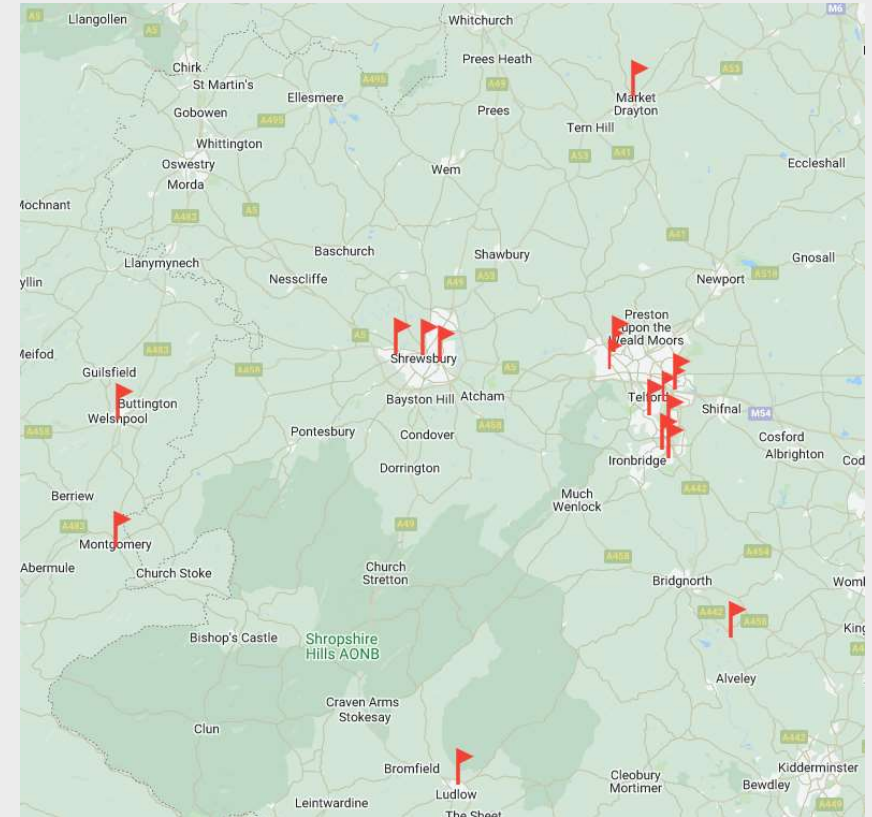
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Engagement at external events - Q4

Jan – April 2024



- The map opposite shows the 18 events we have attended or plan to attend in Quarter 4 (Jan – April 2024) and discuss HTP.
- New face to face drop-in sessions have started with a session in Sutton Hill, Telford, in February and will visit communities throughout Telford & Wrekin, Shropshire, and Powys, over the coming year with a further drop-in planned in Montgomery on March 14th.
- In Quarter 3 we have attended or plan to attend 14 online meetings/events; often these meetings cover large geographical areas across T&W, Shropshire and Powys.



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You said, we did – some examples



Please see action logs for further details - [Hospitals Transformation Programme Focus Groups - SaTH](#)

You Said	We Did
<ul style="list-style-type: none"> Consider one main entrance for the new build at RSH, due to the high level of footfall through the entrance to the building 	<ul style="list-style-type: none"> Following feedback AHR have redesigned the front entrance at to the new build – there will now be an entrance for Emergency care and another for the rest of the building.
<ul style="list-style-type: none"> Feedback providing a communal/open area for post-natal/ante-natal families where they can have a cup of tea or chat because it can be quite isolating if in hospital 	<ul style="list-style-type: none"> AHR will look to see what can be achieved in the communal space within the maternity IP floor.
<ul style="list-style-type: none"> For families and carers to be involved with the development of HTP, specifically around the care of children and young people with Learning Difficulties 	<ul style="list-style-type: none"> A focus group on Learning Disabilities and Autism was held 14th November 2023. We also held sessions with PODS and Shared Lives.
<ul style="list-style-type: none"> Following our focus group on Learning Disabilities and Autism, a number of issues were raised around patient’s experience at SaTH 	<ul style="list-style-type: none"> Ruth Smith (Lead for Patient Experience) to develop a Learning Disabilities and Autism Patient Experience Group to develop processes and support for people with LD and autism, including developing wayfinding videos
<ul style="list-style-type: none"> Consider symbols (and not just words) for wayfinding around the new build? 	<ul style="list-style-type: none"> We are linking with the Makaton Society to get their input for symbols we can use as part of our wayfinding around the new build.
<ul style="list-style-type: none"> Incorporate those with neurodiverse needs into design e.g. quiet areas, low lighting etc 	<ul style="list-style-type: none"> The Trust is looking at developing retreat areas within the new build which could provide quieter/low level lighting areas. We are looking at having a sensory map which will be able to highlight the different areas.
<ul style="list-style-type: none"> Ensure that the designs of the new build are dementia friendly 	<ul style="list-style-type: none"> Gareth Banks (Lead Architect) to review the design guidelines for Dementia patients.
<ul style="list-style-type: none"> Consider introducing free parking for community transport as it is often a difficult issue to manage? 	<ul style="list-style-type: none"> Links have been provided to communities’ groups with our car parking team (within facilities) to action community vehicles being registered at our hospitals.
<ul style="list-style-type: none"> Following the RSH Travel and Transport focus group, arrange a focus group looking at Travel and Transport at PRH? 	<ul style="list-style-type: none"> A Travel and Transport group focusing on PRH was held on the 17 November



Open actions from previous meetings

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 5th December 2023						
13	05/12/2023	Invite groups representing the visually impaired to the next round of focus groups.	Kate Ballinger	31/01/2024	KB in contact with groups and HTP are now working towards focus groups or meetings for the visually impaired community.	IN PROGRESS
14	05/12/2023	AHR will agree signage with clinicians first and the circulate to focus group members to ensure the meaning is clear from the name. Members can take back to their groups or organisation for their perspective so that we can end up with the most universally acceptable one.	Gareth Banks	31/01/2024		IN PROGRESS

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
Learning Disability and Autism Focus Group - 14th November 2023						
ALD 4	14/11/2023	Design team to consider retreat/safe rooms in ED that could be multi-purpose i.e., for patients with mental health issues and dysregulated patients who need calm environment.	Gareth BanKs	Ongoing	AHR will look at this proposal with clinicians during the design process	IN PROGRESS

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 6th June 2023						
12	06/06/2023	Jenny Fullard/ Comms to develop flyers that simply update on latest developments for both sites and distribution and public events	Jenny Fullard	30/11/2023	Following major milestones at the end of 2023 and beginning of 2024, the leaflet is being reviewed to reflect these updates.	IN PROGRESS



Closed actions from previous meetings



Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
Learning Disability and Autism Focus Group - 14th November 2023						
ALD 1	14/11/2023	Ruth Smith to contact Thomas V (attendee) re autism bus.	Ruth Smith	30/11/2023	Shared 5th December 2023	COMPLETED

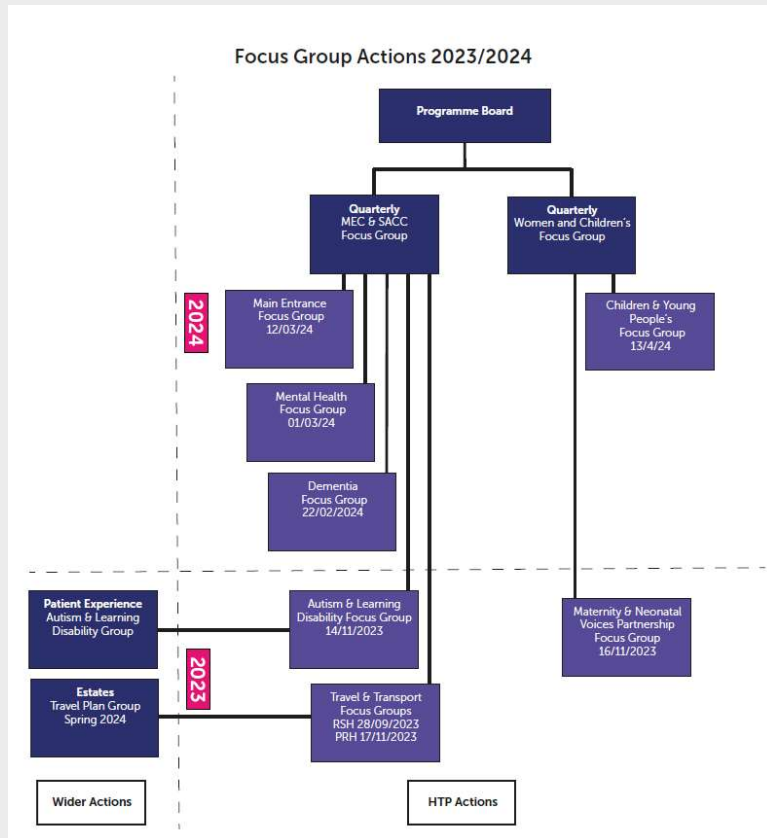
Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
Travel and Transport PRH - 17th November 2023						
T&T PRH2	17/11/2023	Mathew Neal to ask colleagues in estates about whether there are any immediate plans for extra parking to be provided at PRH	Mathew Neal with Estates	30/11/2023	It has been confirmed that there are currently no plans for extra parking at PRH, although this will be kept under review. There should be an improvement when the main entrance construction offices etc are removed and with the opening of the CDC to reduce footfall at PRH	COMPLETED
T&T PRH3	17/11/2023	Ed Rysdale to discuss with surgery the planned arrangements for preop clinics and whether clinics will be provided on both sites	Ed Rysdale	30/11/2023	It has been confirmed that pre-op clinics will be provided on both sites	COMPLETED
T&T PRH4	17/11/2023	Ed Rysdale to raise the development of POPS clinics with colleagues in Surgery (working between the surgeons and the geriatricians)	Ed Rysdale	n/a	This is wider than HTP. It has been confirmed that as a service development the proposal would need to be considered clinically in the first instance. The division has a number of high-priority clinical areas of focus and development and this development would need to be considered as part of our very clear process for any additional cases of need and would also involve our ICB colleagues as commissioners	COMPLETED

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
RSH Travel and Transport Group - 28th September 2023						
T&T S11	28/09/2023	To link with HealthWatch re current criteria for non-emergency patient transport, which is nationally set (https://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria/)	Julia Clarke	31/10/2023	Email sent to Shropshire and Telford & Wrekin Chief Officers 25/10/23	COMPLETED
T&TS 12	28/09/2023	To arrange PRH-focused Travel & Transport focus group	Julia Clarke	31/10/2023	Arranged for 17 November 10am-12noon MS Teams invite to be issued	COMPLETED

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 7th September 2023						
11	07/09/2023	Gareth Banks (Lead Architect) to review the design guidelines for Dementia patients.	Gareth Banks	30/11/2023	Guidelines reviewed and considered in future designs	COMPLETED



Process for speciality focus groups



- Speciality focus groups are additional sessions on topics that warrant further exploration for the HTP project
- All the speciality focus group actions are fed back into the quarterly focus groups as detailed in opposite diagram



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Update from AHR and Art In Site

Our ideas and concepts so far...

What we've heard you say...

Engagement

- Engage with visually impaired groups around signage and colours. We've had engagement with RNIB. Referred to the RNIB guidelines for designing and are planning focus groups with visually impaired groups later in the Spring
- Reaching out to different councils and groups. We have a full programme (available on our website and most recently met with Parish Councils in Telford & Wrekin as well as the full council. We are setting up similar meetings in Shropshire and Mid-Wales for late Spring
- Don't forget reading ages. Agreed that we will put up to scale paper mock up signs for people to review before finalising. Age UK CEO has confirmed that designs can be put up in window display in Shrewsbury town centre

Furniture and Lighting

- Ensure the designs are dementia friendly. Held a dementia focus group on the 1st March. Had engagement with the Dementia Lead for SaTH. Referencing the Stirling Guidelines for designing for dementia.
- **Incorporate those with neurodiverse needs into design eg quiet areas, low lighting ect.** Continuing design on the sensory map which would highlight quieter locations within the hospital. Furniture design that considers lighting and acoustics. Held a focus group for patients with Autism and Learning Disabilities in November 2023 and have contacted SaTH Therapy lead
- Consider retreat/safe rooms in ED that could be multi-purpose ie for patients with mental health issues and dysregulated patients who need calm environments. Been looking at a bespoke seating design that would fit in all the crisis rooms. Held focus group in February 2024 for patients with mental health issues which included representatives from Mental health Trust

Wayfinding

- Consider one main entrance for the new build at RSH, due to the high level footfall through the entrance to the building. Following feedback AHR have redesigned the front entrance to the new build - there will now be an entrance for Emergency Care and another for the rest of the building.
- Look at signage across the whole site. Looking at ways to transition from the old hospital through to the new hospital such as directing people through the new atrium towards outpatients. Looking at the design of existing signage and what we can take from it.
- Look at language used. Will be working with clinical teams and public to ensure clear and sensitive language is used



Engagement

What we heard from RNIB

Things that are confusing when entering a hospital:

- Busy spaces
 - Fluorescent overhead lighting
 - Sensory overload
 - Not knowing if you are in the main hospital or the A&E?
-
- Think about points around the hospital that are easy to describe.
 - Patients may often have family or carers travel with them the first time that they visit somewhere new to pick out obvious visual cues and describe them to help with orientation and markers for returning visits.
 - A retreat space could be a good location for a wayfinding refresher sign.
 - A sensory tactile map at the entrance and at various points would be helpful with supporting navigation. Somewhere to sit nearby as you might spend a while looking at it.
 - Diffused lighting is far better to process



Furniture and Lighting

Emergency Department Enhancements for neurodiversity

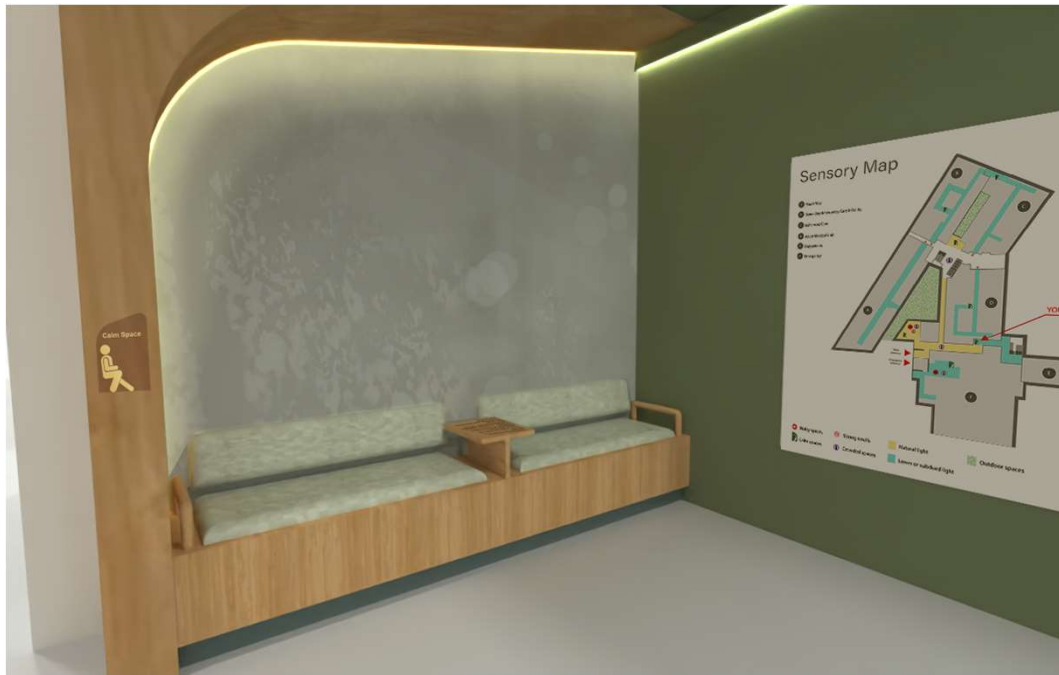


Upholstered sides, back and seat to reduce the acoustic levels from within the nooks. We need to change the design so clinicians can see into the corner



Furniture and Lighting

Circulation Enhancements for neurodiversity



Exploring distinctive Calm Space icons to look out for!

Calm spaces could be a location for a sensory map



Furniture and Lighting

Circulation Enhancements for neurodiversity



Tactile surfaces built into furniture armrests and tables to help lower anxiety for service users with autism and dementia. Opportunity to incorporate lightly engraved poetry.

Tactile panels integrated within calm space seating



Furniture and Lighting

Corridor Enhancements for neurodiversity



A typical hospital corridor provision



A design for a corridor 'calm space'

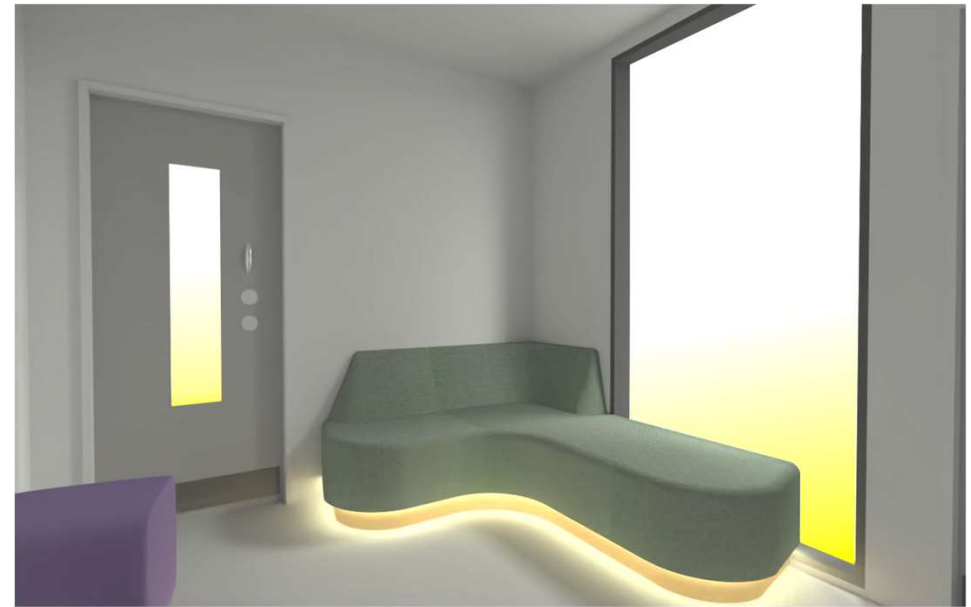


Furniture and Lighting

Crisis Room Enhancements for neurodiversity



Seating that allows for flexible sitting/reclining positions



Windows that borrow light from adjacent corridors reducing the need for harsh overhead lighting



Wayfinding

Main entrance



We have heard you say...

it can be confusing knowing if you are in the main hospital or the emergency department.

Differentiate between the main hospital and the Emergency through signage. Design proposal to use a red typeface on a white background for Emergency.

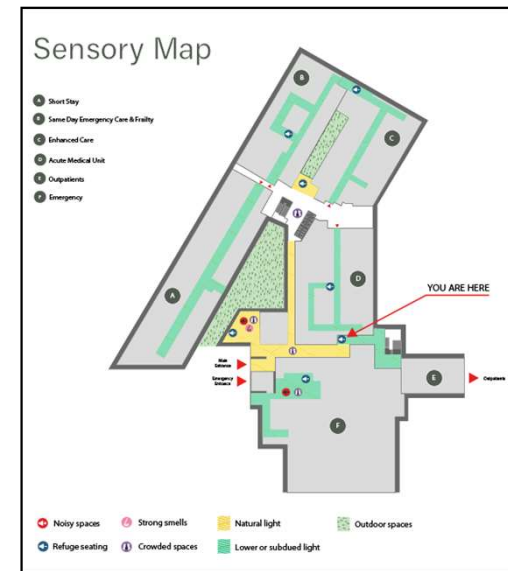
There is a focus group looking specifically at this being held on 20 March 10am-12noon – please contact sath.engagement@nhs.net to register



Wayfinding & Reassurance

Stirling guidelines:

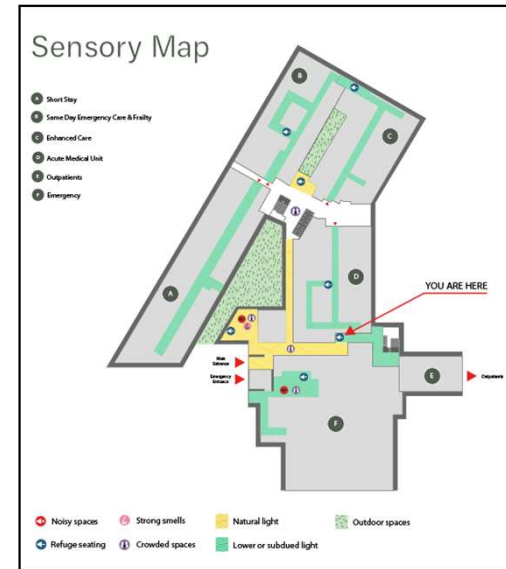
'Texture can aid wayfinding for those who rely on their fingertips to read their environment and can stimulate touch and memory.'



Wayfinding & Reassurance

Stirling guidelines:

'There are unique landmark objects on arrival to the building, through the building and in key activity spaces to aid wayfinding eg artwork.'

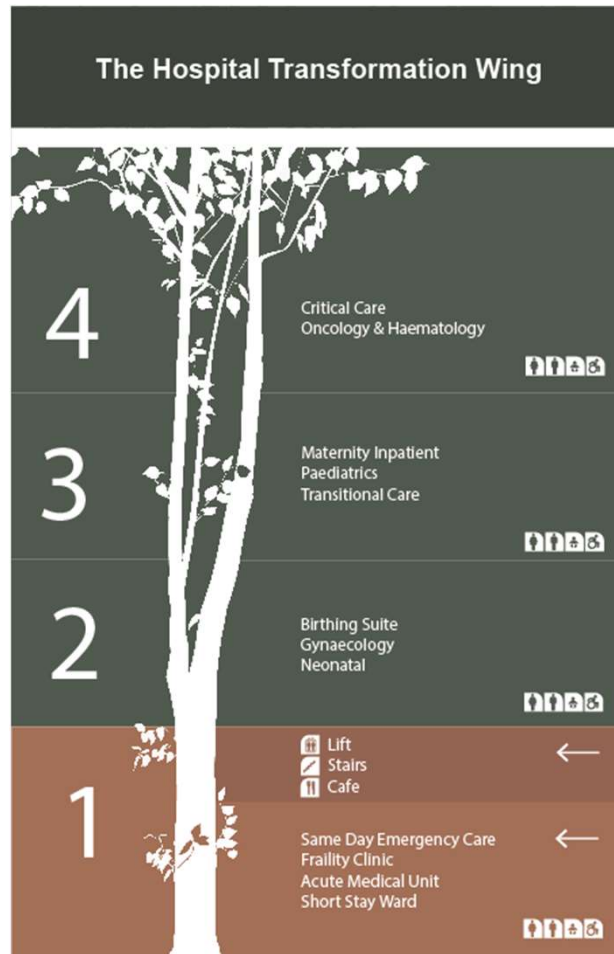


Wayfinding Signage integration

RNIB guidelines:

'the sign board should contrast against its background'

'light coloured text and symbols on a dark background are the preferred option;



Similarities with existing hospital

- Floor numbers on left hand side of directory
- Hospital area banner at the top
- White text on contrasting background

Wayfinding & Reassurance

Stirling guidelines:

‘Utilising door recesses, providing larger high scale projecting signage and colour coded panels next to each door can aid wayfinding ‘

‘The doorway should be recognisable from a distance and have high contrast to its surroundings’

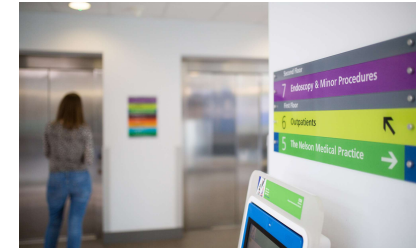


Similarities with existing hospital

- Overhead department and hospital areas signage



Wayfinding & Reassurance



Similarities with existing hospital

- Using the lime green to direct people through the atrium to Outpatients
- Rectangular panels with aligned arrows to direct



How can you remain involved?



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Focus groups



We are entering an exciting phase for the programme as we design the detailed patient pathways. We are committed to engaging and working closely with our local communities, patients and colleagues to ensure we improve the experience for all the communities we serve.

- New Main Entrance (RSH) focus group on MS Teams: **20th March, 10am - 12pm**
- We are also identifying opportunities to involve our wider communities and those directly identified following the EQHIA process.
- Our next HTP About Health event will be held on MS Teams on **30 April 2024 at 6.30pm**

If you would like us to attend an existing meeting or join you at an event, please email:
sath.engagement@nhs.net



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HOSPITAL TRANSFORMATION PROGRAMME

Get involved



- There will be a range of ways to get involved over the next few years
- You can help us develop these plans in the best way for the future of local healthcare services
- Talk to your colleagues, friends and family about the programme
- Let us know your thoughts on our plans
- Take part in future sessions and workshops – help us to design services that better meet local needs
- We need to understand your perspectives
- We want to ensure that anyone who is interested can get involved in some way.
- If you would like us to attend a meeting to update your group/organisation or to register for a focus group, email us on sath.engagement@nhs.net
- Keep looking at our website for more information: www.sath.nhs.uk/about-us/hospitals-transformation-programme/

If you want to hear more about what's happening at our hospitals and how to get involved, email sath.engagement@nhs.net

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Additional engagement routes



Event & Date	Subject
Hospital Update	Monthly Trust News Update including update on HTP
#GetInvolved – Monthly email update - sent to our 4000+ community members	Update from Public Participation team including HTP update and details on how to get involved
Quarterly Public Assurance Forum (next one April 15th) with representatives from organisations across health & social care in Shropshire, Telford & Wrekin & Mid-Wales	Presentation from HTP team with Q&As
SaTH Academies (Different academies offered to adults, young people, adults with learning disabilities and long-term unemployed in conjunction with employment agencies)	Presentation from HTP team with Q&As The People's Academy at SaTH
SaTH website and intranet	Webpages which support public engagement and Latest HTP meetings/feedback Public Participation - SaTH

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Thank you for joining us...



- We will upload the presentation and Q&As on our website: www.sath.nhs.uk
- If you sign up to become a community member sath.engagement@nhs.net we will keep you updated on how you can get involved and updated on the programme through our monthly update.
- Any further questions, please email: sath.engagement@nhs.net

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Questions



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Thank you



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