

Board of Directors' Meeting 10 February 2022

Agenda item	014/22			
Report	Quarter 3 Public Participation Report			
Executive Lead	Director of Public Participation			
	Link to strategic pillar:		Link to CQC domain:	
	Our patients and community	√	Safe	
	Our people		Effective	
	Our service delivery		Caring	
	Our partners		Responsive	√
	Our governance		Well Led	√
	Report recommendations:		Link to BAF / risk:	
	For assurance			
	For decision / approval		Link to risk register:	
	For review / discussion			
	For noting	√		
	For information			
For consent				
Presented to:	Senior Leadership Committee- Operational 27 th January 2022 Public Assurance Forum – 24 th January 2022			
Dependent upon (if applicable):	N/A			
Executive summary:	<p>This paper gives an update on the work of Public Participation (Community engagement, volunteering and SaTH Charity) for Quarter 3 of 2021/22.</p> <p>It is important that the Trust continues to engage and involve our local populations in a meaningful and inclusive way. COVID-19 has impacted on the ways we engage with our local communities, however, it is essential that we continue to have an ongoing dialogue with our communities, and ensure they have opportunities to be involved. This paper outlines how we have engaged with our local communities, including meeting our Section 242 statutory duties to engage. This presentation also provides an update on our charity and where funding has been allocated across the Trust.</p> <p>This paper will outline the Trust's forward plan around engaging our local communities over the next 3-6 months, taking into considerations the challenges around engagement and COVID-19</p>			
Appendices	Annex 1: Quarter 3 Public Participation Report. (Included within the Supplementary Information Pack)			

1.0 Public Participation Team

The Public Participation Team consists of three main inter-related public-facing services

- Community Engagement
- Volunteering
- Charity management

Under the banner of Get Involved – Make a Difference the team <https://www.sath.nhs.uk/about-us/get-involved/get-involved-public-participation/> there are lots of different ways to Get Involved and it's easy to do. We reach out to engage with the public and the emphasis is on everything we do directly linking to our local communities. This can be by joining as a Community Member to be kept up-to-date about what is going on at SATH, having a say about hospital services, becoming a fundraiser for our charity or volunteering time to help at the hospitals.

2.0 Community Engagement

- 2.1 Provides an update on the development and implementation of the Public Assurance Forum, including the purpose, duties and membership of the Forum. David Brown is the Lead Non-Executive Director for the Public Assurance Forum.
- 2.2 The Public Participation Team continues to engage with the public with a regular series of virtual meetings, health lectures and email updates. During Quarter 3 we held a number of Health Lectures about COVID-19, from different departments within the Trust, including the R&D team and the Therapies department.
- 2.3 Through our Social Inclusion project we have continued to work with our local communities to ensure that the views of seldom heard groups are listened to within SaTH, this quarter we have focused on building links with our rural communities in North Shropshire. We are also part of a health wide project looking at Women's Health.
- 2.4 Provides support to the Divisions to ensure they meet their Section 242 duties to engage, this included engaging around the potential temporary change to cardiology inpatient services and renal dialysis services at Princess Royal Hospital.
- 2.5 Trends and themes from Trust Board questions are used to identify and plan future engagement events with our local communities.

3.0 Volunteers

- 3.1 We currently have 203 volunteers (60 young volunteers) and have 113 individuals who are going through the application process
- 3.2 Following a successful bid application to NHSE, we are developing a volunteer service to support patient flow with two new volunteer roles in A&E and discharge. The roles will be implemented at both sites over 7 days.
- 3.3 New volunteer roles which have been implemented during Quarter 3 includes volunteers in ultrasound, clinical audit and for the cancer Pre-Hab group.
- 3.4 We have now implemented a new volunteer management software system, Better Impact. This will support the recruitment of volunteers, as well improving communication with our current volunteers.

4.0 Charities

- 4.1 Income for the 3 months of Q3 2021 is £97,314 and expenditure for this same period was £134,804
- 4.2 SaTH Charity ran a number of events in Quarter 3, particularly leading up to Christmas, including Shropshire Rock Choir attending both hospital sites with a Christmas concert and mince pies and refreshments being provided for staff
- 4.3 Captain Tom's Garden at RSH was officially open at RSH, this area was developed following funding from NHSCT. The Lavender Garden for Ward 31 at RSH was also opened, this outdoor area for staff and patients has a heated and lit dome as well as lavender raised beds.
- 4.4 A number of patients, relatives and staff continued to fundraise for SaTH Charity by holding events, or completing challenges.

5.0 Risks and actions

Risk	Action	Timescales
1. Fail to deliver wider public participation	Ongoing programme of events and meetings to keep the public informed and engaged with the Trust. Engagement with our communities around our Public Participation Plan.	On going
2. Fail to deliver statutory duties (s242) to engage with the public	Continue to support our Divisions to ensure they meet their Statutory Duties.	Ongoing
3. Public support through donations for SaTH Charity recede as country returns to the new normal after the pandemic lockdown	Plan developed to build on awareness of SATH charity to link to local fundraising from individuals groups and corporate organisations.	Ongoing
4. The risks of not having a joined up approach to fundraising and volunteering would be a potential decline in income and hours donated, impacting on staff workload.	Stronger links have been built between the Charity and Volunteering team to align them as areas that are supported by the population. Both are supported by giving their time, money or both.	In place

5.0 Conclusion

Board of Directors are asked to:

- 5.1 note the activity in Quarter 3 by the Public Participation Team
- 5.2 note the Forward plan for the Public Participation Team for the next 3-6 months

**Director of Public Participation
January 2022**