

Public Participation Report

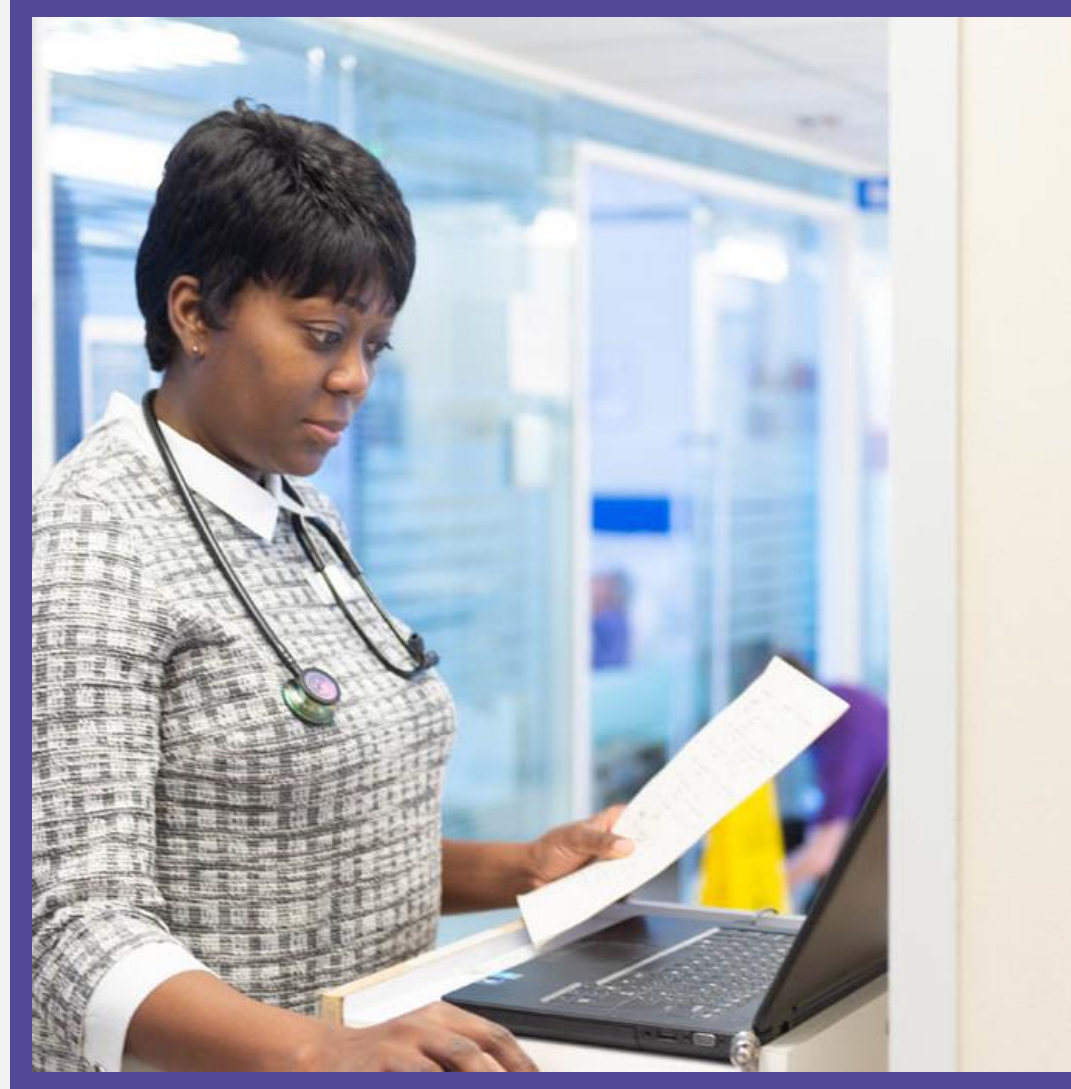
Quarter 3 (Oct-Dec 2021)

Julia Clarke – Director of Public Participation



Highlights of Public Participation – Q3

- The Public Participation Plan was approved at Trust Board 7 October and the Public Assurance Forum met for the first time on 24 January, with David Brown as lead NED and Chair
- The team have been supporting our Divisions with their Section 242 duties to engage the public around service changes (Cardiology and Renal Dialysis)
- A range of meetings/lectures have been held including monthly Community Cascade briefings for members of the public with attendance across Shropshire, Telford & Wrekin and Powys
- Supporting a care system-wide project focusing on women's health



Highlights of Public Participation – Q3

- A volunteer project started in December, funded by NHSE to develop and recruit volunteers for A&E and discharge.
- In December we had 203 active volunteers with 166 applications being processed
- SaTH Charity supported staff through charitable activities through the festive season including providing areas with IPC-friendly Christmas decorations, Shropshire Rock Choir performing at both hospital sites with refreshments and mince pies for staff.
- Quarter 3 saw the opening of two outdoor areas – Captain Tom's Garden at RSH (funded by NHSCT) and the Lavender Garden for Ward 31 (Respiratory) at RSH



Public Assurance Forum

- Our Public Participation Plan, which outlines how we will work with our communities over the next five years, was approved by the Trust Board in October 2021.
- One of the actions from the Plan was to develop a Public Assurance Forum. A stakeholder group was held on 1st November to discuss the development of the Forum and Terms of reference.
- The meeting was chaired by David Brown, Non-executive Director and Julia Clarke, Director of Public Participation. There was representation from:
 - Healthwatches – Shropshire and Telford & Wrekin
 - Community Health Council
 - Telford Patient First
 - Shropshire Patient Group
- The first meeting was held on **24th January 2022** and Divisions have been asked to nominate an engagement representative (and deputy) for the quarterly meetings
- The draft Terms of Reference were developed with engagement and feedback from our stakeholders and staff.

The graphic features a central circular photograph of three people in a clinical setting: a man in a light blue shirt and a woman in an orange sweater are seated, while another man in a light blue shirt stands behind them. To the left of the circle are two vertical bars, one yellow labeled 'Volunteering' and one pink labeled 'Community Engagement'. To the right is a teal bar labeled 'SaTH Charity'. The background is a solid purple. Logos for NHS, The Shrewsbury and Telford Hospital NHS Trust, and Partnering Ambitious Caring Trusted are present.

**Public Participation Plan
2021 - 2026**

SaTH Charity

Volunteering

Community Engagement

NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Partnering
Ambitious
Caring
Trusted

PUBLIC ASSURANCE FORUM - Proposed purpose and duties



- The aim of the Public Assurance Forum is to bring a public and community perspective to, and scrutiny of processes, decision making and wider work at The Shrewsbury and Telford Hospital NHS Trust.
- The Public Assurance Forum is an advisory group who are there to ensure that decisions about services and the delivery of care are developed in partnership with our local communities.
- The Forum will provide constructive challenge and scrutiny of decisions from a patient and public perspective
- The Forum will review and support the development of public engagement plans to involve patients and the public in relation to proposed service changes and developments (Section 242)
- The Forum will ensure seldom heard communities views are sought and taken into account

PUBLIC ASSURANCE FORUM - Proposed purpose and duties

- To prioritise and review progress against the action plan to support the Public Participation Plan
- To use the expertise of the group members to support making informed decisions and recommendations on service developments and changes within the Trust
- To provide assurance that Equality Impact Assessments are integrated and take into consideration the impact upon patients, carers and our local communities
- To work with the Divisions in developing an ongoing dialogue and engagement plan with its patients, public and local communities



Membership of the Public Assurance Forum

- Co-Chair – Non Executive Director & Public representative
- Deputy Chair – Director of Public Participation
- Head of Public Participation
- Community Engagement Facilitator
- Head of Patient Experience
- Divisional Directors or nominated deputy from the four clinical divisions: Surgery, Medicine and Emergency Care, Clinical Support Services, Women's and Children's
- 1 member from Healthwatch Shropshire
- 1 member from Healthwatch T&W
- 1 member from Community Health Council (CHC)
- 1 member from Shropshire Patient Group
- 1 member from Patients First Telford

- 1 member from the Telford Chief Officers Group (COG)
- 1 member from Maternity Voices
- 1 member of Shropshire Voluntary and Community Sector Assembly (VCSA)
- 1 member of Powys Association of Voluntary Organisations (PAVO)
- 1 member of the Trust's PACE panel and Equality Diversity and Inclusivity Public Advocates Group
- 1 member from each Health and Wellbeing Board
- Medical Director (Co-optee)
- Members from other nominated groups (following feedback from stakeholders) representing the different communities and areas covering Shropshire, T&W and Powys' The opportunity to co-opt members for specific issues that are taken to the Forum

Stakeholders will be asked to nominate the individual that should attend to represent their organisation at the Public Assurance Forum. Public Assurance members must be:

- An active member of the organisation they represent
- Be able to provide feedback from the Forum to their organisation/community group and vice versa provide the views of their group to the forum
- Be committed to work collaboratively with the Trust
- Be prepared to voice their view as a lay representative and contribute to debate within the forum
- Be mindful of the need for confidentiality in relation to some agenda items that may come to the attention of the Forum
- Others may attend for specific agenda items e.g. clinical and operational leads
- Membership will be reviewed annually

Public Assurance Forum – 24th January

- The Public Assurance Forum met on 24th January 2022, with member representation from voluntary and statutory organisations and representation from staff and Divisions within the Trust
- Key Items that were discussed at the Forum:
 - Draft Terms of Reference – ballot to be held to elect Co-Chair and mechanism established for identifying members for project groups
 - An update on the proposed service changes to cardiology and renal dialysis services at PRH. A focus group is to be arranged with patients around on-going issues with service delivery of renal dialysis services at PRH.
 - An update on developing a SaTH Strategy and how the public and our communities can get involved with developing this. The importance of patient experience and linking with community organisations was raised.
 - Update from the Divisions and member organisations on current activity
 - Draft Public Participation Board Report to include update on the Public Assurance Forum.
 - Public Participation Action Plan shared and members were asked to prioritise the 5 year action plan
 - HTP and the lack of communication was raised by several members and it was agreed that future communications would be shared with them ahead of release where possible.
 - A Digital Focus group to be held in February
 - Members raised the issue of website visibility of SaTH community events on our website.

Community Engagement - Meetings

- The Engagement team hold a series of community meetings where the public across Shropshire, Telford & Wrekin and Powys are invited to join us virtually to find out more about their hospitals, which includes:
 - **Monthly email update** – An email update to our 2416 members and 67 organisations
 - **Community Cascade** – this is delivered twice a month following feedback from the public requesting an additional session in the evening
 - **Monthly Community drop-ins** – informal drop-ins for a community to meet with members of the engagement team
 - **Quarterly Community Meeting**, with the main agenda item being around specific topics – our last meeting had an update on the HTP programme by Chris Preston and CQC report by Hayley Flavell
 - **Health Lectures** – There is an ongoing series of virtual health lectures for staff and the public. The autumn health lecture series focused on COVID19.



Engaging with our Local Communities

During Quarter 3 we held a number of health lectures around the topic of COVID. In October the Research team held a lecture on “**The Recovery Trial**” and in November members of the Therapy Team presented on “**Living with the Effects of COVID-19**”.

Planning is underway for Health Lectures in 2022, focusing on the Health and Wellbeing Board priorities from our local councils, we hope to have a health lectures on the following topics:

- Cardiovascular Disease
- Diabetes
- Women’s Cancer Screening – on International Women’s Day (08 March)
- Following the successful pilot of an online People’s Academy in November, courses have been scheduled for 2022 (January, April, July, October)
- A **Young People’s Academy** is being delivered in Spring 2022 as part of our NHS Cadet scheme (in partnership with St John’s Ambulance).



Social Inclusion

- A gap analysis of our seldom heard communities has been undertaken and is now complete. An action plan is being developed to develop links and further engagement within our communities.
- **The Women's Health Project** is a project that is being supported across the health economy and the project group has representatives from primary care, voluntary sector organisations, CCGs, Shropshire Community Trust, SaTH and patient groups.
- The project group is currently developing a survey that will be launched in January to go out to women in our communities to gain further insight into women's health and their needs.



Section 242 duties – Cardiology and Renal Services



- We attended the Joint Health Overview and Scrutiny Committee (JHOSC) in November to present our proposal to temporarily relocate inpatient Cardiology services from RSH and centralise them at PRH. The JHOSC fully supported our proposals and the engagement we had carried out. The CCG Governing body also approved the proposal subject to a clinical review in 6 months, a review of timescales to relocate service back to RSH in 18 months and an audit of patient views.
- The Trust is currently looking at relocating its renal dialysis services at PRH to a community location, near the hospital. An engagement plan has been developed and we held stakeholder engagement events in January and presented to the JHOSC and CCG Assuring Involvement Group (AIG) on 27 January 2022.
- The detail on the service change proposals and engagement (for Renal and Cardiology) can be found at [Services Changes and Developments – SaTH](#) These webpages contain information which includes:
 - The proposal presented to our stakeholders and communities
 - Equality Impact assessment
 - Engagement Plan and Report
 - Questions and Answers

Questions from Trust Board

- We look to identify any trends in questions to the Trust Board so that we can be responsive in planning future engagement events with our local communities.
- During November there were 3 questions submitted to the Trust Board, all related to the Hospital Transformation Programme
- These have been published on our website - [Public Questions Log - SaTH](#)
- The following actions have been taken to share more information with our public regarding the Hospital Transformation Programme:
 - Regularly HTP updates are given at our monthly community update meetings
 - Chris Preston attended our Quarterly Community Meeting on 15th December to provide an update on HTP and will attend future quarterly meetings to advise on position



Highlights of Volunteers

60% of our current applicants are aged 16-18 years old. This is the result of visiting local schools and colleges around the county to promote the benefits of volunteering at SaTH. This month we have visited and spoken to over 70 pupils at Thomas Telford and Shrewsbury School, with link established at TCAT for next month.

25 new volunteers have been inducted to roles at the Trust.

In November, we have delivered two non-clinical based training sessions for **30 volunteers**.

The Trust has implemented a new Volunteer management software (Better Impact), which will streamline and support the recruitment and management of volunteers as well as create a community platform for active volunteers. The platform will also facilitate the scheduling of volunteers to provide the team with greater reporting abilities.



60 volunteers aged 16-17
64 applications in process



143 volunteers aged 18+
49 applications in process



317 postponed volunteers
53 return packs in process

NHSE Volunteers Funding – A&E and Discharge support

- The Trust has successfully bid for and been awarded a £25k grant by NHSE to develop a volunteer service which supports patient flow and improves patient experience.
- The project started on the 1st December 2021
- Funding for this project will enable the Volunteer Team to develop and implement two volunteer roles in A&E and discharge. The volunteer roles will be implemented at both hospital sites, over 7 days. The two roles we are going to develop and implement are:
 - **A&E** - Volunteers in A&E waiting rooms will support patient welfare and the smooth running of the department. Volunteers will help to answer non-medical queries and provide reassurance and support to our patients
 - **Discharge** – Volunteers to support patients to and from the discharge lounges, pharmacy runs, runner for patient belongings or notes, providing refreshments and support to patients.



Volunteer Roles

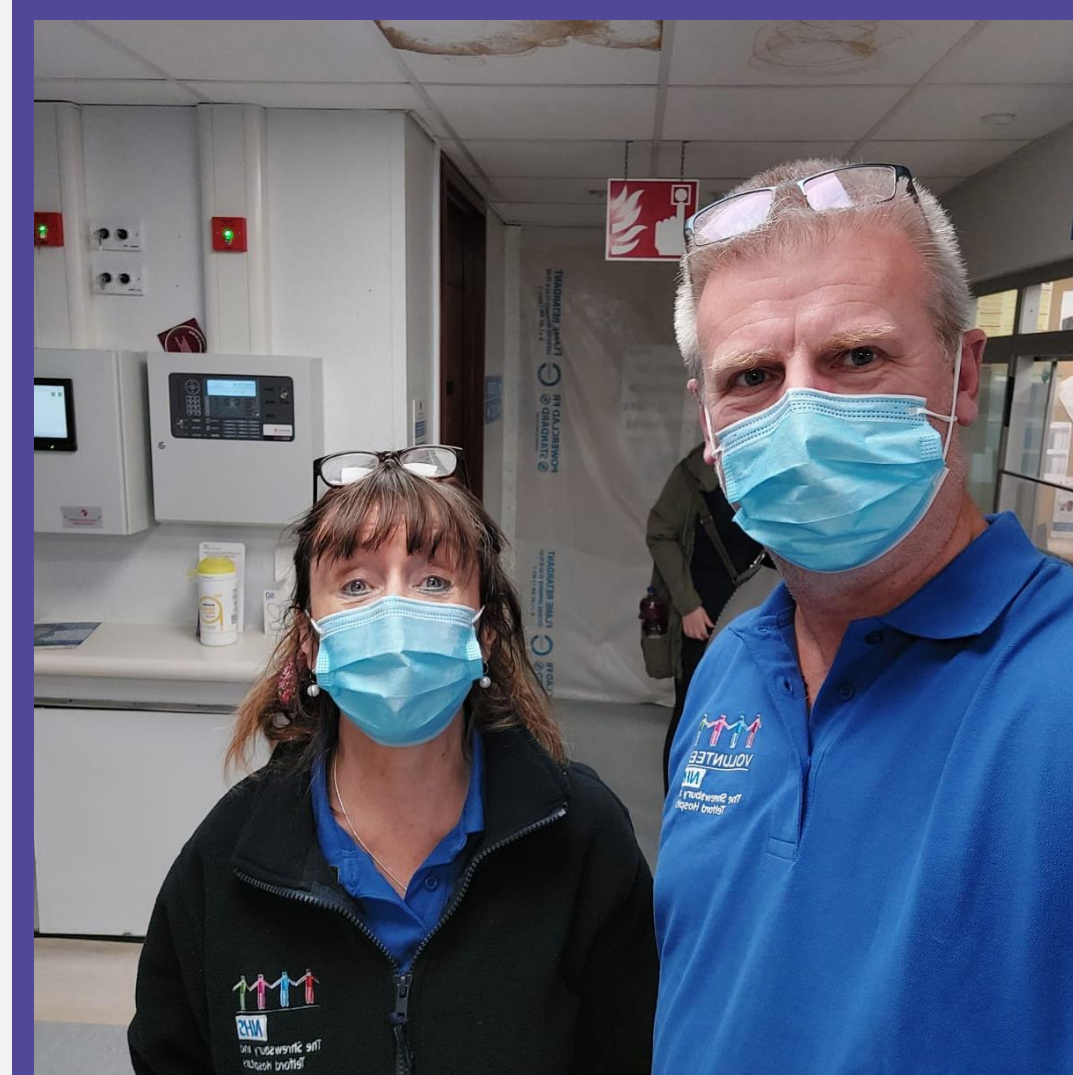
Pre-Hab Group— the team have been working with Cancer Services to provide volunteer support to the Pre-Hab groups held at the Hamar Centre.

Ward Support— the team have been liaising with the Divisional Director of Nursing to organise volunteer support on wards. This support will be dependent on tasks and whether volunteers meet the ward-based criteria set out by GOLD Command.

A&E - we now have 11 volunteers based in the waiting areas across both A&Es. We are focusing recruitment into A&E to support the departments further

Ultrasound— Following a request from the Ultrasound Team for volunteer support, we have assigned two volunteers to support them in distributing and completing patient satisfaction surveys.

Clinical Audit— we are working with clinical audit to expand this role at the PRH site, building on the successful RSH role.



SaTH CHARITY – In Brief

- Income for the 3 months of Q3 2021 is £97,314 compared to £156,980 in the same period last year (which had the benefit of a £50,000 grant from NHS Charities Together)
- Expenditure for the same period was £134,804 compared to £211,330 in 2020 which saw the utilisation of an NHS CT grant targeting seldom-heard groups in our community.
- Former patient, Sally Jamieson, has been raising money for the SaTH Charity breast cancer fund and has now raised over £10,000. £2500 was raised from her 'Check your Pumpkins' event in Shrewsbury Quarry.
- On 13th November Hefin Richards walked from his home in Llandrinio to Royal Shrewsbury Hospital for SaTH Charity as he credits Ward 32 & ITU as heroes who saved his life. He has currently raised £2,985.
- Wall Christmas decorations have been obtained for areas where decorations are not permitted due to IPC – these were given out to decorate wards and outpatient areas.



SaTH CHARITY – In Brief

- SaTH Charity continues to support staff through charitable activities and providing opportunities for engagement.
- Girlguiding Shropshire have created 2 beautiful mosaic Rainbows to be displayed at The Princess Royal Hospital and The Royal Shrewsbury Hospital. The girl guides held two activities days in Attingham Park's 'Field of Play' where everyone was invited to add their own part to the mosaic.
- Local man, Andrew Walmsley, has raised almost £1200 for the SaTH Charity Breast Cancer Fund by completing a sponsored cycle challenge.
- The Ophthalmology Team have set themselves a fundraising target of £100k and their first fundraising challenge (of walking up Snowdon) raised over £2500.
- Local Cinema and Charity, Wellington Orbit, have continued to shown their appreciation to our staff at PRH and most recently purchased a bench for the use of staff on their breaks



SaTH CHARITY – Christmas cheer

- On the 7th December we held an event in the Captain Tom Courtyard with 5 year old Dulcie, a patient from the children's ward, turning on the Christmas lights at PRH with her mum – the Estates team really lit up the courtyard. Shropshire Rock Choir were there to launch the festivities with a Christmas concert and mince pies and hot drinks provided for staff
- On the 9th December, Captain Tom's Garden was officially opened at RSH. This area outside the main ward block was developed with funding from NHS Charities Together and again Shropshire Rock Choir were there and the Estates team again made sure Christmas trees and lights were on across the site
- On 8th December the Lavender Garden for Ward 31 at RSH was opened, funded by SaTH Charity, to provide an outdoor area for patients and a heated and lit dome area for staff breaks.



Forward Plan

- First Public Assurance Forum met on 24th January 2022
- To engage with our patients and communities around the potential service change to PRH renal dialysis services
- To implement the new discharge and A&E volunteer roles, and recruit new volunteers to these areas
- To develop Charity expenditure plans for 2022/23 with fund advisors
- To continue to support staff wellbeing through SaTH Charity
- To continue with the programme of Virtual Health Lectures focusing on topics requested by the public with the first on 8 March on Women's Health Screening (to celebrate International Women's Day)
- To recommence the Virtual People's Academy throughout 2022



Dates for your diary – Quarter 4

Date	Time	Event	Booking
Tuesday 25 January	14:30 – 16:00	Community Drop-In	Via Eventbrite
Wednesday 09 February	11:00 – 12:00	Community Cascade	Via Eventbrite
Wednesday 16 February	18:30 – 19:30	Evening Cascade	Via Eventbrite
Tuesday 22 February	14:30 – 16:00	Community Drop-In	Via Eventbrite
Tuesday 08 March	18:00 – 19:00	Health Lecture	Via Eventbrite
Wednesday 09 March	11:00 – 12:00	Community Cascade	Via Eventbrite
Wednesday 16 March	18:30 – 19:30	Evening Cascade	Via Eventbrite
Tuesday 29 March	14:30 – 16:00	Community Drop-In	Via Eventbrite

Please register for all events online at:
<https://sathnhs.eventbrite.co.uk/>

Health Lectures

To coincide with International Women's Day, our first health lecture in 2022 is being held

Tuesday 08 March, 18:00 – 19:00
Women's Health Screening

This lecture will be delivered by
Julie Thomas and **Claire Carr**
(Breast and Cervical Clinical Nurse Specialists)

The lecture will be promoted through the engagement activity taking place across Shropshire, Telford & Wrekin and mid Wales to support the survey going out through the Women's Health Project

