

Public Participation Report Quarter 4 (Jan-March 2022)

Julia Clarke – Director of Public Participation



Highlights of Public Participation – Q4

- We continue to increase the number of members and member organisations who have joined our community membership
- We have an ongoing series of meetings/events for our communities, including monthly Community Cascade
- The team have been supporting our Divisions with their Section 242 duties to engage the public around service changes (Renal Dialysis)
- In Quarter 4 we delivered three People's Academies including two Learning Disability Academies.
- The Team have been involved with a system-wide project focusing on women's health
- Our work around social inclusion has involved working with our partners to build links with our rural communities and our Gypsy and travelling communities



Highlights of Public Participation – Q4

- **NHS CT Funding** – the Volunteer Team have been awarded £86k from NHS Charities Together to develop a 15 month Young Volunteer Project to enhance our Young Volunteer Scheme.
- **NHSE funding** – following a 25K grant the volunteer team have developed volunteers roles in A&E and discharge. On average volunteers provide **357 hours** per month to these roles
- **252 NHS Thank You Daises** and cards were handed out to staff who had been nominated by their colleagues.
- The Small Things, Big Difference Fund continues to support staff at work. Funded by the staff lottery and donations that are specifically donated to support staff well being.
- Stage 2 grant reports have been submitted to NHS Charities Together on behalf of five local charities. SaTH Charity are managing the allocation of a £222,000 grant provided by NHSCT to support 9 community charities located within the Shropshire, Telford and Wrekin ICS



Public Assurance Forum 25 April 2022

- The Public Assurance Forum met on 25th April 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:
 - **Public Participation updates -**
 - Received Public Participation Strategy prioritised Action Plan – PAF stressed the need for health and social care partners to work together in delivering service developments and avoiding duplication
 - Discussed Social Inclusion Action plan and Forum asked for more focus on support being given to signposting to improve access
 - Draft Quarterly Board report presented
 - **SaTH Strategy** - Received update on Strategy and 6 objectives. Forum stressed the importance of including patient experience (complaints, compliments, safety incidents) to inform Strategy actions
 - **Maternity Services** - The two Ockenden Reports were discussed and the current approach through 6 workstreams to deliver all recommendations. Forum asked about involvement of wider families outside Maternity Voices Partnership and were advised this is being explored. Discussed greater scrutiny and improved governance around complaints management
 - **Hospital Transformation Programme** - Forum were given overview of reframed SOC content, which includes an option that will deliver within the previously allocated quantum of funding. Noted reframed draft SOC was submitted to NHSEI on 21 April and final version will be published post approval. Were assured that core clinical model would be delivered as per the consultation and that some elements were being expedited where alternative funding could be identified.
 - **Divisional and Partner's updates** - Received updates and identified some useful joint working opportunities which will be explored

Engaging with our Local Communities

- 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 members and 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
 - **About Health Events**– There is an ongoing series of virtual health events for staff and the public. Please see the 2022 series below:

About Health Events for the Public	
Living With and Beyond Cancer	February
Breast Screening in Shropshire– <i>more than just a tick in a box</i>	March
Freedom to Speak Up	April
Menopause	October



Section 242 duties –Renal Services

- The Trust is currently looking at relocating its renal dialysis services at PRH to a community location, near the hospital. An engagement plan was developed and we held stakeholder engagement events in January. and presented to the JHOSC and CCG Assuring Involvement Group (AIG) on 27 January 2022.
- We attended an informal Joint Health Overview and Scrutiny Committee (JHOSC) on 27th January to present our proposal relocate renal dialysis services from PRH to a community setting. The joint chairs of the JHOSC fully supported our proposals and the engagement we had carried out and moved to recommend approval at the next formal meeting.
- We presented our proposals to the CCG Assuring Involvement Group on 27 January 2022 and they approved the proposal
- The detail on the service change proposals and engagement for renal 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



The People's Academy

- The People's Academy is a four week course that supports members of the public to find out more about the NHS and their local health services. The course (which is currently online) covers the following topics:
 - The NHS
 - Our Hospitals
 - Our Populations
 - How to #GetInvolved
- The People's Academy has also been adapted to support further inclusion and involvement, including a Young People's Academy and a Learning Disability Academy with support from the SaTH Volunteers team.
- In Quarter 4, three academies were held, including two Learning Disabilities Academy (which was held in partnership with Severndale Academy)



Social Inclusion

- A gap analysis of our seldom heard communities has been undertaken and is now complete. An action plan has been developed and was presented to the Public Assurance Forum on 24 April 2022
- This quarter the focus has been on rural inclusion. This has included patient and public meetings in Northern Shropshire to identify ways of working with communities in these rural areas.
- There are confirmed engagement events in Whitchurch, Oswestry, Ludlow, Market Drayton, Telford (Hadley), and Shrewsbury.
- We have been building links with our Gypsy and travelling communities, by linking with the Gypsy and Traveller liaison leads in our local councils. In March our social inclusion facilitator visited a traveller site near Oswestry and further site visits are being planned around Shropshire



Women's Health Project Update

- The Women's Health project is system wide project which has representatives from:
 - SaTH
 - Shropshire Community Health
 - Primary Care,
 - STWCCG,
 - Public Health
 - Healthwatch, CHC, patient and community groups.
- The survey closed on 14 March having received nearly **3100** responses from across Shropshire, Telford & Wrekin and mid-Wales. Analysis of the survey results is underway by colleagues in the ICS Insight team.
- Additional engagement is required to ensure that the views of some of our seldom heard communities who have been identified as under represented in the survey. Working with colleagues across the ICS we are carrying out focused engagement with Gypsy and Traveller women, and women with Learning Disabilities and Autism.



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 Quarter 4 **no eligible*** questions were submitted to the Trust Board
- All eligible questions submitted to the Trust Board from the public are published on our website - [Public Questions Log – SaTH](#)

* i.e. relevant to an agenda item and within 10 days of the meeting



Volunteers' Highlights

- **43%** of our current volunteer are aged 16-18 years old. The majority of these volunteers are pursuing a career in healthcare and look to volunteering as a valuable source of experience and exposure to support university and apprenticeship applications. The team continues to visit local schools and colleges around the county to promote the benefits of volunteering at SaTH.
- **The Big Tidy Up** – our volunteers supported the Improvement Hub in March to collect out of date items from wards and departments. These items are now being distributed to charities in need, locally as well as international for humanitarian efforts.
- **NHS CT Funding** – the Volunteer Team have been awarded £86k from NHS Charities Together to develop a 15 month Young Volunteer Project to enhance our existing Scheme.
- **NHSE funding** – following a 25K grant the volunteer team have developed volunteers roles in A&E and discharge. On average volunteers currently provide **357 hours** per month to these roles



85 volunteers aged 16-17
51 applications in process



187 volunteers aged 18+
79 applications in process



131 new active volunteers
98 new applications

Volunteer Roles

Ophthalmology Outpatients– the team have just launched a new role to support the department to “meet and greet” patients.

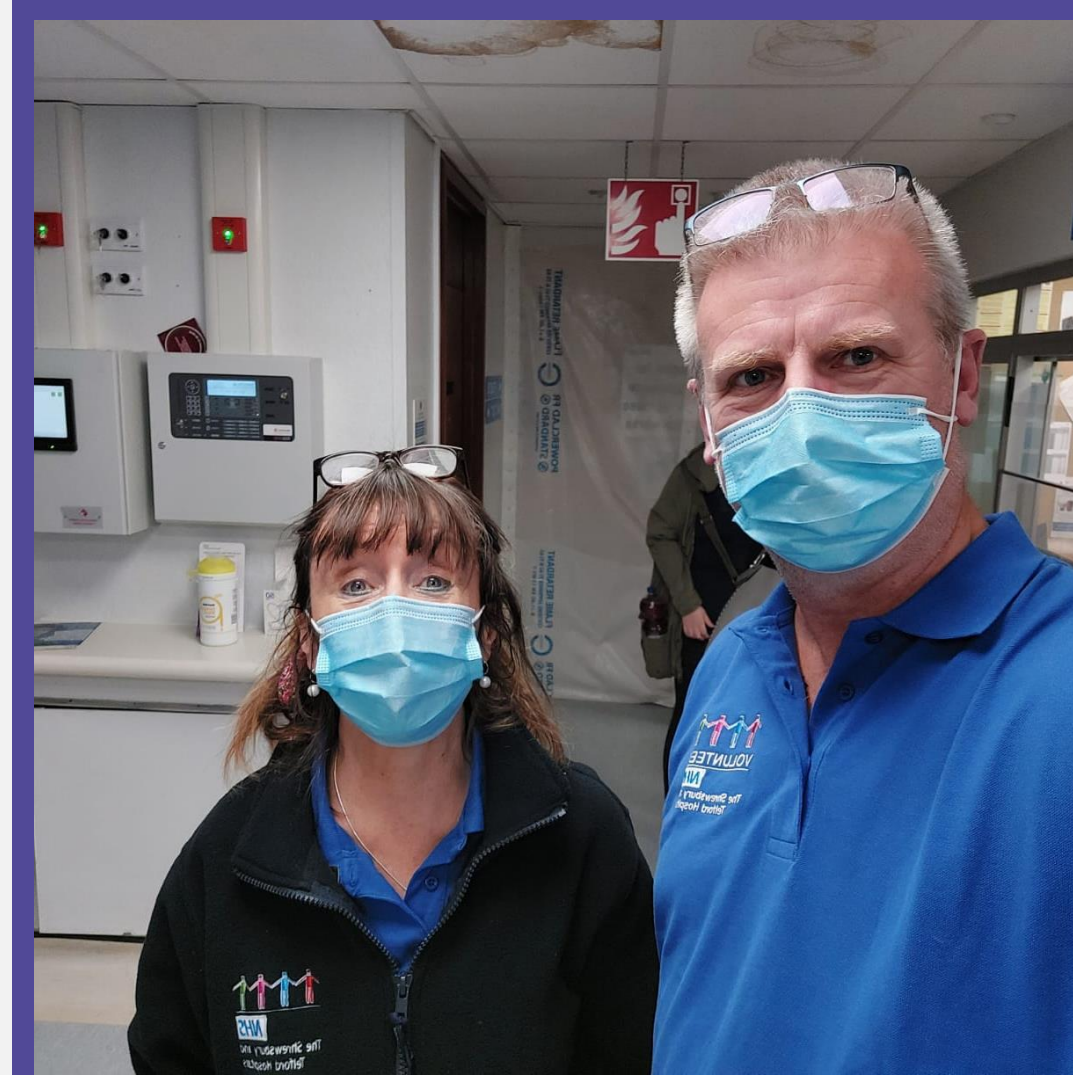
Cataract Suite – Volunteers in this area will support patients by signposting and befriending

Breastfeeding support – a new role is being developed with Maternity to provide support, information and signposting to new mothers regarding breastfeeding.

Audiology – volunteers will support the Audiology Team by preparing online orders and helping to organise the collection and return of hearing aids.

Dietetics – the Volunteer team have been working with Dietetics to develop a volunteer support role to aid the team in restocking and the distribution of goods.

Ward support – The volunteer team continue to source volunteers to support on wards given the current demand. We now have 119 volunteers trained to support wards across both sites.



NHSCT Funding – Youth Volunteer Project

- In January 2022, the Volunteer Team were awarded £86k from NHS Charities Together to develop a Young Volunteer Project to enhance our Young Volunteer Scheme.
- The Trust is one of 16 Trusts around the country to be awarded this funding and the project will target young people, aged 16-18.
- Our aim is to create better and more volunteering opportunities in health care settings, either through regular supported volunteer placements, one-off projects or learning about the Trust through attending our information sessions, the People's Academies.
- This 15 month programme will specifically reach out to young people who are from under-represented communities, who may not have considered volunteering (or a career) within a healthcare setting.



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 funding provided has enabled the volunteer team to implement two new roles in A&E and discharge (across both sites).
- Volunteers have provided **357 hours** per month to these roles across both sites
- Volunteers in these roles have undertaken additional training to support and provide company to patients in clinical areas within A&E.



“It was amazing I really enjoyed it , you can see it makes a difference just someone being there . Thank you” – Lorraine, a new volunteer in ED

“Maureen was an absolute pleasure to meet today, she will be a true asset to our Team with ED Volunteers”- Matron James Owen, providing feedback on our ED volunteer

The “Big Tidy Up”

- On Wednesday 16th March (RSH) and Thursday 17th March (PRH), the Public Participation Team and our SATH volunteers supported the Trust-wide stock “tidy up”
- Supporting wards and department to collect excess stock these will then be distributed to charities in need locally as well international humanitarian efforts.
- Only small items of unwanted/out-of-date products, and equipment that is no longer required were collected. These have been checked by clinical staff and are now being distributed locally where appropriate and internationally ..



SaTH CHARITY – Highlights

- Income for the 3 months of Q4 2022 is £121,776 compared to £86,419 in the same period last year
- Expenditure for the same period was £121,068 compared to £114,188 in 2021
- Charge Nurse Wilf Cadelina represented SaTH at a remembrance event to mark the second anniversary of the World Health Organisation declaring COVID-19 a pandemic. The NHS Charities Together event took place at the National Memorial Arboretum in Staffordshire Remembrance event - NHS Charities Together
- 252 NHS Thank You Daises and cards were handed out to grateful staff. *“Thank you for my daisy, it is beautiful. I feel very honoured to have had one of the these and will be pride of place in my garden. Thank you again” - Debbie Wareing, Assistant Operational Manager - Critical Care and PRH Day Surgery*
- The NHS Big Tea is on 5th July 2022 and planning at SaTH has started. NHS CT launched the promotion of this event on 6th April.



SaTH CHARITY – in Brief

- Our Ophthalmology Department started a fundraising campaign to raise £80-100K for ophthalmic equipment. The Eye Clinic Team powered to the top of Snowdon and kick-started their 3 peak challenge campaign with a respectable £1522. One Mountain down, two to go.
- Funding has been agreed by Charitable Funds Assurance Committee for outside staff domes at both DSUs using funds from NHS CT. Funding has also been agreed for a dome at the Hamar Centre.
- Five members of staff applied to run on behalf of SaTH Charity at the TCS London Marathon 2022. Nicky Brierley, a Cardiac Nurse at PRH was chosen to represent SaTH Charity.



SaTH CHARITY – in Brief

- The family of Steven Fisher (pictured) visited the hospital to say their thanks. The family had raised £12,000 for ITU through several different events including charity walks, a memorial for Steve, and donations from friends, family and colleagues
- Sue Champion attended A&E at RSH at a very busy time earlier in the year. Junior Doctor Ben Passmore-Webb made a quick and potentially life-saving diagnosis and Sue wanted to recognise Ben and say a big thank you. Sue is a prominent local artist and she presented Ben with a print of her work and a letter of thanks.
- A photography art class was hosted by Pam Sturgess, a doctor at the Trust, which was supported by SaTH Charity. The aim of the event is was to increase mental health and wellbeing. These sessions are open to all staff . SaTH charity has supported further events including origami and art in surgery class.



SaTH CHARITY – In Brief

The Small Things Big Difference fund continues to support our staff with items for staff rooms and other items that makes their life more comfortable at work.

Funded by the staff lottery and donations that are specifically donated to support staff. Over the past three months there have been many items provided to support staff at SaTH, including:

- Kettles, fridges and microwaves for staff rooms continue to be popular items for staff to request
- Windows stickers have been requested for areas with an dreary view
- Outdoor seating and tables and other items such as wind chimes to improve outdoor break areas for staff
- Staff room furniture such as tables, chairs, radios and TV's

Impact Statement

“Our staff room has recently been relocated.... These lap trays have really helped our staff at lunch time.”

**Aaron Chard,
Radiotherapy**

NHS CT Stage 2 Community Funding

- SaTH Charity are managing the allocation of a £222,000 grant provided by NHSCT to support community charities located within the Shropshire, Telford and Wrekin ICS.
- The following community charities have been successful in gaining a grant:
 - Connect for Life
 - Shropshire RCC
 - Telford MIND
 - Energise Shropshire, T&W
 - T&W CVS
 - STAY Telford
 - Donnington Community Hub
 - Shrewsbury Ark
 - Sutton Hill CT
- The first five interim reports have been submitted to NHS CT to assess and release the second part of funding for those projects
- The remaining four interim reports will be submitted on or before 01/06/2022 when they reach their half way mark.

	Grant	Project Duration (months)	Initial award	6 month review	12 months review reports due to be submitted on or before 01/06/2022 Interim Reports	Total
Connect for Life	£16,060	24	£8,030		£8,030	£16,060
Shropshire RCC	£38,177	24	£19,089		£19,089	£38,177
Telford MIND	£9,995	12	£4,998	£4,998		£9,995
Energise Shropshire T&W (£43,814)	£21,907	12	£10,954	£10,954		£21,907
T&W CVS	£45,000	12	£22,500	£22,500		£45,000
STAY Telford	£33,190	6	£16,595		£16,595	£33,190
Donnington Community Hub	£13,500	18	£6,750		£6,750	£13,500
Shrewsbury Ark (£85,276)	£27,850	12	£13,925	£13,925		£27,850
Sutton Hill CT (£34,174)	£17,087	12	£8,544		£8,544	£17,087
Operational Support Grant	£22,277	n/a	£22,277			£22,277
Total	£245,043		£133,660	£77,515	£33,869	£245,043
				£52,377	£59,008	
Status			Provided	Pending	Pending	

Forward Plan

- The Public Assurance Forum to meet on 25 April 2022
- To develop a training package and toolkit for Staff regarding engaging the public around service changes and developments
- To continue to support staff wellbeing through SaTH Charity
- Planning events to celebrate National Volunteers Week (1 – 7 June 2022), including thankyou events at both sites
- Planning NHS Big Tea (SaTH Charity) 5 July 2022
- Attendance at community events to engage with the public
- Supporting staff with any service changes engagement



Dates for your diary – April/May 2022

Date	Time	Event	Booking
Wednesday 13 April	11:00 – 12:00	Evening Cascade	Via Eventbrite
Wednesday 20 April	18:30 – 19:30	Evening Cascade	Via Eventbrite
Tuesday 26 April	14:30 – 16:00	Community Drop-In	Via Eventbrite
Thursday 28 April	18:00 – 19:00	About Health Event Freedom to Speak Up	Via Eventbrite
Wednesday 11 May	11:00 – 12:00	Community Cascade	Via Eventbrite
Wednesday 18 May	18:30 – 19:30	Evening Cascade	Via Eventbrite
Tuesday 31 May	14:30 – 16:00	Community Drop-In	Via Eventbrite

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