

Board of Directors' Meeting 12 May 2022

Agenda item	084/22			
Report	Quarter 4 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:	Public Assurance Forum – 25 th April 2022			
Executive summary:	<p>This paper gives an update on the work of Public Participation (Community engagement, volunteering and SaTH Charity) for Quarter 4 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. There is an issue with late notification of service changes from the Divisions which we are focusing efforts on in the next quarter. This presentation also provides an update on our volunteers and charity work 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 4 Public Participation Report			

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 Public Assurance Forum which met on 25 April 2022 with representation from voluntary and statutory organisations and staff and Divisions within the Trust. The CQC found that “Leaders and staff were engaging with patients, staff, equality groups, the public and local organisations to plan and manage services but feedback needed to be collated and used to formulate the Trust’s strategy and improvement plans. They collaborated with partner organisations to help improve services for patients.” The CQC also found that “Division leaders/middle managers, on behalf of front-line staff, did not engage with external stakeholders such as commissioners and Healthwatch. The engagement with Healthwatch, when it did take place, was at executive leadership level” (p14 and 24 CQC Inspection Report 18/11/22).

The Public Assurance Forum was established in January 2022 to enable this direct engagement with partners to respond to the gap identified by the CQC and the feedback from members of public who co-produced the Public Participation Strategy which was presented to and approved by the Trust Board in October 2021, before the Inspection Report was published. The quarterly Forum is chaired by David Brown (NED) and supported by Julia Clarke (Director of Public Participation) and has now met twice. Details of the April meeting can be found on slide 4.

2.2 The Public Participation Team continues to engage with the public with a regular series of virtual meetings, health lectures and email updates. Our community members and organisations continue to increase. We have held 14 events this Quarter and attend 21 external events

2.3 Provides support to the Divisions to ensure they meet their Section 242 duties to engage, this included engaging around the potential relocation of renal dialysis services at Princess Royal Hospital. There are also impending service changes in the surgical division and the Public Participation team are working with the management team to ensure that our duties to engage are met in an open and positive way

2.4 In Quarter 4 the Public Participation Team held three People’s Academies, including two Learning Disability Academies (In partnership with Severndale Academy)

2.5 A gap analysis and action plan relating to our Seldom Heard Communities has been developed. This Quarter our Social Inclusion Facilitator has focused on rural inclusion and has attended meeting and events in North Shropshire. We have also been

building links with our Gypsy and Travelling Communities by linking with the leads in the local councils.

- 2.6 Our involvement in a system wide Women's Health project has included the development of a women's health survey which has received nearly 3100 responses. An analysis of the survey results is now being undertaken
- 2.7 Trends and themes from Trust Board questions are used to identified and plan future engagement events with our local communities.

3.0 Volunteers

- 3.1 We currently have 272 volunteers (85 young volunteers) and have 98 individuals who are going through the application process
- 3.2 New volunteer roles which have been implemented during Quarter 4 includes volunteers in Ophthalmology outpatients, Cataract Suite, Audiology, Dietetics and Breastfeeding support
- 3.3 This Quarter the volunteer team were awarded £86k from NHS Charities Together to support the expansion of our Young Volunteer Scheme. The 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 in health before.
- 3.4 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. Volunteers have provided 357 hours per month to these roles across both sites.
- 3.4 Volunteers supported the improvement hub in March with the 'Big Tidy Up'. Supporting the wards and department to collect excess stock which will then be distributed to charities in need, locally and for international humanitarian efforts

4.0 Charities

- 4.1 Income for the 3 months of Q4 2022 is £136,031 and expenditure for this same period was £121,068
- 4.2 Charge Nurse Wilf Cadelina represented SaTH at a remembrance event to mark the 2nd Anniversary of the WHO declaring COVID19 a pandemic
- 4.3 SaTH Charity gave out 252 Thank you Daisies and cards to nominated staff
- 4.4 The NHS Big Tea is 5th July 2022 and planning at SaTH to celebrate this event is underway
- 4.5 A number of patients, relatives and staff continued to fundraise for SaTH Charity by holding events or completing challenges.
- 4.6 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

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 4 by the Public Participation Team

5.2 note the Forward plan for the Public Participation Team for the next 3-6months

Julia Clarke
Director of Public Participation
May 2022