


Board of Directors' Meeting 9 February 2023

Agenda item	013/23			
Report	Quarter 3 Public Participation Report			
Executive Lead	Julia Clarke, 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 9 January 2023			
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 2022/23.</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, an update on our volunteers and SaTH charity and where funding has been allocated across the Trust.</p>			
Appendices	Appendix 1: Quarter 3 Public Participation Report (see separate Board supplementary information pack)			
				

1.0 Introduction

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 we've listened to feedback from our communities and made it easier to do. We reach out to engage with the public and the emphasis is on everything we do directly linking to our local communities.

2.0 Community Engagement

This section of the attached report:

- 2.1 Provides an update on the Public Assurance Forum (PAF) which met on 9 January 2023 with representation from voluntary and statutory organisations and staff from Divisions within the Trust. The PAF ensures that divisional leaders and middle managers, on behalf of front line staff engage with external stakeholders, as recommended by the CQC.

The Public Assurance Forum was established in January 2022 to enable direct engagement with partners. The quarterly Forum is chaired by David Brown (NED) and supported by Julia Clarke (Director of Public Participation). The meeting received updates on the Trust's Strategy, Hospitals Transformation Programme and the engagement plans being developed for both. They also received updates from the Divisions and on all service changes that had taken place earlier in the year with full community engagement. Details of the January meeting can be found on slides 4, 5 and 6.

- 2.2 The report outlines how the Public Participation Team continues to engage with the public with a regular series of virtual and face to face meetings, health lectures and email updates. Our community members and member organisations continue to increase. An About Health virtual event on the menopause, by Dr Joanne Ritchie (Consultant Gynaecologist) was held on 18 October with over 50 attendees. In November an About Health event was held on Recovery from COVID19 by Sara Biffen (Interim Chief Operating Officer). There is also an HTP About Health live screening event on 24 January.
- 2.3 Details how in Quarter 3 we reached out to all Town and Parish councils and Community Councils in Powys as well as County and Borough councillors to invite them to become community members to keep them informed and engaged with the Trust.
- 2.4 The Public Participation team continues to provide support to the Divisions to ensure they meet their Section 242 duties to engage, this included engaging around the proposed temporary change to the Outpatient Echocardiography service and finalising the community engagement toolkit and flowchart

- 2.5 An update on our system wide Women's Health project is provided on slide 8 following over 3100 survey response from women across Shropshire, T&W and Mid-Wales
- 2.6 Our Social Inclusion Facilitator has been making stronger links with a number of Seldom Heard Groups this Quarter including Veterans, Pastoral, Spiritual and religious communities and organisations who support individuals in deprived urban and rural areas. This post was previously funded through a grant from NHS Charities Together but has now been made substantive.
- 2.7 In Quarter 3 one question was submitted by a member of the public to the Trust Board and was responded to – a summary is on slide 11 and full details can be found on our Trust website: [Public Questions Log - SaTH.](#)

3.0 Volunteers

This section of the attached report:

- 3.1 Contains information on the current volunteer position, we currently have 313 volunteers, who have given over 6324 hours of volunteer time to the Trust across many departments in Quarter 3
- 3.2 The volunteer team have been successful in our bid to Health Education England to expand our "Volunteer to Career" programme. We were only one of ten successful bids and have received £25K of funding. The project started in December 2022.
- 3.3 As part of the Trust's Annual Staff Recognition Week, we held a Volunteer Celebration Event in November 2022 to celebrate and recognise the work of our volunteers which was attended by the Chief Executive and where volunteers received their George Cross badge (slide 13/14) in recognition of the NHS providing "over 74 years of service including the exceptional efforts of NHS staff across the country during the COVID-19 pandemic". All our staff and volunteers were sent a George Cross badge.
- 3.4 In Quarter 3 a Young People's Academy was delivered to over 37 young people aged 16-22 years old. The Volunteer team are now planning a Young People's Academy in February.
- 3.5 This Quarter the volunteer team have been promoting the Young Volunteer Scheme, attending a number of events and schools/colleges.
- 3.6 New volunteer roles which have been implemented during Quarter 3 includes Post-natal and Ante-natal ward support, Cardio-respiratory volunteers, and Activity Volunteers to support inpatients getting back on their feet by fun-activities such as balloon tennis! See slide 17 for more detail on the different roles

4.0 SATH Charity

The Public Participation team support the fundraising and bids process for SaTH Charity. Their work is reported to the Charitable Funds Committee on behalf of the Corporate Trustee to ensure that donors and their wishes are implemented.

This section of the attached report includes:

- 4.1 Income for the 3 months of Q3 2022 was £83,313 and expenditure for the same period was £55,695
- 4.2 Charitable Funds awareness sessions took place in Q3 for Divisions and fund advisors to provide a greater understanding of the charity and how charitable funds can be used and the governance relating to accessing and approving requests
- 4.3 The new SaTH Charity CRM (Customer Relations Management Software) has been implemented which gives far greater visibility to processes and will enable the Charity to develop a supporters network
- 4.4 SaTH Charity supported patients and staff with festive celebrations this year, including IPC friendly Christmas decorations for wards and departments and the annual Christmas Light 'switch on' at PRH and RSH, with support from both estates teams.
- 4.5 A number of patients, relatives and staff continued to fundraise for SaTH Charity by holding events or completing challenges (see slide 21 for detail)
- 4.6 SaTH Charity have supported the Trust this Quarter with items including a gazebo for a courtyard at PRH, a memorial bench and TVs and stands for the renal ward at RSH (slide 22)

5.0 Risks and actions

Risk	Action	Timescales
1. Fail to deliver the Public Participation Plan, resulting lack of confidence of our communities	A detailed action plan has been drawn up and progress is reviewed at each meeting by the Public Assurance Forum	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. Staff not having the skills or confidence to engage with our communities	The development of an online training module, and resource pack for manager.	In place
4. Public support through donations for SaTH Charity could start to recede as the levels of lockdown are reduced and the country returns to the new normal	Plan developed to build on awareness of SATH charity to link to local fundraising from individual groups and corporate organisations.	Ongoing
5. 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; time, money, or both.	In place

6. Recommendations

The Trust Board is asked to

NOTE the current activity in Quarter 3 across the Public Participation Team

Julia Clarke
Director of Public Participation
January 2023