



**Royal Shrewsbury Hospital**

Mytton Oak Road  
Shrewsbury  
Shropshire  
SY3 8XQ

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Dear colleague,

Work is progressing at pace on our Hospital Transformation Programme, which is vital to improving care long-term for all the communities we serve. We recognise we cannot continue as we are, and we face many challenges due to our current configuration (set-up) of services across the two hospital sites at the Princess Royal Hospital Telford and the Royal Shrewsbury Hospital. Some patients currently experience delays in accessing the right specialist teams, as a result of this configuration, and it is vital that we invest and upgrade our facilities to support modern healthcare practices.

This winter, we have seen longer ambulance delays and patients waiting longer than they should for urgent and emergency care, partly resulting from insufficient capacity and facilities for delivering these patient pathways. In addition, the COVID-19 pandemic highlighted the importance of putting in place dedicated planned care facilities, which will help to ensure that our planned care services operate throughout the year, improving patient access and reducing waiting times. The Hospitals Transformation Programme will be a fundamental step forward towards providing sustainable high-quality services for the future. Myself and our clinical teams are hugely committed to these essential developments and the benefits that they will bring for all of our residents, improving the quality of care and providing a better patient experience.

All our communities will benefit from:

### **Urgent Care**

Most people who currently attend our A&E departments need 'urgent care' for non-life or limb-threatening conditions and don't need a comprehensive emergency department or a hospital admission – our new enhanced urgent care service will provide the right diagnosis and treatment for these patients.

The urgent care facilities at the Princess Royal Hospital at Telford and Royal Shrewsbury Hospital will have the full suite of 24/7 urgent care services and will also be enhanced with a broader range of services such as medical Same Day Emergency Care and frailty assessment services.



The 24/7 enhanced urgent care services will be delivered through an A&E Local model in Telford, which will allow patients who have an urgent care need (around two thirds of those who currently attend A&E) to get quicker access to a higher quality service at their local hospital site. Whether directed to the urgent care facility by 111, by the GP or self-presenting, patients will be rapidly triaged and will have direct access to a multidisciplinary team of health, care and community professionals for diagnosis and treatment in the same place, on the same day. Some emergency ambulance patients will also be transported directly to Telford for their treatment where appropriate, with those patients being identified during the patient triage performed by the ambulance control centre.

## **Emergency Care**

Patients facing a life or limb-threatening emergency will be taken straight to the Royal Shrewsbury Hospital usually by emergency ambulance (“blue-light” 999 call). By expanding the total space available to our emergency departments, improving the facilities available and consolidating our clinical teams onto one site, patients will benefit from faster review and treatment from the Emergency Department team, and faster access to medical and surgical specialties, as well as receiving a much better patient experience. Faster ambulance responses for our patients, improved facilities and swifter access to the full range of the specialist teams will lead to better outcomes for our patients, these benefits far outweigh the impact of the slightly longer travel times that will be experienced by some of our residents.

## **Planned care**

It is vital that patients receive timely access to planned care, including cancer pathways, as earlier treatment leads to much better prospects for recovery. The way that our services and resources are currently configured means that we are unable to provide the timely quality of care that our patients need throughout the year, with operations and treatments often cancelled due to pressures linked to emergency care demand. By making optimum use of our hospital sites, creating dedicated planned care facilities at the Princess Royal Hospital, patients will get quicker access the treatment and care they need.

Our hospital-based services are being developed in parallel with the Integrated Care System’s programme of community-based health and care transformation, and we are working closely with community-based health services, local GPs and teams from the local authorities to develop the vital services that can be provided to patients at home, or in health and care centres close to their homes without the need to visit a hospital.

We are confident that the changes being delivered through our Hospitals Transformation Programme will provide better access to an improved quality of care and a much better experience for all the communities we serve.

We will continue to keep people informed and involved throughout 2023 as we undertake the final national assurance preparations. To find out more about how to get involved, join our Community Members. You can find out about our latest news, focus groups and events. You can sign up as a community member online <https://www.sath.nhs.uk/about-us/get-involved/public-participation-2-become-a-member/community-member-sign-up-page/>

Yours sincerely,



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**Executive Medical Director**



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**Medical Director Strategy and Partnerships**